**Networking Activity Summary of Group Discussions from Sticky notes**

Conflict Resolution Ideas and Suggestions:

* Listen with empathy and compassion. Let the person get information off their chest and say their peace
* Agency should offer conflict resolution classes to staff or have a set defined procedure for conflict resolution
* Find root cause of problem of conflict and stay calm during the process
* Try to solve conflict on own, then if can’t bring it to supervisor and follow the chain of command
* Bring everyone involved into discussion and share thoughts respectfully
* DISC personality test with co-workers for better interaction with co-workers
* Streamline communication to be more effective between clients and co-workers is a great way to prevent conflict

Retention Ideas and Suggestions:

* Reasons for turnover include: short staffed, overworked, burnout, pressure and stress, don’t like changes, leadership, micromanaged, no teleworking/flexibity
* Ideas to help turnover include: better pay, listening to your staff/workers, better working environment, more positions, better training and more training opportunities, longevity increases in pay, show appreciation, interaction/trainings with all staff members a couple times of year, and treating all staff the same
* Mentor/buddy and incentive programs and better onboarding programs will help make the staff feel more appreciated

Dealing with Change Ideas and Suggestions:

* Change can be good to improve work loads, systems or procedures.
* Be creative, listen and learn (including the why behind it) new process or change as the come and go with the flow. Important to give feedback during change to make adjustments so it works for the individuals doing the work
* Process improvement committee or meetings a good idea with open communication and teamwork between units-everyone feel like they can give input

Dress code Ideas and Suggestions:

* Items that are felt to be inappropriate to wear to work include: flip flops, jeans with holes, cut off shirts or bra showing/spaghetti straps, sneakers or crocs, and leggings
* Dress code could varies by units sometimes and if in office or teleworking, but feel all workers need to be treated the same no matter the department
* Some agencies give out polo shirts or other clothes to wear to work as part of dress code
* Make sure if teleworking the top section that everyone can see on video is work appropriate
* Overall the want is business casual, but comfortable and still could wear jeans everyday but something that separates staff from clients

Training Ideas and Suggestions:

* Some stated yes to training program(s) and other stated no for agency as a whole
* Create manuals for unit or update them to match current procedures for step-by-step instructions with pictures
* Set a schedule for training dates/times ahead of time
* Training should have some online(too much right now) with in-person comprehensive hands on training that is interactive as much as possible. Ideally one on one training, which could be from supervisor, trainer or peer
* Shadowing, giving the background and why behind the process, and sharing real life examples of problem and solutions should be used in training
* Send surveys or follow up with staff on training to see if effective or need more

Fun Ideas and Suggestions:

* Ideas for fun activities to do or have at work include: recognize each unit during their appreciation months, candy cabinet, birthday events/club or favorite snack for birthday person, monthly parking space, snack cart around office, meet co-worker get togethers after hours, retreat, encouragement stickers or signs, scavenger hunt, painted rock and food in general
* Ideas for self-care includes: massages, outdoor activities, cooking, decompression/resilience room to take a “time out” as needed thru out the day, listening to music, spa treatment or man/pedi, take a walk, close your office door
* Can visit co-workers throughout the agency and say hello and smile to get to know them better and help build a better work environment for everyone.
* Some agencies have committees to assist with coming up with ideas and plans for agency events or activities throughout the year