

To: Office of Governor Michael Parson
From: Brendan Bagby, Bobby McKee, Thomas Ott, Benjamin Pringer, Lesley Rone, Curtis Terry
Subject: Competitive Insights Capstone
Date: Thursday, July 25, 2024

BRIEFING MEMO

Topline: Best practices are gathered and implemented across state government, but communicated differently and at varying degrees.

Problem Statement & Hypothesis

- Problem Statement: Are we using correct channels to clearly and effectively communicate best practices being implemented in our agencies?
- Hypothesis: Agencies that intentionally share information about best practices with staff and attempt implementation will improve team members' experiences and perception of their role in the agency.

Data Gathering

- Quantitative State of Missouri QPS 19
- Federal and Private Sector Data – Qualtrics 2024 Employee Experience Report
- Qualitative Interviews with highest/lowest percentage of agreement Missouri agencies

Best Practices: “A Vehicle for Connection, Not a Tool for Training”

- Best Practices defined: “Concepts developed and implemented internally (process improvement) and gathered from external sources”

Current Efforts and Gaps

- “Connect” newsletter for DCI staff – share “Best Practices” and teammate successes to promote positive connections across the agency
- “Bell Ringers” at DED – recognizing teammates for above and beyond work at the end of weekly All-Staff calls. Staff submit and names are shared to leadership
- Need for multi-directional communication and reiteration of efforts
- Differing agency sizes create variances in capabilities and authorities
 - Non-traditional schedules
 - Varied accessibility to technology

Recommendations

- Communications Resource Library
 - Housed on QPS.mo.gov
 - Owned by Division of Personnel
 - Developed and maintained by Public Information Officers
 - Focused on assisting staff with communication to all levels