

LeadingAge Kansas Staff Happiness/Satisfaction & Growing Member Relationships

ALP Executive Summary

The goal of my ALP is to focus towards LeadingAge Kansas staff satisfaction and growing the relationship we have with our members. The way I chose my goal was for a few different reasons. First, the staff at LeadingAge Kansas is a very dedicated and hardworking group and they deserve to be recognize that. We have a fairly solid motto of work hard, play hard. Lately, because of everything on our plates we have started to forget to play or reward ourselves like we should. Keeping staff satisfaction is a big deal sot that the organization stays fresh and productive. Our members are extremely important to us and we do whatever we can for them which leads me to the second part of my ALP, growing the relationship we have with our members. We have a foundation laid between us and our members, but it would be best if we could actually build on that solely because our members are the reason we do what we do so there's nothing better than getting to know each other better.

The Game Plan

- LeadingAge Kansas Staff Satisfaction

The staff of LeadingAge Kansas already have some extras working for this great organization such as quarterly outings, casual wear in the summer, an exercise room and more. But, where we lack is remembering to celebrate our accomplishments and slow down so that we enjoy what we are doing. The game plan for this portion of my ALP is mini celebrations! We aren't trying to take a huge junk out of our time and busy schedules, just enough time to acknowledge the good job we are doing or have done. Together as a team we will come up with ideas as to what our mini celebrations will be and when they will be. Ideas I have are: food/snack day, catering in lunch, a game day and music Fridays. We will schedule our mini celebrations so that everyone has a chance to be involved and so that is does not disrupt anyone. I truly believe that enjoying our accomplishments in these small ways will bring us together, make us happier and help us towards our big goals.

- Growing the Relationship with Our Members

To grow and better our relationship with our members we are going to begin having a member of the month. What this entails is a different staff member each month will be reaching out to a member that we do not communicate or work with as much and basically get to know them or provide a member benefit to them that they may not be aware of. Once a week the LeadingAge Kansas staff member will talk to a different staff member from the organization. Then each Monday when we host stand up, that staff member will bring the information they learned back to all of us. This isn't meant to be overwhelming or super time consuming, just another chance to reach out and build the relationship between LeadingAge Kansas and our members.

Another part towards the second half of my ALP is that when we do our fun quarterly outings we also visit a member together as a team. We do already have individual staff member visits, but to do it together as a team would have a much bigger meaning. It will be a great opportunity for us to actually see who our members are and what they do. As well as help bring the faces of LeadingAge Kansas to our members.

Overall, I just love and appreciate LeadingAge Kansas and if there's a way I can give back to the organization, staff and our members that is really what my ALP is all about.