

# *Let's Do Lunch Action Research*

Newsletter 2/Feb. 5, 2019

Dear “Let’s Do Lunch” *Enthusiasts*,

We at the Organizational Innovation Lab would like to thank you for the great brainstorming session last Friday, especially given the harsh weather we had that day. The breadth of topics addressed and ideas introduced inspired both your peers and organizers of the Lunch. The weather forecast for this Friday is much more favorable, so we hope to see a lot more of you! In anticipation, please follow this [link](#) to Gemma’s presentation for this Friday.

We have captured and summarized all your ideas from the Radar exercise and the group presentation from last week.

Based on our synthesis, we decided on one theme for each group:

- **Group1 (11:30-12:45pm, Feb. 8): Building a learning community among all staff**
- **Group 2 (12:45-2:00pm, Feb. 8): Creating an embracing environment for everybody**

You will see all the ideas related to these two themes in Appendix A. We will start with these ideas this Friday and carry them forward. In Appendix B, you will see all the ideas generated from the Radar exercise, while Appendix C captures the group presentation. For those who did not attend Lunch last week, these appendices are good resources to help you with catching up.

Some announcements and reminders for our community:

- Please **sign up for EITHER [Group 1](#) OR [Group 2](#)** and give additional insights on some topics following this [Qualtrics link](#)
- If you have not done so yet, please remember to submit your **reflections** (I like...; I wish...; I wonder... regarding your experience). For your convenience, we have put the reflection questions at **the same Qualtrics survey link above**. Please complete the survey by **the end of Wednesday**.
  - For now, we have only three reflections—a big thank you to **Beeyourself, Kiwi and Rocco** (cute pseudonyms, BTW)!
  - The reflections are important because we would like to adapt our activities based on your feedback! This will also win you 1 point that will get you closer to the fleece jacket!
- For this Friday: **Please remember to bring a laptop and/or smart phone** to complete reflection questions online during the lunch.

We will be in touch and looking forward to seeing you this Friday!

# APPENDIX A

## TRANSCRIPTS FROM RADAR EXERCISE

LUNCH 1 (11:30-12:45)

### BUILDING A LEARNING COMMUNITY AMONG ALL STAFF

GROUP 2 (12:45-2:00PM):

### CREATING AN EMBRACING ENVIRONMENT FOR EVERYBODY

#### ENHANCED NETWORK

- Provide inventory of faculty and staff specialization skills
- Share best practices, job duties, and activities
- Staff meetings and lunches
- Network with external parties – other schools/universities/corporations
- HR to support new ideas
- Guest speaker at staff meetings

#### COMMUNICATION

- Knock down hierarchies
- Seminars
- Feature staff/dept. share best practices & across depts.
- Increase/uplifting Energy (vibe) culture
- Recognizing new employees (welcome and introductions)
- Clearly defines roles and responsibilities

#### UPWARD MOBILITY

- Professional development plan
- Seeking feedback & Self-evaluation
- Mentors
- Succession planning
- Encouragement for change/mobility

#### PROFESSIONAL DEVELOPMENT

- **Summary:** Training, Education, Workshops, and Mentorship
- Department newsletter
- External prof development opportunities/classes
- Attend conferences for trainee and networking
- buddy mentor (seasoned coworkers)
- Allowed to have more work time
- Recognition

## COLLABORATION AND COMMITMENT:

- **Summary:** Meetings across departments, cross-departmental knowledge sharing
- SSOE staff meetings
- Team assignments // goals
- Planned training
- Share ideas with similar job peers across schools
- Work together to maximize time and resources
- Support for mobility for chairs and others

## TRANSCRIPTS FROM RADAR EXERCISE

**Karen:** I'm Karen...just looking at the different poster notes, the different ideas. The overriding theme or the umbrella would be support of our leadership. And so that could be in actually having the monies to actually attend the events as well as allowing to have time off and just the overall encouragement of being able to further ourselves professionally. And then it's a win-win...We as staff do that and we can also be encouraged to come back and share it with our own departments, as well as others...And something else that we thought was recognition with that. So not only, and that could be different for everybody. And also depending on the financial restrictions maybe of the department. So sometimes it's just something like, 'Hey, good job.' You know, a verbal [exchange] or an email. It doesn't necessarily always have to be a raise...And then another specific action to that would be our more tangible one. The recognition would be actually to have it maybe in a newsletter that we see...So again, just the overriding theme is support of leadership to attend and just to develop yourself professionally.

**Speaker 2:** Excellent, thank you.

**Nick:** The most important things that we came up with was recognizing new employees...Kind of welcoming and introducing [someone] when someone takes over a new job. Something as simple as...putting two or three sentences per staff on the website, just as a little explanation or description of what they do in their role every day. Kind of along those lines, [focusing on] more that clearly defines roles and responsibilities, and...using various means to communicate those...In the school we were talking about...we have six different academic departments and we have a lot of job roles that do similar things across the same school...Maybe getting together every once in a while and reviewing...you know, 'Hey, what do the grants administrator and industrial engineering do versus the one electrical computer engineering,' ...A way to share ideas and such.

Feeling safe and comfortable, things like making sure that employees have proper ways to report any time that they feel unsafe in their job. [The] resource is out there...And kind of what I was talking about earlier...with featuring staff and departments...more ways to share best practices across the school.

**Speaker 2:** Thank you, Nick. Okay, Katelyn.

**Katelyn:** We looked at collaboration and commitment. And we saw a theme of suggestions having to do with seeing the staff as more of a team. The first part of that we saw as getting to know each other. Something as simple as wearing name tags to just [have] more of a sense of unity and having team goals. And then also sharing information...whether that be at the staff level or department level...working together to maximize time and resources. Sharing ideas across, as Nick was talking about, across the school with your peers. And then the last set were just kind of miscellaneous suggestions. Higher staff pay could speak to greater commitment to being a member of the necessary staff as opposed to having to move to another department or another school. And identifying individual skills and interests, it's more professional development but could be a team thing as well.

**Speaker 2:** Excellent. Thank you Katelyn. Okay Gina.

**Gina:** ...So everything from opportunities to go outside of Pitt for professional development, externally...actually having evaluations and a better structure for how we can achieve greater goals and move up and have opportunities. Having a professional development plan that you look at with a mentor or with your supervisor regularly. One was posting job opportunities internally first so that staff internally had the opportunity to know about them in advance. Greater support from chairs and departments about mobility and so if there are opportunities outside of where you're working, that you get the support to take that opportunity. Succession planning and having mentors. I think those were the main things.

**Speaker 2:** Thank you, Gina. Okay, Chris.

**Chris:** Hi everyone. Allow me to represent the group five, the enhancement network. I wasn't really working on this myself so if anyone wants to pipe up, please let me know. But I think we'll start in the center, where we were talking about providing an inventory of the faculty and staff specializations. ...There's a lot of us here and a lot of expertise, and to know that, you can't manage what you don't measure, right? So that seems important. Similarly, to share best practices...Breaking silos among the departments, among faculty and staff. What we're doing right here, right now, what we do in a lot of these get-togethers. Very central to enhancing the network.

Additionally, networking with the external parties. Other schools, other universities in our Pittsburgh... Things are happening in Pittsburgh and we surely want to try to take advantage of any multiplicative advantages out there. Faculty, staff, strategic, strategizing together. HR, to support new ideas. I do believe that they've heard some things and I'm hopeful that we'll get some of these HR sponsorship staff meetings and lunches and we'll be able to go through the sharing of job duties, responsibilities, and possibly some guest speakers.

**[End]**

## APPENDIX B

### FULL LIST FROM RADAR SESSION

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#### ENHANCED NETWORK

- FACULTY-STAFF COLLABORATION, DEPARTMENTAL INTERDEPENDENCE, KNOWLEDGE SHARING -

#### COMMUNICATION

- HORIZONTAL KNOWLEDGE SHARING, CLEAR ROLES -

#### UPWARD MOBILITY

- EVALUATION & FEEDBACK, MENTORSHIP, COMMUNICATING OPPORTUNITIES INTERNALLY -

#### PROFESSIONAL DEVELOPMENT

- TRAINING, EDUCATION, WORKSHOPS, AND MENTORSHIP -

#### COLLABORATION AND COMMITMENT

- MEETINGS ACROSS DEPARTMENTS, CROSS-DEPARTMENTAL KNOWLEDGE SHARING -

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#### ENHANCED NETWORK

- **Summarize:** Faculty-Staff collaboration, departmental interdependence, knowledge sharing
- Break silos among departments (among faculty and staff)
- Provide inventory of faculty and staff specialization skills
- Share best practices
- Sharing of job duties and activities
- Network with external parties – other schools/universities/corporations
- Faculty and staff strategizing together
- Staff meetings and lunches
- HR to support new ideas
- Guest speaker @ staff meetings

#### COMMUNICATION

- **Summary:** Horizontal knowledge sharing, Clear Roles
- Lunch & Learn
- Knock down hierarchies
- Seminars
- Know networks (?)
- Personal meetings (?)
- Follow up and through
- Increase/uplifting Energy (vibe) culture
- Feature staff/dept. share best practices & across depts.
- Feeling safe & comfortable
- Recognizing new employees (welcome and introductions)
- Clearly defines roles and responsibilities

- Use various means
- Share (?)

#### UPWARD MOBILITY

- **Summary:** Evaluation & Feedback, Mentorship, Communicating opportunities internally.
- Mentors
- Succession planning
- Encouragement for change/mobility
- Better structure
- Professional development plan
- Seeking feedback
- Self-evaluation
- Post/share job opportunity internally first
- Communicate opportunities for promotions within the school
- Setting (annual) goals

#### PROFESSIONAL DEVELOPMENT

- **Summary:** Training, Education, Workshops, and Mentorship
- Department newsletter
- More effective (and just more) PD programs
- buddy mentor (seasoned coworkers)
- external prof development opportunities// PD classes
- Attend conferences for trainee and networking
- Support to have conferences.
- Career ladder
- Training budget
- Recognition
- Time check-ins
- Allowed to have more work time

#### COLLABORATION AND COMMITMENT

- **Summary:** Meetings across departments, cross-departmental knowledge sharing
- Identify individual skills and interests
- Share ideas with similar job peers across schools
- Work together to maximize time and resources
- SSOE staff meetings
- Team assignments
- Inter-dependence // Team goals
- More unity
- Inc. staff pay
- Planned training
- Support for mobility for chairs and others
- Opportunities for conferences, workshops, and learning

#### CENTER

- chief of staff / fun