

August 1, 2007 via ITA Announcement email

MEMORANDUM FOR: ITA Employees

FROM: Michelle O'Neill /s/
Acting Under Secretary for International Trade

SUBJECT: Responding to the Human Capital Survey

Like many of you, I have been concerned about the results of last year's OPM 2006 Human Capital Survey. The survey afforded ITA employees the opportunity to provide frank, confidential feedback about the quality of our work environment, and the results suggested that many of you have concerns about morale, leadership, and accountability. I firmly believe that we must listen and respond to these concerns in order to maintain an engaged and motivated ITA team. Be assured that senior management will focus on HR issues in a way that will ensure that ITA's most important resource, our people, can continue to grow and excel.

Immediate Actions

- I am establishing three "Go Teams" - short-term, fast-action teams - to address the following key issues of greatest concern to ITA employees: (1) Communication; (2) Career Development; and (3) Rewards and Recognition. I am seeking volunteers to be on one of these 8-person teams. If you are interested, please email Ron Glaser, our HR Officer at HRO@mail.doc.gov by **August 17**.
- I have set aside a \$500,000 training fund to help you to develop the skills and expertise that are important to your professional, long-term growth here at ITA.
- I am holding a contest for the *best innovative idea* for improving ITA. The winner of the best idea will receive a \$500 cash award and a framed certificate. Please send any suggestions to Ron Glaser.

Longer Term Actions

- The ITA leadership team recognizes that addressing your concerns in a systematic manner will take a long-term, concerted, and well-calibrated effort. To this end I have assembled an Employee Engagement Steering Group (EESG) encompassing all ITA units. The EESG will: (1) further explore the source of ITA employee concerns and (2) help ITA to remain focused on its most important resource - its employees. The members of the EESG are listed on ITA's [HR website](#) and will serve as a soundboard for you to provide candid, confidential thoughts, concerns, and suggestions. I hope that you will share with them the most pressing challenges you face here, as well as the areas in which ITA is excelling. In other words, speak your mind!

There is more to come. I welcome your involvement as we work to improve our professional environment. I am proud to serve an organization of ITA's depth, intellect, and diversity of talent and expertise. Together, we can transform our organization into an even better place to work.

You can view the results of the 2006 survey by going to OPM's Federal Human Capital Survey page. The log-on and password are case sensitive and the URL is: <https://www.fhcs2006.opm.gov>, you'll need to cut and paste the URL onto the browser. **Username:** fhcsCM55 **Password:** fhcs2671! For ITA results, click on **Results of the Survey** and then **Commerce**.

This message was approved by the Acting Under Secretary for International Trade, Michelle O'Neill.
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