

COMMUNICATION	
KEY ELEMENTS	SUGGESTED PERFORMANCE INDICATORS
<i>The agency has a communication system that:</i>	
<ul style="list-style-type: none"> Ensures employees understand the agency's mission, goals, and objectives and what employees' roles are in achieving the mission, goals, and objectives 	<p><u>Effectiveness Indicators</u></p> <ul style="list-style-type: none"> The agency has developed and implemented a communication strategy to share the vision, strategic plan, and related documents (e.g., Strategic Human Capital Plan) with all employees. A variety of media are used to communicate the strategic plan and related documents to all levels of the workforce. Surveys and/or interview data/summaries indicate employees are aware of the strategic plan goals and understand how they relate to the agency's mission and their duties.
<ul style="list-style-type: none"> Elicits employee feedback and involvement in decision-making and planning processes. 	<p><u>Effectiveness Indicators</u></p> <ul style="list-style-type: none"> Communication up and down the organization is effective. Documentation shows innovation and problem solving between employees and management. Employees are involved in the decision-making process, fostering their support for organizational decisions. Surveys and/or interviews indicate employees are satisfied with their level of participation in the organizational decision-making process and feel empowered to share their ideas and/or concerns with supervisors and other management officials.