4. Support the professional development and retention of committed and competent staff.

### Admin

<table>
<thead>
<tr>
<th>Initiative Area</th>
<th>Chosen Target (Where do we want to be?)</th>
<th>Tactics to Close the Gap (How do we get there?)</th>
<th>Measures of Success (How will we know we're there?)</th>
</tr>
</thead>
</table>
| 4.a             | Improve Professional Development and Training of FMS Staff | FMS staff receive routine training and professional development on an annual basis | • Assess training and professional development needs of all FMS staff  
• Explore training and professional development options for staff  
• Make training and professional development available to all FMS staff on an individual basis  
• Conduct annual FMS division wide training  
• FMS training and professional development needs identified  
• A list of options developed for training and professional development (including those that are budget friendly)  
• 33% of all FMS staff attend individualized training or professional development  
• Annual FMS division wide training conducted | |

### Economic Assistance and Work Services

<table>
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</table>
| 4.a             | Staff Motivation, Morale, and Retention | Ability to measure worker satisfaction and track it to determine progress. | 1. Develop recognition and morale building strategies.  
2. Develop a method for measuring worker satisfaction and a tracking methodology.  
3. Develop or research satisfaction survey to gather information from staff.  
• Effective tool for measuring satisfaction is implemented  
• Increase in worker satisfaction. | |
| 4.b             | Communication | Develop communication with staff to make them aware of significant achievements and workload connections. | • Form a workgroup to examine what types of communication we can enhance to ensure that staff understands the scope and importance of their work.  
• Implement recommendations of group.  
1. Recommendations for enhancement of communications.  
2. Implementation of at least three initiatives from the workgroup. | |