MWE Coordinating Committee Meeting  
Tuesday, April 4, 2006  
1:00-2:00 UC260

**Members present:** Betsy Bowers, Barbara Brooks, Pat Crawford, Regina Davis, Sandra Gore, Sherell Hendrickson, Janice Holmes, Tammy McGuckin, Cindy Mersereau, John Warren

**Members Absent/Excused:** Chris Cavanaugh, Ann Deen, Athena du Pre’, Alicia Ross, Lusharon Wiley

**Guests:** Valerie Moneyham, Laura Hiltabrand (Measurement Team), Connie Marse (Communications Team)

**Measurement Team – Valerie**

Powerpoint presentation of:
- Team membership
- Purpose and 90 day plan
- MATRIX of Assessment
- Invitation
- Next Steps

Pat encouraged the teams to take advantage of using the expertise of the Measurement Team. Accept the invitation to “Measure the Magic”. Betsy suggested emailing the “Measure the Magic” slide to the team captains.

**MWE Cascade Learning Kit – Pat**

Powerpoint presentation – discussion of what we’ve learned from the Cascade Learning kit roll-out.

We’ve learned:
- One size doesn’t fit all
- Too structured
A Different Approach:
* Lose the name “cascade learning”
* Emphasize “compass points of excellence”
* Suggested discussion topics (no scripts)
* Tie-in with employee reward and recognition

**Communication Strategy**

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**Standard**

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Beginning May 1st–

Every department will identify one staff member each month who exemplifies the “Standard of the Month”.

The departmental VP and the department head will visit that department- present an award/certificate to the employee in front of their peers.

**Next Steps:**

- Service recovery “deep-dive”
- Reward and Recognition “deep-dive”
- Strategic planning session with BLI (Sandra to schedule meeting)
Employee Satisfaction Team:

How do we get our benchmark for reward recognition?
To be discussed by Pat and Sherell at next EST meeting.

Standards Team:

Received lots of good feedback from cascade kit roll-out. People are overall happy with the Standards. Moving forward with the “compass points of excellence”.