MEMORANDUM

To: Penny

From: Team Weber

RE: Suggestions for improving communication and time management

Date: October 13, 2021

Introduction

Based on our conversation last Friday, we have concluded the primary concerns you brought up were lack of communication with Sheldon and other department members concerning the mandatory training sessions you feel you do not have time to complete, feeling you have a larger workload than most others, and not being able to complete your desired tasks each day because of the said large workload. We understand how these issues can create tension in the work environment, and we have devised some possible solutions to the problems you are experiencing.

Conflict Management, Communication, and Training

We will begin with conflict management. Several of the items you have mentioned include disagreements with Sheldon on purchasing choices and expectations over some of your training responsibilities. We will also address these issues in reference to communication in the department but will begin by focusing on the aspect of conflict management. Efforts to resolve disagreements are best addressed with the person you have the conflict with, because they may not be aware there is a problem. Work on improving your communication skills and try to see things from Sheldon's, and others, point of view before deciding their motives for certain decisions.

Moving on to the lack of communication between department members. Uncertainty in staff schedules creates a challenge in effectively scheduling training sessions. You can poll department members on availability and reschedule training sessions accordingly. Surveying employees will improve negative performance evaluations and team morale. They will feel valued and motivated after no longer needing to give up lunch breaks for training. To improve team performance, you can suggest during department-wide staff meetings to delegate tasks and to communicate the department's progress on projects. Team performance is important to having a synergized work environment.

Another suggestion would be creating a technical training schedule to address the issues that you are having with coordinating time to train employees on newly acquired technologies. Having a clear policy on training times and offering both a morning and afternoon training session on a schedule will open employee availability and resolve the need for a lunch training session. This policy should also cover pre- and post- evaluations to assess the training's effectiveness both in content and availability. Clear policy and effective evaluation practices will help to set up the timeline for training, ensure the participation of required staff members, and ensure staff readiness in using these new tools. These implementations could also be a way of finding time for staff members to practice with the new technology outside of training sessions.

Organization, Priority, and Time Management

Next, planning and prioritization for the tasks you want to complete would help with your time management. On top of that, instituting office hours will help to limit the number of unanticipated visitors and setting boundaries will help so you do not become overwhelmed with projects. One way to manage boundaries would be to set up a virtual calendar that can be accessed by your coworkers. You can schedule when your door is closed. A closed door signals your desire to work undisturbed and opening the door when you wish to welcome visitors is a simple way to implement a boundary for your time. When your door is closed, you can work on organizing your physical workspace. A tidy workspace will allow you to easily locate your files and decrease your stress levels. Your workspace reflects who you are professionally and demonstrates to your coworkers that you are organized and on top of your work. A method of organizing can take the shape of creating a shared Google Calendar. If you find that you are still overwhelmed with requests at the end of the day, it may be time to delegate tasks or ask for help. It may be worth mentioning that a helpdesk system would improve your ability to respond to urgent technology needs for the department.

Conclusion
We recognize that you graduated from one of the top LIS schools and that you have the skills, desire, and expertise to accomplish this job. We hope you find these suggestions of improving communication within the department helpful. You can start by finding the best times to provide training, and to enact time management processes. We believe that by implementing these changes, your satisfaction with your job, your performance evaluations and your relationships with your coworkers will improve.

We would love to know if you have found our suggestions to be beneficial and look forward to seeing you at our get-together next week.