

Becoming An "Employer of Choice"

Client

Homecare Provider - Nursing and Personal Support Services

Project

Pathways was contracted to provide an organizational assessment and development plan. The primary vision and the foundational driver of the plan, required that the organization adopt a performance culture and ultimately become an “employer of choice” among existing and future staff.

Action(s)

Pathways began by reviewing existing strategic planning documents, policies and procedure and the results of a recent employee satisfaction survey.

To establish a foundation from which the plan could then define actionable changes, it was then necessary for Pathways consultants to assess the existing organizational culture/environment. As such, the next step was a series of confidential and representative staff interviews, to determine the employees overall agreement, alignment, knowledge and/or acceptance of/with the organization in ten (10) predetermined areas.

The information gathered during the documentation and survey review, combined with the interview results were scored against a rubric that was then translated into the plan's targeted areas for development.

Pathways then drafted an organizational development plan that could act as a framework for goal achievement, while remaining consistent with the strategic direction of the organization. The plan was rooted in timely, actionable outcomes with clear directional milestones.

Result

The organization embraced both the assessment feedback and the recommendations for achieving their vision. They are currently engaged in the first of four implementation milestones, targeting internal customer service performance. Early feedback across departments has been exceptional.