

Foundation-wide survey results show numerous strengths, weaknesses

Supervisors at Colonial Williamsburg are generally doing a good job, according to their employees. That's one of the results of August's employee opinion survey, the first step in a program aimed at bringing employees together to make this a better place to work and visit.

Results for Colonial Williamsburg as a whole show that employees in general think their supervisors are honest and helpful, and are confident in supervisors' ability to evaluate their performance. Employees also say their supervisors are good about keeping them informed of things that affect them in their work.

Other areas receiving high marks included job satisfaction and benefits. According to Jim Shaffer, consultant from Towers Perrin, Colonial Williamsburg employees rate their supervisors and benefits a good deal higher than employees at other companies.

Areas needing improvement

Employees' views of top management are less positive, however. Employees in general say that top management needs to improve by becoming more visible, and communicating more about how Colonial Williamsburg is run, our objectives and direction for the future.

Employees also said they would like to see better ways of recognizing outstanding performance, initiative and suggestions. Improvement is also needed in communication, especially between different departments or divisions.

"I'm glad to see the results of the survey," said president Chuck Longworth. "Thanks to everyone for taking the time and trouble to let us know what you think. It's not all good news--far from it. Clearly, we need to do more and do better if we are to fully earn your commitment and trust."

A gap in understanding

"It's been my opinion, and the opinion of others here, that management doesn't always know what employees are thinking about," Chuck continued. "I've thought, too, that many employees don't understand what we, as managers, are trying to do and why. There is a gap in communication at Colonial Williamsburg, which makes it more difficult to do our jobs as well as we'd like."

"The survey results clearly show this gap. Moreover, they tell us those things that need to be discussed and dealt with if we're to have a better agreement and understanding of our goals and purpose."

"The survey is helping me and others in management to better under-

stand how employees feel about pay, incentives, rewards and recognition, training, decision making, and the many other things that affect their work and their lives."

What's next?

The next phase of the Employee Opinion Program, feedback meetings, will begin in a few weeks. During these meetings you will hear specific survey results for your work group, showing the group's strengths and areas needing improvements. These meetings will be scheduled and announced by your supervisor.

"I want and expect everyone to help by sharing their comments and ideas on how we can make this a better place to work and visit," Chuck said. "At the same time, I'll be working with the rest of Colonial Williamsburg's managers to do everything we can to see that your concerns are addressed."

"I know, from the number of comments we received, that you care a great deal about Colonial Williamsburg. I know your commitment will help make Colonial Williamsburg's future a bright one."

Further details about the Employee Opinion Program will appear in upcoming issues of the Colonial Williamsburg News and the "Extra".

80/80 in 1988--WE DID IT!!!

This year's fund raising drive has achieved **both** the monetary goal of \$80,000 and the participation goal of 80%!

Our final total employee contributions reached \$81,047.75 and combined with an additional \$2,980 from volunteers and retired employees and \$40,000 from Colonial Williamsburg brings the final United Way total to \$124,027.75--A RECORD!

Thank you to all employees who contributed to this year's United Way fundraising campaign and for making it such a great success!

Flexible benefits put on 'hold' for '89

Colonial Williamsburg will **not** be implementing a flexible benefits program in 1989, according to Kathy Whitehead, vice president for Human Resources.

The proposed program would have allowed regular non-unit employees to use pre-tax dollars to pay for their life and health insurance benefits and certain other health and dependent care expenses. Also, it would have allowed employees to choose their current life and health coverage or to design a benefits package tailored to their needs.

The original proposal was modified after a series of employee meetings in July, in which concerns had been expressed about proposed changes to our holiday and sick pay policies. The current proposal, which is being considered for implementation in 1990, makes **no changes** to either of these policies.

Kathy met again with several groups of employees last week to hear their reactions to the revised proposal. "Most of them reacted positively to the revised program," she said. "They

agree, though, that flexible benefits is not a simple concept to understand and that many people will want individual help with their choices."

"We need time to explore the proposal with employees and to hear their ideas. If we go with the program we'll need to allow time for individual counseling."

"I think it's a great chance to provide tax savings to employees, and to give them some say in how Colonial Williamsburg spends its benefits dollars. But I want employees to believe that it's good for them, that it's not something we're trying to do to them. If people don't see the program as a positive, there's no point in doing it."

Human Resources is planning additional meetings with employee groups to get their ideas about the program. If you or your department would like to take part, call Joyce Seaman at ext. 7163.

Who's in charge here? You or STRESS??

How well do you manage stress or does it manage you? Do you get upset over "little things?" Do you know what causes stress in your life?

Join us on October 5, 12, 19, and 26, from 6:30 to 8:30 p.m. for a class on learning how to manage stress. You will learn to identify what causes stress and to decide whether to accept it, cope with it, or take some action to change it.

Karen Blackwell, Community Education Officer, Williamsburg Community Hospital, is the instructor. Fees for this class is a "stress-free" \$20-- Colonial Williamsburg is picking up the remaining \$25 of the \$45 fee! Call Sue Houser at ext. 7029 for more information or to register for this class.

Trips are going "suite" on nutcrackers

A tradition of the Christmas season is watching the Nutcracker Suite, and a trip to the Kennedy Center is planned for Friday, December 9, to see the Joffrey Ballet perform the Nutcracker Suite.

The cost is \$65 per person and includes the theatre tickets and bus fare. Retirees, employees, spouses and guests may participate. Payment by

check made out to Colonial Williamsburg Foundation is requested.

We will be leaving Williamsburg at 1 p.m. and return approximately thirteen hours later. The bus is scheduled to arrive in Washington around 4 p.m. The ballet begins at 8 p.m. You will have approximately four hours to do what you want before the ballet begins. There are a couple of places to eat at the Kennedy Center. Depending upon your choice, you can eat at the Center in a cafeteria or in a restaurant (we have a copy of the restaurant menu if you would like to know what is offered) or someplace else in the area.

If you would like to join this trip, call Sue Houser at ext. 7029. Share this enjoyable experience with us! You will have a great time!

See the stars shine!

On Saturday, October 8, Walsingham Academy will be the sight of the Fifth Annual Battle of the Stars! The Battle is a semi-serious athletic competition between local employers--similar to the "Battle of the Network Stars" on TV. It is staged to raise money for Big Brothers/Big Sisters, a United Way agency.

Fourteen employees from Colonial Williamsburg Will be competing against teams from Anheuser-Busch, BASF, Williamsburg Community Hospital, Berkeley Realty, Howmet, and others not only for the Battle championship but also for the Sportsmanship Award. (Our teams have so much fun, they have won the Sportsmanship Award twice out of the three years it has been awarded!)

There will be door prizes, music, and food! Come out and cheer for our team and support Big Brothers/Big Sisters!

Be a Colonial Walker!

Colonial Williamsburg employees have formed a walking club--the **Colonial Walkers!** Employees, retirees and your spouses are invited to join. We will have the first "club meeting" at the Personnel Training Building on Wednesday, October 12 at 6 p.m.

Duane Peters, from the Newport News YMCA, will talk about the benefits and safety responsibilities in walking and discuss "speed walking". A video on different aspects of walking will be shown.

If you have any questions, comments or suggestions, come to this meeting. We are interested in hearing from you!

The "Extra" is published twice monthly by Human Resources Development. Deadlines are 5 p.m. the first and third Thursdays of each month. Our next deadline is October 6, 1988. Call Heidi Moore at ext. 7121 for assistance. Send announcements to "CW News Extra", Room 245, FSO. We do not take listings by phone.