

5.1-_: Employee/Staff Listening and Learning Approaches

Listening and Learning Strategy Approach Types	<u>Employee/Staff Classifications</u>				
	Operational	Technical	Support	Managerial	Physicians
Direct <u>employee/staff</u> contact					
Focus groups					
<u>Complaints</u>					
<u>Employee/staff</u> surveys	X	X	X		X
<u>Employee/staff</u> visits					
<u>Employee/staff performance reviews</u>					
Grievances					
<u>Employee/staff</u> feedback					
Informal <u>employee/staff</u> contacts					
<u>Employee/staff</u> meetings					
Email					
Phone calls					
Union communications					

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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