### OES Diagnosis — Interventions 8 years

**OES Targeted Areas to Improve**

<table>
<thead>
<tr>
<th>Year</th>
<th>Responsive Leadership</th>
<th>Openness to Change</th>
<th>Salary</th>
<th>Job Training-Career Dev.</th>
<th>Customer Satisfaction</th>
<th>Conflict</th>
<th>Process Improvement</th>
<th>Performance Appraisal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>Responsive Leadership</td>
<td>Openness to Change</td>
<td>Salary</td>
<td>Job Training-Career Dev.</td>
<td>Customer Satisfaction</td>
<td>Conflict</td>
<td>Process Improvement</td>
<td>Performance Appraisal</td>
</tr>
<tr>
<td>Year 2</td>
<td>Responsive Leadership</td>
<td>Openness to Change</td>
<td>Salary</td>
<td>Job Training-Career Dev.</td>
<td>Customer Satisfaction</td>
<td>Conflict</td>
<td>Process Improvement</td>
<td>Performance Appraisal</td>
</tr>
<tr>
<td>Year 3</td>
<td>Responsive Leadership</td>
<td>Openness to Change</td>
<td>Salary</td>
<td>Job Training-Career Dev.</td>
<td>Customer Satisfaction</td>
<td>Conflict</td>
<td>Process Improvement</td>
<td>Performance Appraisal</td>
</tr>
</tbody>
</table>

**Overall Average Reported Years 4-9**

- Green

**Interventions**

- Executive coaching
- Quarterly team meetings
- Employee celebrations
- On-going staff training
- FAST feedback
- Streamlining processes
- Innovative performance appraisals
- Competitive salary and incentive