



LEARNING LAB

Dragging his luggage, briefcase and Panther ball cap, Doc Studnek walks into the classroom, tired and a little dazed.

“Welcome to Medic 102. I’m Doc Studnek”, he says, as he lobs his luggage in the corner, by his assistant’s desk. “I apologize for my haphazard appearance, but it’s been a long four days of meetings, more meetings and ‘just one last meeting’...”

In the course of the last week, I have received feedback from several individuals that it seems as though Medic is surveying its employees to death. “Every time I come to work it seems like there is a new survey in my in box, why do these keep appearing.”

“Yea dude”, remarks Lester, an EMT major. Slouched in his seat, scratching his head, he inquires, “Why all surveys?”

While we don’t want to see anyone buried under an avalanche of surveys, they are an important tool. It’s a tool we use to manage our projects, as well as gather your thoughts and concerns.

When we embark on a new project, the outcome may change how an individual does his or her work. Projects could change a work policy, dress code to the type of tattoos you can have, Mr. Oliva. Therefore, we need to include Medic employees in the process to understand how these things may (or may not) impact individuals’ work. We’d like to make an informed decision when it comes to Medic employees. And we’d like to do that BEFORE we make a change. Hence why we survey...

Unfortunately, that is often more difficult than it sounds, especially when we have such a large workforce with such diverse schedule. And when you’re as far from

perfect as we are, sometimes we do this step well. Other times we miss. Often we fall back on sending out surveys to obtain the opinions of those who have already been impacted by change.

But, let’s highlight a few points for both survey recipients and senders. For those of you who receive surveys (don’t we all), let’s remember: **this is our opportunity to provide feedback.** So if you are passionate about a topic, complete the survey and let your voice be heard. For those of us who send surveys: it is our responsibility to make sure that we deliver meaningful, well-constructed surveys. Surveys that are well-designed and feed into the change process. It is also important to remember a survey might not always be the right answer. Sometimes a quick face to face “hello, can I ask you a couple of questions may be more beneficial. Either way, you do matter. Your thoughts matter. So, please be patient with your friendly survey taker. It may not feel like the information is going anywhere fast, but we are listening.

I know we close out the class with the same ol’ “email Tiffany with any questions or topic ideas.” Well, today will be no different! (Psyche!)... Please feel free to drop Tiffany a line at tiffany@medic911.com or drop them in the dropbox – outside the PR office.

CLASS DISMISSED!



SURVEYS