

DDJC Supervisors Weigh In on Benefits of New Supervisor Training

One component of DLA's Enterprise Leadership Program is the Supervisor Certification Program, and the first round of DLA supervisors have begun the new training including two supervisors from Defense Distribution Depot San Joaquin, CA (DDJC).

Chappell Jackson and Adam Crutchfield, both supervisors at DDJC, began the training this spring and feel that it improved their skills as supervisors. "It's a great training program that gives you tools you can use now," said Jackson, Woodworker Supervisor.

A main focus of the program is effective communication, a skill identified by the responses to the last Climate/Culture survey as a primary area of improvement for supervisors.



DDJC Woodworker Supervisor Chappell Jackson (right) checks in with woodworker **Rudy Medina**.

Adam Crutchfield (right), DDJC Maintenance Mechanic Supervisor answers a question from **Bill Golden**, Maintenance Mechanic.



DDC Seeks Optimum Use of the DLA Culture/Climature Survey

By Jessica Walter-Groft, DDC Command Affairs

As part of the Defense Distribution Center's (DDC's) commitment to continue creating a positive work environment for employees, DDC has formed a team to use employee responses from the DLA Climate/Culture survey to target areas identified as needing improvement.

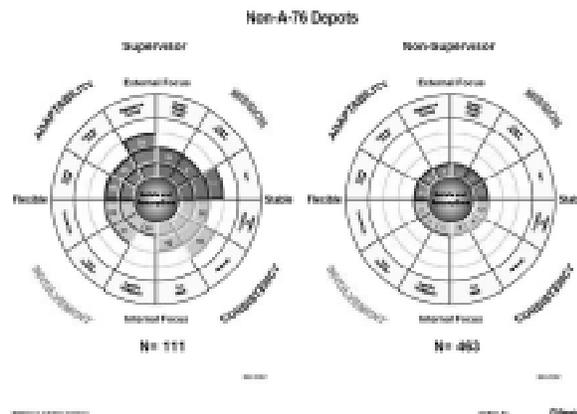
The DLA Climate/Culture Survey is the agency's tool for measuring overall employee morale and job satisfaction. Only 20 percent of DDC employees completed the survey in 2003. Although the response rate was too low to be considered a valid sample, DDC is taking action based on the responses that showed DDC could improve in the areas of leadership, teamwork and communication.

DDC established a Strategy Team to develop a plan of action for improving DDC's performance in these areas as well

as increasing the number of employee responses to future surveys. DDC will establish four Tactical Teams that will focus on improving the participation rate at the distribution centers. The Tactical Teams will also serve as the DDC Supervisory Leadership Council to facilitate communication between senior management and all levels of supervision throughout DDC.

DLA and DDC want every employee to enjoy coming to work. To make that happen, it's important to receive feedback. Everyone is encouraged to take a moment to complete the next Climate/Culture Survey. The next survey will be available this fall.

Some DLA and DDC initiatives developed to address these areas include DDC's new Mentor Program and DLA's Enterprise Leader Development Program.



These Denison models depict a graphic representation of the organization's culture. The more segments filled toward the outside of the ring shows employee satisfaction in that area. Above, the graph is shown for distribution centers that had not experienced the A-76 process at the time of the survey. Right are the graphs for the centers that had completed the A-76 process or were currently undergoing A-76 when the survey was administered.

