Corporate Assessment Talking Points

Purpose of the Briefing: To convey to the Commanders the purpose of the CHRA assessment survey.

At the briefing: At each of your briefings, make sure to ask and document the Commanders' responses to:

--What are your top three HR challenges?
--What are we doing that is helpful in meeting your mission needs?
--What can we do better?
--What are your HR expectations?

Also, make sure to have responses ready in case the Commander does not have an opinion or asks you for input. For example, if he/she asks you for suggestions regarding the possible top three HR challenges, be prepared to offer some responses. These can include: workforce development, dealing with an aging workforce, etc…

It is expected that you will provide your Regional Director with a narrative of the feedback provided to you by each Commander. This will be considered in the plans to be developed by the Regional Directors.

Survey Purpose: To solicit feedback from our key stakeholders so we can better meet their HR expectations. The intent is to attain a better understanding of what they expect of us and to gather their feedback on what we are doing well and where we can improve.

Survey Overview: To solicit the feedback of installation and above installation stakeholders, two surveys will be used. The surveys will be distributed at approximately the same time to level I and level II respondents.

Level I – this survey will solicit the feedback from installation and tenant Commanders. This includes the Garrison Commander as well as tenant Commanders, not including MACOM level officials. MACOM Commanders will be solicited through the level II process. The survey is a web-based tool and the survey responses will be submitted directly to CHRA for review and analysis.

The survey does not differentiate between CPOC and CPACs; rather, questions are asked with reference to the "CHR community". After all responses have been received, CHRA will review and analyze the data in concert with the Regional HR Directors. A report will be published providing the survey results by region. The report will also provide across region comparison.

At this point, the intent is to survey key stakeholders on a yearly basis and establish a baseline. Establishing a baseline will allow for an annual assessment of organizational performance.

Level II – this survey will solicit feedback from key above-installation stakeholders at the MACOM or equivalent level. The survey will be distributed to the MACOM HR offices requesting that the MACOM Commander complete the survey. Once the survey is sent out to the MACOM HR Offices, the CHRA Director will brief the HR MACOM Directors on the purpose and process.

The level II survey will have the same response timeframe as the level I survey. The survey results will come directly to CHRA for review and analysis. Like the level I survey, the results will be published and provided to each participant.