

-----Original Message-----

From: Munroe, Warren MSER:EX
Sent: Wednesday, August 17, 2005 3:39 PM
To: Gore, Carol PSA:EX
Subject: FW: Feedback - Innovations Inventory

Hello Carol,

I am interested in finding ways to help create a positive work environment. Are resources available that you could point me to?

Thank you,

Warren

MessageType: Problem
Subject: (Other)
SubjectOther: Organizational Performance & Development
Username: Warren Munroe
Ministry: Minister of Labour and Citizens' Services
Program:
UserEmail: Warren.Munroe@gov.bc.ca
UserTel: 387-0334
UserFAX:
ContactRequested:

Comments:

Is there assistance available to help create a positive, supportive, inclusive, and improvement-focused work environment?

From: Gore, Carol PSA:EX
Sent: August 18, 2005 10:53 AM
To: Munroe, Warren MSER:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Thank you for your e-mail. I would definitely like to speak with you about the issues you're facing and discuss possible means of addressing them. I'm sorry to report that my day today and tomorrow morning are basically lost to meetings, but may I call you tomorrow afternoon? If you haven't a confidential place to speak, perhaps we can meet instead. If you wish to leave me a voicemail message today, my phone number is 387-0385.

P.S. Is your manager aware of the difficulties you're experiencing?

-----Original Message-----

From: Munroe, Warren MSER:EX

Sent: Thursday, August 18, 2005 1:41 PM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Perhaps a meeting would be best. Next week, I am on a course Monday to Wednesday. Would Thursday morning, next week, work for you?

And yes, my manager is aware as is the director of our division.

Warren

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From: Gore, Carol PSA:EX
Sent: August 19, 2005 10:09 AM
To: Munroe, Warren MSER:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Yes, next Thursday morning works for me. Would you prefer to come here? I am located on the 3rd floor of 940 Blanshard (the downtown library building). May I ask: have you discussed your concerns with the Union at all -- with your shop steward, for example?

-----Original Message-----

From: Munroe, Warren MSER:EX
Sent: Monday, August 22, 2005 8:37 AM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Thursday sounds good then. I'll call to confirm a time.

And yes, the shop steward has been very helpful; however he was not sure about resources that may be available to help turn our section around.

My main interest is not to highlight deficiencies, but rather to find ways to promote a positive work environment.

Are there resources available...books to read, courses to take that might help?

I have been promoting the project management courses and will completing the last set next month.

Thank you for your help.

Warren

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From: Gore, Carol PSA:EX
Sent: August 23, 2005 9:41 AM
To: Munroe, Warren MSER:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Please bear in mind that I have a standing meeting Thursday afternoons at 1:30. Do you mind if I speak with David O'Neil about our proposed meeting, or would you prefer that we talk first?

From: Munroe, Warren MSER:EX
Sent: Tuesday, August 23, 2005 4:25 PM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Thank you for your interest in wanting to see me; however, there is a team effectiveness course available for employees that looks good, so I will start there.

Sincerely,

Warren

MessageType: Problem
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From: Gore, Carol PSA:EX
Sent: August 24, 2005 9:41 AM
To: Munroe, Warren MSER:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Since it seems we won't be meeting now, I will share with you the information I'd gathered for you. In addition to the Team Effectiveness program you identified, several other courses offered through the Learning and Leadership Centre might be of use, including the following:

- Building Workplace Trust
- Effectively Working through Team Issues and Problems
- Effectiveness in Working with People
- Insights into Personal Effectiveness
- Listening, Hearing and Responding

Not all of the above are scheduled to be offered in Victoria in the near future, but it may be possible to arrange for a dedicated session for your branch. While you would no doubt profit from attending any of these courses yourself, if you're dealing with a branch problem, attendance will likely have to be wider for the team as a whole to benefit fully.

You asked about books as well. We regularly receive information from Heather Marsman, an Information Services Specialist at the corporate library, about newly

acquired resources. I haven't had a chance to call her, but you may want to contact her to ask about books on the topics of interest to you and your team. Her number is 387-8940.

Good luck and please let me know how things go.

From: Munroe, Warren LCS:EX [mailto:Warren.Munroe@gov.bc.ca]
Sent: Thursday, September 01, 2005 12:04 PM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

The most interesting thing happened.

I mentioned your name when asking about team effectiveness oriented courses and presto, suddenly they are considered a good idea. However, there are still reservations about how to go about this. Your help is very much appreciated.

Thank you,

Warren

From: Gore, Carol PSA:EX [mailto:Carol.Gore@gov.bc.ca]
Sent: September 1, 2005 12:28 PM
To: Munroe, Warren LCS:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Are you saying that your manager is now receptive to the idea?

From: Munroe, Warren LCS:EX [mailto:Warren.Munroe@gov.bc.ca]
Sent: Thursday, September 01, 2005 12:54 PM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Yes, to some degree. He is still reluctant to involve the two longest servicing members who do most of the yelling.

Warren

MessageType: Problem
Subject: (Other)
SubjectOther: Organizational Performance & Development
Username: Warren Munroe
Ministry: Minister of Labour and Citizens' Services

Program:
UserEmail: Warren.Munroe@gov.bc.ca
UserTel: 387-0334
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Comments:

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From: Gore, Carol PSA:EX [Carol.Gore@gov.bc.ca]
Sent: September 1, 2005 2:17 PM
To: Munroe, Warren LCS:EX
Subject: RE: Feedback - Innovations Inventory

Warren: May I call you about this next week? I'm not in the office tomorrow and, then, of course, it's the long weekend.

From: Munroe, Warren LCS:EX
Sent: Wednesday, September 07, 2005 9:23 AM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Thank you for calling.

Our shop steward is back from vacation and he is looking into following up with resources from the union side. We would have gone this route earlier but the resource people were on strike at the time.

Is it possible to meet with you? I prefer to not use to phone as we are in an open office.

Sincerely,

Warren

MessageType: Problem
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Username: Warren Munroe
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Program:
UserEmail: Warren.Munroe@gov.bc.ca
UserTel: 387-0334
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From: Gore, Carol PSA:EX
Sent: September 7, 2005 9:25 AM
To: Munroe, Warren LCS:EX
Subject: RE: Feedback - Innovations Inventory

We can certainly meet. I think it would be beneficial to have your manager attend as well.

From: Munroe, Warren LCS:EX
Sent: Wednesday, September 07, 2005 10:01 AM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

It sounds like you are very reluctant to meet with me without the section manager being present.

If you cannot meet with me without the manager there, (which I can understand) I will wait until checking out as many resources possible first (eg. the conciliators, and Heather Marsman for literature).

I want to make sure that this proceeds in as non-confrontational an approach as possible while working towards as constructive a solution as possible.

Thank you again for all your help.

Warren

ps. I signed up for the 'Labour Relations: An Introduction' course because the others you suggested were full. It looks good because is reputed to improve and enhance workplace environment and relationships.

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SubjectOther: Organizational Performance & Development
Username: Warren Munroe
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Program:
UserEmail: Warren.Munroe@gov.bc.ca
UserTel: 387-0334
UserFAX:

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From: Gore, Carol PSA:EX
Sent: September 7, 2005 10:59 AM
To: Munroe, Warren LCS:EX
Subject: RE: Feedback - Innovations Inventory

Warren: Let me clarify. I'm not reluctant to meet with you. I'm simply concerned that we can't make much progress dealing with department-wide issues without the manager's buy-in. However, I'm absolutely prepared to discuss this with you in person. We can resurrect our previous plan to have you come here. I am available tomorrow morning or after 3 p.m. Friday afternoon also works. Let me know what is convenient for you.

From: Munroe, Warren LCS:EX
Sent: Wednesday, September 07, 2005 2:46 PM
To: Gore, Carol PSA:EX
Subject: RE: Feedback - Innovations Inventory

Hello Carol,

Thank you for the invite.

Heather Marsman (who has been helpful with IT questions) pointed me to some of the resources available through the library.

I have a course (Advanced Project Management) at 4000 Seymour next week and will pick up some material. Some of the titles highlighted team effectiveness and coping with change which sounds appropriate.

Could we meet next week? Perhaps, Thursday Sept. 15 in the morning at a time that is convenient to you.

Regards,

Warren

From: Gore, Carol PSA:EX
Sent: September 8, 2005 9:28 AM
To: Munroe, Warren LCS:EX
Subject: RE: Feedback - Innovations Inventory

Warren: I've set aside some time next Thursday at 10 a.m. See you then.

(I'm on the third floor of 940 Blanshard, which is the downtown library building.)

Subject: team dynamic

Location: Shawnigan Rm, 3rd floor, 940 Blanshard

Start: Thu 13/10/2005 2:30 PM

End: Thu 13/10/2005 3:30 PM

Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Required Attendees: Gore, Carol PSA:EX; O'Neil, David LCS:EX; Munroe, Warren
LCS:EX; McCallum, Cathy LCS:EX

When: Thursday, October 13, 2005 2:30 PM-3:30 PM (GMT-08:00) Pacific Time (US &
Canada); Tijuana.

Where: Shawnigan Rm, 3rd floor, 940 Blanshard

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