

## I. MassHire Temperature Check Administration Guidance

**What is the MassHire Temperature Check?** It is a survey of fifteen multiple choice and short answer questions targeting all MassHire staff located at MassHire Workforce Boards and Career Centers. Managers and all staff are asked to complete the MassHire Temperature Check.

**What is it for?** It is designed to provide staff with the opportunity to reflect on how our culture does or does not support our Mission, as we seek to understand how MassHire staff interpret and enact the MassHire charter and gain insight into how the MassHire Values are integrated with daily life at MassHire.

Prior to administering the MassHire Temperature Check, MassHire leadership (including Career Center Directors and Workforce Board Directors) should review this document to help ensure that all responses reflect fully and accurately the thoughts and opinions of staff. The Temperature Check was designed by the MassHire Department of Career Services (MDCS) and MassHire People Operations, and is accessed through SurveyMonkey.

**How is the Temperature Check administered?** Local leadership have two options for Temperature Check administration:

1. Send a list of all staff emails to Allison McIntyre to have the Temperature Check sent directly to staff from MDCS. If you choose this option, the Temperature Check will be sent to your staff on September 4th.
2. Send the link to the Temperature Check to staff using the template language in Part II of this document.

### **What should I do to encourage participation in the temperature check?**

- If sending Temperature Check link independently, share it with all of your staff using the template language provided by MDCS. This helps ensure staff feel confident in the confidentiality of their responses.
- Encourage and remind staff to complete it.
- Understand the purpose and the value of the temperature check.
- Be knowledgeable about the timeline.
  - **Wednesday, August 14:** Temperature Check webinar
  - **Wednesday, September 4:** Temperature Check released directly to regional and local leadership via and staff via workforce issuance
  - **Thursday, September 5:** Board and career center leadership disseminate Temperature Check to staff (**see template language below**)
  - **Monday, September 16:** Send staff reminder to complete questionnaire
  - **Wednesday, September 18: Temperature Check response collection ends**
  - **By the end of October 2019:** Temperature Check results shared with regions

### **What should I avoid?**

- Editorializing - Responses from staff should be entirely their own

- Discussing your responses
- Responding to the Temperature Check cannot be attached to an incentive nor to a penalty

Where can I refer questions? [Allison.McIntyre@mass.gov](mailto:Allison.McIntyre@mass.gov)

## II. Email Template Language: Sending the Temperature Check to Your Staff

Dear Colleagues:

In the year since our organization transitioned to MassHire, we have worked to align our system with the MassHire Charter. The next step is integrating fully our Values of Collaboration, Respect, Reliability, and Ingenuity into our everyday jobs, and understanding how our current culture supports those efforts.

The MassHire Temperature Check is an opportunity for you to reflect on how our culture does or does not reflect these MassHire Values. It is fifteen multiple choice questions and three short answer questions. **Your responses are completely anonymous.** No names are captured in the Temperature Check and individual responses will be viewed only for analysis and aggregation by central office staff.

The purpose of the Temperature Check is to gain insight into how MassHire staff feel about current expectations, norms, and work environments, and how these elements contribute to the MassHire Mission to create and sustain powerful connections between businesses and jobseekers. In short, **how do you feel about the way things work around here?**

Your feedback will have a **direct impact** on the continued improvement of our system, and will shape future actions, which help develop a cohesive and unified MassHire culture.

**Please [click here](#) to complete the Temperature Check. Enter your responses by 5PM on Wednesday, September 18th. Thank you.**

*The issuance explaining the purpose of the Temperature Check is [here](#).*

Contact [Allison.McIntyre@mass.gov](mailto:Allison.McIntyre@mass.gov) with questions.