

Draft

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**2005 Culture Assessment
Action Plan
August 15, 2005**

1. Continue to emphasize nuclear safety as the essential element toward our goal of Operational and Financial Excellence – SMT
2. Continue to invest in our culture and the facilitative environment by rolling out Crucial Conversations to all managers and supervisors - Ed
3. Revise the SMT communication process for the remainder of the year such that discussions occur between the responsible SMT member and their organization as opposed to all SMT members collectively involved in a communication cycle. Talking points would be agreed upon and each SMT member would set up group discussions within their organization over a 6-week cycle. Re-evaluate the strategic communication plan at the end of the year - Ed
4. Engage the SLT to communicate the details of each significant strategy on a regular basis to various departments - Ed
5. Conduct regular supervisory workshops with management and supervisors to review case studies and lessons learned. The objective would be to mentor the supervisory staff from a management point of view to provide better alignment – SMT
6. SMT should conduct a SWOT analysis in order to assess issues and actions required and follow-up on these actions to improve station alignment – Mike/SMT – September 9th
Strengths, Weaknesses, Opportunities, Threats
7. Conduct an outsourcing lessons learned – Frank/Mike – September 30th
8. Conduct an evaluation of IT, Supply Chain, Technical Training, and Wackenhut in order to assess the issues and recommended actions – Ed/Frank/Mike with assistance from Watt/Management Insights – November 15th

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9. Institute the "Coach the Coach" process as a part of our observation program to provide feedback on a regular basis to our supervisors – Ed – December 15th
10. Evaluate the decision-making process to ensure that we are making decisions at the right level – Mike – December 15th