

ANR Cooperative Extension Risk Assessment Best Practices

Internal Information and Communication

A. Dialogue within ANR/UCCE

1. Provide forums for dialogue between Oakland administration, Program Leaders and regional/county-based staff
2. Hold regional and statewide meetings frequently to share information
3. Disseminate information widely and directly to all staff to avoid rumor generation (e.g., budget information and planning)
4. Utilize Web-based information resources with logical navigation functions
5. Promote positive/proactive communication between top ANR managers and county staff
6. Communicate directly with academics in the field on a broader level
7. Use list serve to get information directly to advisors
8. Use collaborative tools and Web meetings sites to improve communication for conference calls
9. Share information regarding ANR logo development, budget news, CD survey
10. Encourage transparency in organizational decision-making, letting staff know which issues are being discussed, not only when decisions have been made

B. Engagement of County-based Staff

1. Include county-based staff in decision-making process (e.g., ANR logo development withholding information)
2. Provide feedback on actual responses to questions from county-based staff
3. Have a Web link to UCCE on all UC campus homepages
4. Engage UCCE advisors and program representatives in decisions that affect the county-based staff
5. Hold a periodic statewide middle managers' meeting (all CDs and their respective RDs) to facilitate communications between all levels of management
6. Capitalize on potential for "personalized information flow" (i.e., gossip) to become a valid form of information dissemination by recognizing informal leaders within staff