

Internal Communication

Agency: Washington's Lottery

Partners and Customers: Agency employees .

Project Impact

The Lottery improved internal communication, resulting in an increase in positive responses for Lottery state employee engagement survey questions and Lottery unique survey questions.

We can infer improving our internal communication practices and strategies results in more engaged employees which would in turn have a positive impact for our external customers.

Project Summary

The project was launched to increase opportunities for timely, two way communication within the agency.

Our 2017 employee survey results for the question "I receive the information I need to do my job effectively" had a 73% positive response rate compared to our target of 80%, which we wanted to achieve by 2019.

A communication team was established to evaluate current practices and gaps. They met with stakeholders from across the agency to get input on how to improve communication. The following are some of the improvements made based off that input:

- Our internal communication tool called Tumblr was replaced with a new tool called Yammer to provide the opportunity to comment or ask questions about information shared.
- Monthly Coffee with the Director meetings where 10 randomly selected people had the opportunity to meet with the Director in a group setting and ask questions.
- Standard work for our monthly all staff meeting was developed and documented.

Project Results



Employee Engagement

Increased the response to employee survey question "I received the information I need to do my job effectively" **from 73% to 80%** from the 2017 to 2018 employee survey results. We also increased our response to two Lottery unique questions: "Lottery internal communications are better than last year" increased from 46.8% to 55.1% from the 2017 to 2018 employee survey. "Open and honest communication is an important part of the culture at the Lottery" increased from 49.5% to 54.7% during that same timeframe.



A 5 to 8 percent increase in positive responses for our selected measures.

Project Details

Date improvement project was initiated: 4/14/2017

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