



# Welcome to JSC

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Director of Human Resources

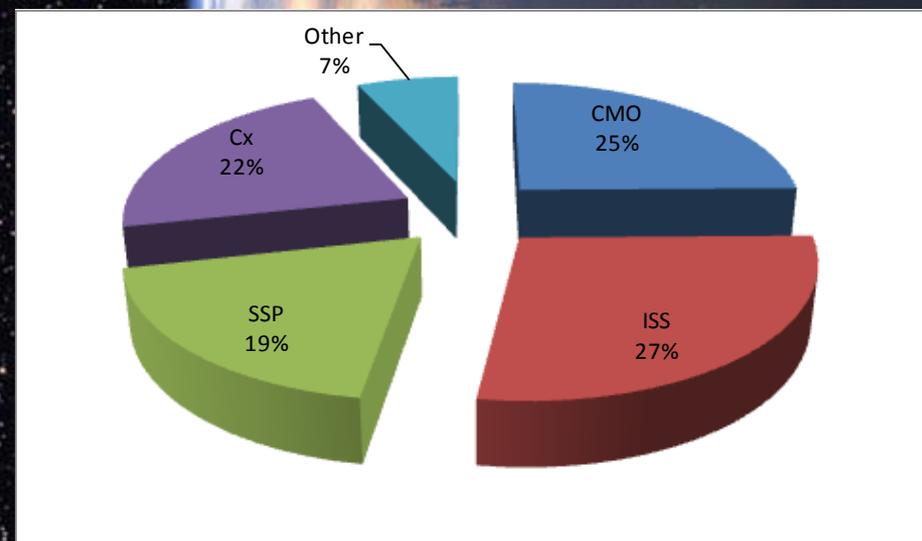
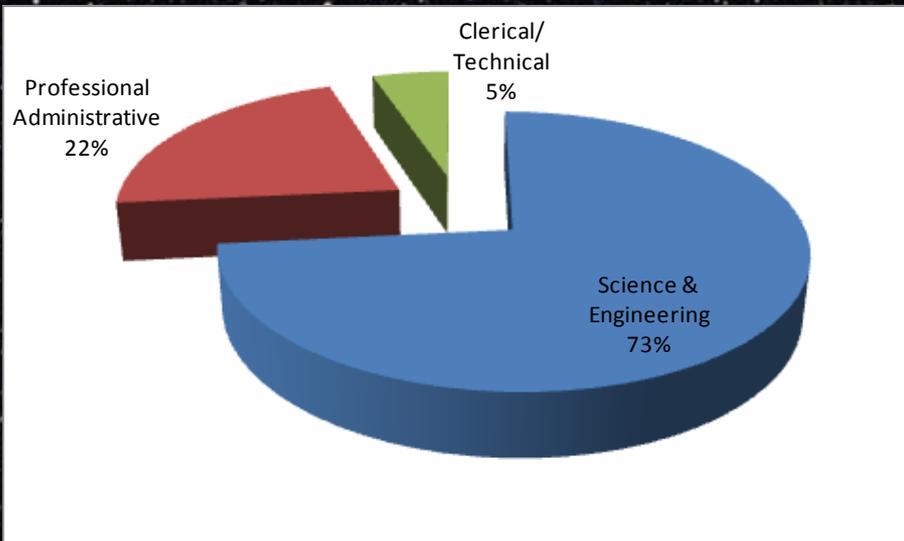
February 2011

# Best Places to Work in Government

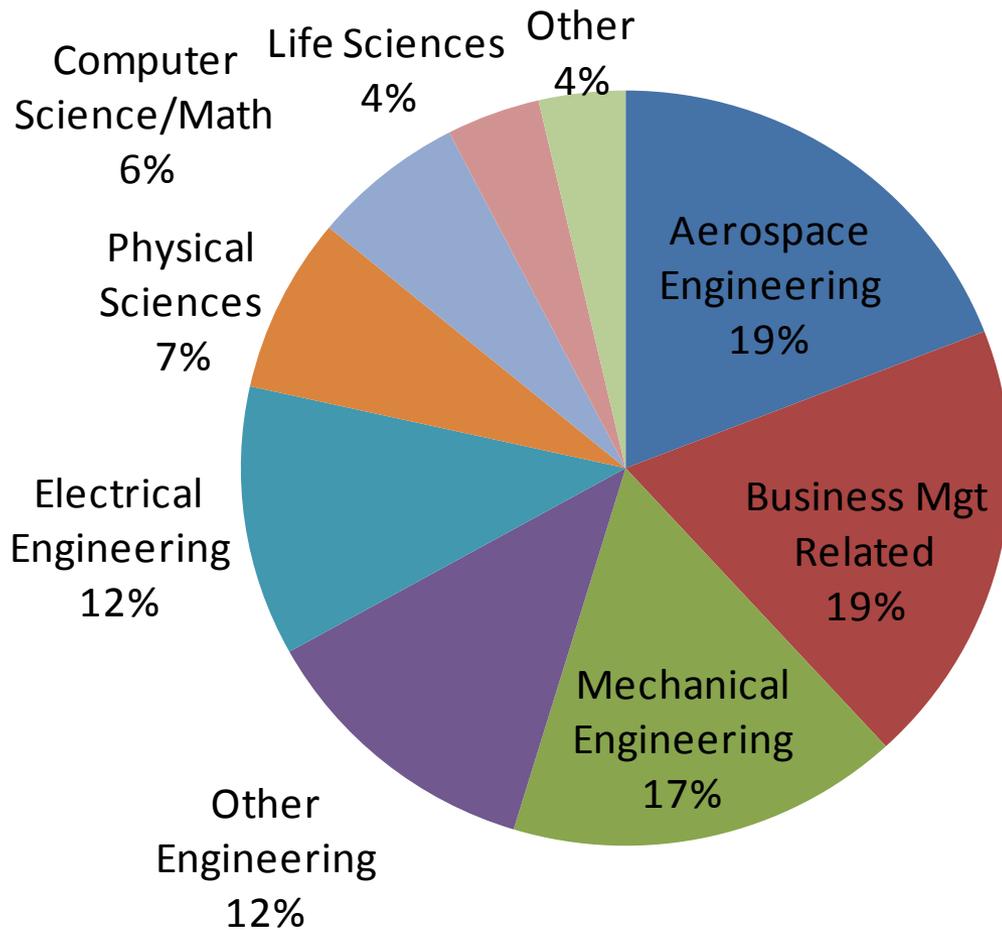
- JSC Ranked 12<sup>th</sup> Overall in the 2010 Federal Employee Viewpoint Survey (out of 224 agency subcomponents assessed)
  - “Best in Class Scores”
    - Effective Leadership (Ranked 4th)
    - Teamwork (Ranked 4th)
    - Family Friendly Culture and Benefits (ranked 5th)
    - Training and Development (ranked 6th)
    - Performance Based Rewards and Advancement (ranked 8th)
    - Strategic Management (ranked 10th)
    - Support for Diversity (ranked 11th)
    - Pay (ranked 20th)
    - Employee Skills/Mission Match (ranked 20th)
    - Work/Life Balance (ranked 28th)
- NASA ranked 1<sup>st</sup> by Engineering students in Universum IDEAL Survey

# JSC Current Workforce

- JSC population 3,281
- 3 / 4 S&E and 95% degreed professionals
- Average age – 46.3



# JSC Civil Service Degree Fields



## Degree Fields

<i>Aerospace Engineering</i>	577
<i>Business Mgt Related</i>	576
<i>Mechanical Engineering</i>	499
<i>Other Engineering Disciplines</i>	369
<i>Electrical Engineering</i>	349
<i>Physical Sciences</i>	227
<i>Computer Science/Math</i>	194
<i>Life Sciences</i>	119
<i>Other</i>	110

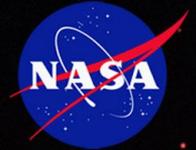
# JSC Joint Leadership Team

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- Dedicated, High Achieving NASA Team
- 12,000 contractor and 3,200 civil servant employees
- Formed to address communications and organizational relationships between civil servants and contractors
- Comprised of senior JSC civil servant leaders, principals from each of JSC's current contracting partners, or others by invitation of the JSC Center Director
- Members commit to foster a leadership culture of trust and respect that improves the ability of our JSC Team to safely meet its missions and goals, today and in the future.
- Uses a joint decision making body to identify issues that require joint problem solving



# JSC EXPECTED BEHAVIORS



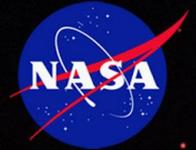
## Demonstrate consideration or appreciation

*We respect ourselves and each other, appreciating the creativity and broader perspective of a diverse team. This diversity is vital to our success.*

- Do I actively solicit contributions from the people I work with, regardless of their badges or roles?
- Do I use the term “team” more than the term “I”?
- Do I treat others as I wish to be treated?
- Do I share accolades in public and constructive criticism in private?
- Do I accord others the benefit of the doubt and understand a situation before responding?
- Do I value all constructive input and use this to make a decision?
- Do I credit others for their work?
- Am I aware of non-verbal cues, whether my own or others’?
- Do I present a calm presence even if the news is bad?



**BE RESPECTFUL**



# BE ACCOUNTABLE

## Be answerable and responsible for your actions

*We are personally answerable for fulfilling our individual and team commitments.*

- Do I consistently deliver my work as I have promised?
- Do I willingly and gracefully accept well-meaning feedback?
- When resolving a problem, do I consider how my actions contributed to it?
- Do I emphasize face-to-face communication over email?
- Do I confirm that my message has been received as intended?
- Do I purposefully plan what information to communicate and how best to do that?

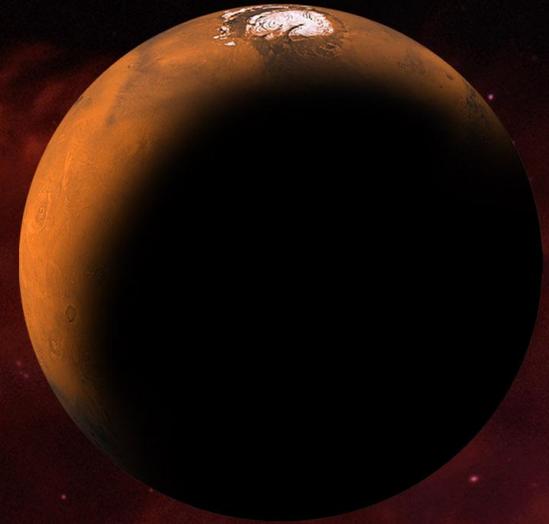


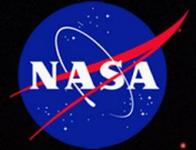
## Be receptive

*We seek knowledge that will strengthen our team and ourselves.*

# BE OPEN MINDED

- Do I look for innovative ways to address challenges?
- Do I look inward for areas of improvement?
- Do I actively seek honest discussion and feedback, particularly if a situation is unfolding?
- Do I help others to learn and improve?
- Am I constantly striving toward my team's success?
- Do I seek opportunities to celebrate team success?
- Do I offer constructive alternatives, observations, and dissention?





# BE TRUSTWORTHY

## Act with integrity and honor

*Our success is built on an environment of trust and ethical behavior. We exhibit sincerity and truthfulness in all actions.*

- Do I keep the people I work with apprised of my progress?
- Am I honest in my assessments?
- Do I communicate fully and openly?
- Am I true to my word and do I honor my promises?



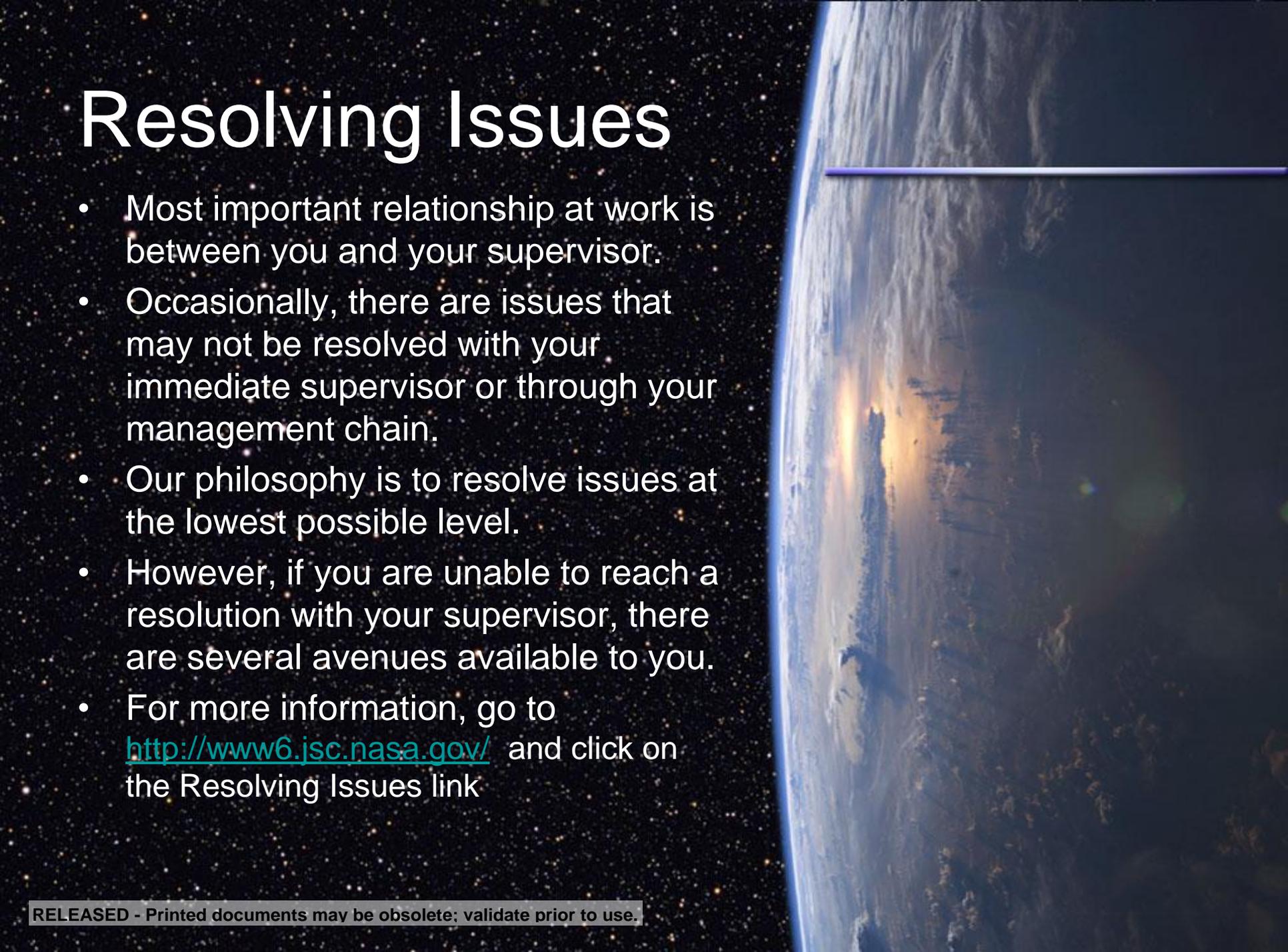


# **With effective communication we make these behaviors common practice.**

Communication is a two-way process that requires us to listen and understand at least as much as we speak.

We openly share information and knowledge, focusing on quality not quantity.

# Resolving Issues



- Most important relationship at work is between you and your supervisor.
- Occasionally, there are issues that may not be resolved with your immediate supervisor or through your management chain.
- Our philosophy is to resolve issues at the lowest possible level.
- However, if you are unable to reach a resolution with your supervisor, there are several avenues available to you.
- For more information, go to <http://www6.jsc.nasa.gov/> and click on the Resolving Issues link

**Employee**

**Supervisor**



⚙ Civil servants. Contractors contact your company counterpart.

⚙ Civil servants and contractors.

## Working Together to Resolve Issues

- 1st** *As with most issues, your first step is to work the matter with your supervisor or others in your management chain.*
- 2nd** *However, if you are unable to reach a resolution with your supervisor there are several avenues available to you, where you go depends on the nature of your concern. You should select the avenue which best describes your situation. \**

*\* Employee issues often fall into the purview of several organizations; when that is the case the organizations work collaboratively to resolve the situation.*

### Working Issues Through Other Channels

<b>NSRS</b>	Safety Concerns
<b>OSC</b>	Hatch Act/Whistle Blowing
<b>IG</b>	Waste, Fraud, Abuse

**JSC Safety Hotline 281-483-7500**

**RELEASED - Printed documents may be obsolete; validate prior to use.**

# JSC Inclusion & Innovation Council

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- Membership
  - Chaired by Center Director Mike Coats
  - All members are Direct Reports or Deputies
- Roles and Responsibilities
  - Lead, advocate, and facilitate open mindedness, inclusion, and innovation at JSC
  - Provide guidance on measurement, accountability, recruitment and retention, rewards/recognition, and training as they relate to the inclusion effort
  - Establish working groups, as needed, for specific I&I related projects or tasks

*<http://innovation2011.jsc.nasa.gov/>*

# Innovation 2011 Program

- **9 a.m.-10 a.m.: Mr. Coats kick-off and Vint Cerf as the keynote speaker**
- **10 a.m. – 3 p.m.: Exhibits, Rap Forums, Engagement activities, Bldg 3 presentations**
  - **Free Lunch on the mall**
  - **Afternoon featured speaker Marina Gorbis (Bldg 30 auditorium)**
- **3 p.m. – 3:45 p.m.: Mr. Coats Open Forum Discussion in Bldg 2 Auditorium**
- **3:45 p.m. – 4:30 p.m.: Grand Finale speaker (Details TBD)**
- **4:30 – 6:00 p.m.: Post event celebration (Details TBD)**

# Starport Services

## Charter:

- Contribute to the welfare and morale of the JSC workforce

## Core Functions:

- Exploration Wellness Program (in partnership with Occupational Health)
  - Fitness Services
- Recreation Activities
- Cafes and Catering
- Gift Shops and Online Retail Services
  - Convenience Services
- Employee Activities



# Career Advice

*“A leader takes people where they want to go. A great leader takes people where they don’t necessarily want to go but ought to be.” - Rosalynn Carter*

- Be inquisitive and ask questions
- Seek continuous feedback and areas for improvement
- Be willing to step outside your comfort zone
- Keep an open mind when working with others
- Interact with people that bring diverse views to the team
- Learn the Agency’s business and always consider NASA’s mission and where you fit in the big picture—knowing this will inform your career opportunities and choices
- Over your career, look for opportunities to rotate to different parts of the organization, including Headquarters. It is important to understand different perspectives.
- Maintain a broad view of career growth and development—there’s more to your career than the next promotion...be sure to enjoy the journey!

# Your HR Office

- We offer a wide range of services to enhance your overall work experience
- We serve as both employee advocates and consultants to management
- JSC People Website
  - <http://jscpeople.jsc.nasa.gov/>
- Who to Call
  - HR Rep
  - HR Development Rep
  - Our Customer Service Desk at x30476