Glenda Gable

From:	Glenda Gable
Sent:	Thursday, October 30, 2014 3:07 PM
To:	
Cc:	
Subject:	Soliciting honest opinions/feedback

███has challenged us to ask our "customers" for their honest feedback - 90% of my customers are the IS/IT departments. Therefore, I am soliciting your feedback on the good, the bad and the ugly. While I am open to any and all feedback, I have listed some questions to help prompt a response. Please feel free to disregard or add to whatever you would like.

- *If you had to make two suggestions for improving my work, what would they be?*
- *What could I do to make your job easier?*
- *Regarding the process I go through to get a project/task done – do you have thoughts on improvements?*
- *What specific tasks/processes do I do that help you the most and/or least?*
- *Is there something that you need or would really like, that I do not provide?*
- *How can I interact better with you?*
- *From your perspective, what should I start doing?*
- *From your perspective, what should I stop doing?*
- *From your perspective, what should I continue doing, that I do well?*
- *What skills do you think would be best for me to know/learn to help the overall team better in the upcoming year?*

I am big into personal and professional growth, so there are several things I have self-analyzed myself on. I know of three specific areas that I would like to improve this coming year and I thought I would share them with you as well:

- Communication – sometimes it is not easy to express the ideas in my head clearly. I also get pulled in many directions, as we all do, and don't communicate as often as I should with updates or priority shifts.
- Not taking things personally – I am very committed to the work I do and while that is a strength, it is also a weakness. I have taken things personally when I didn't have to and that has caused major tension in two specific ways within the last year, along with a few other smaller moments. While I do understand that I was not 100% of the problem, by taking things personally, I directly caused hurt feelings for both myself and co-workers and added to the underlying problem.
- Confidence – I have realized within the last 6 months or so that each and every mistake I make is caught by someone in this team. That is a wonderful thing – I like working with such smart and talented people. It is also very scary because there isn't anything that I can slip by the team. It took me a while to realize that fact and caused me a lot of headaches and heartache until I did. Now, though, I am working towards setting aside that fear and not let it affect my work as much.

Thank you,

Glenda Gable

From:	Glenda Gable
Sent:	Friday, December 07, 2018 1:53 PM
To:	IS Data Team, EIM, IS — Application Development, Systems Team, Doug Lowour, Jean Marc Petri
Subject:	Request for honest opinions/feedback

A previous boss of mine challenged his team to ask our "customers" for their honest feedback. Ever since then, while I am reflecting at the end of the year, I like to keep this going. The end of this year is also perfect timing since I have almost been here a year now. 😊

I know that 95% of my customers are in the IT or IS departments. Shortly after being hired here at ███, I realized there was a bit of a disconnect between previous DBAs and the other sections within IT/IS. I am very proud of how things have progressively gotten better and my excitement about working together has had a positive impact. I couldn't have asked to work with a better team! However, I am sending this request because I don't want to delude myself and want to keep making things even better.

Therefore, I am soliciting your feedback on the good, the bad and the ugly. While I am open to any and all feedback, I have listed some questions to help prompt a response. Please feel free to disregard or add to whatever you would like.

- *If you had to make two suggestions for improving my work, what would they be?*
- *What could I do to make your job easier?*
- *Is there something I can improve in my communications with you?*
- *What specific tasks/processes do I do that help you the most and/or least?*
- *Is there something that you need or would really like, that I do not provide?*
- *How can I interact better with you?*
- *From your perspective, what should I start doing?*
- *From your perspective, what should I stop doing?*
- *From your perspective, what should I continue doing, that I do well?*
- *What skills do you think would be best for me to know/learn to help the overall team better in the upcoming year?*

I am big into personal and professional growth, so there are several things I continually self-analyze myself on. I know of three specific areas that I would like to improve this coming year and I thought I would share them with you as well:

- Communication – sometimes it is not easy to express the ideas in my head clearly. I am not as good with off-the-cuff conversations as I would like, so this will be a focus for me.
- Confidence – I am committed to the work I do and love it very much! Sometimes, though, if I am not 100% sure of my answer, I second-guess myself too much. I would like to work on being a bit more confident even when I am only 85%-90% sure of something.
- Breadth of Knowledge – I would like to study more of the specifics of many of things I know as foundational knowledge. I would like to be more of a resource for anything and everything, so this will help expand my skillset even more.

Thanks,
Glenda Gable
Database Administrator