



July 27, 2020

To Whom It May Concern:

I highly recommend Cara Griffith and Tandem Motion for complex work involving preparing personnel, supervisors, and leadership for managing performance, improving outcomes, and recruiting and retaining high performers.

When I was appointed Commissioner of the Department of Administration (DOA) in 2019, I found most of the 1100+ (DOA) employees did not receive regular performance evaluations or have them on file. Moreover, the performance review process used by the State of Alaska did not require clear performance objectives that resulted in defined outcomes and deliverables. As a result, employees lacked clarity in their job duties, morale was low, and department was less than effective at achieving its mission goals.

DOA executed a contract with Tandem Motion to lead our effort in: a) establishing organization objectives throughout all divisions; b) define metrics and SMART goals; c) identify values of departments on which to rate employees; and d) develop new performance management form for the workforce. The goal was to align the workforce to perform the most valuable work and improve performance. Ms. Griffith led the effort within Tandem Motion, and successfully coached and motivated supervisors to develop goals, objectives, and individualized performance metrics for their employees. She also completed the project on time and on budget, including providing the department with recommended follow-up actions to take going forward.

I particularly appreciated how Tandem Motion went above-and-beyond in the task required of them by digitizing and streamlining the processes they created for DOA. For example, they created digitized processes for submitting performance reviews, electronic surveys on how the performance change process was going and conducted numerous webinars to answer questions and provide change management to staff on how the new processes would work going forward. All these steps created a healthy and positive transition to our new performance management system in only a few months.

Tandem Motion's success was so well-known that another Commissioner asked to participate in the pilot project as well. Without any further compensation, Ms. Griffith offered to assist that department in developing objectives, metrics and goals, and a new performance management form as well. She completed the performance management system for the other department in the same time she completed it for DOA. Her investment and commitment to the improvement of the SOA was demonstrable. The quality and excellence of her work was undeniable—union

Tandem Motion – Letter of Recommendation
July 27, 2020
Page 2 of 2

leaders who initially protested this initiative were commending it by the end because the employees were so grateful for it!

Ms. Griffith and Tandem Motion were more than contractors—they were partners in achieving the vision, transformation, and goals we sought as a department. They accomplished it on time, within budget, with excellence, and by exceeding our expectations. I highly recommend Tandem Motion as an HR or Performance Management consultant and contractor—you will find a partner and force multiplier who will help you achieve your objectives in record time!

Sincerely,

Handwritten signature of Kelly Tshibaka in cursive.

Kelly Tshibaka
Commissioner