

Culture Walk: Observation in the work place (City-County Building Lobby)

The purpose of this exercise was to assess and evaluate how the workplace environment—office decorations, pamphlets and other paper materials on display, web site statements, pictures/graphics, descriptions of programs and services, marketing, and office set-up—shapes the office climate and individuals' perceptions of the workplace.

- Indicators that create an inclusive environment and value diversity
 - Anti-discrimination and implicit bias posters
 - Some signs are in multiple languages
 - The newspapers and magazines reflect some of the city/county residents and interests.
- Areas that need more attention
 - Directory
 - Welcome sign—People may not know where they are
 - The space feels cold and detached—It feels like if you don't have a reason to be there, you shouldn't be there. This deters citizens from engaging in local government.
 - Nathan Dane—There is no mention of the anti-slavery work our county's founder did.
 - The MLK entrance of the building doesn't have any artwork that reflects the people who live in the city/county.
 - Sister City/Sister County display
 - Can't hear what they are saying and there are no captions
 - There is no signage indicating what the space is for
 - There are paper signs taped up everywhere. This isn't very professional, permanent, or attractive. The signs also are not very effective in serving as information sources as they are on flimsy paper and taped up haphazardly..
 - The anti-discrimination and implicit bias signs lose meaning and impact because of the location they are posted in and the way they are posted (printed out on paper and taped next to 10 other signs).
 - Some translations to other languages, but not done in a consistent fashion
 - Cross-department communication not always great (i.e., county board breakroom→ few interactions among people from different departments there)
 - Meeting agendas are not accessible and readable for people with a vision impairment or non-English speaking/reading residents
 - The offices where city/county residents go frequently are not on the first floor of the building. With how difficult this building is to navigate, this sets up barriers for people to get to child support or other services.
- Action Items
 - Include information that describes Nathan Dane's anti-slavery efforts
 - Include a more substantial and permanent exhibit that describes anti-discrimination, that also highlights the lives of citizens in Dane Co. (in collaboration with Dane Arts?)

- Include a digitized directory that is in multiple languages and that describes the organization of the building
- Include more visible, permanent signs that direct citizens where to go (i.e., elevator, offices, etc.)
- “Today in the Union”— type digital meeting schedule instead of the bulletin boards.
 - Replace space used for bulletin board with pictures of Madison/Dane County Citizens
- Welcome sign
- Sister City/Sister County sign and captions on videos in display