

EMPLOYEE ENGAGEMENT CONSULTING PILOT PROPOSAL

Submitted by the Employee Engagement Committee, Student Affairs
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Why participate in Employee Engagement Consulting with L&D?

Research by Gallup and others shows that engaged employees are more productive. They are also happier with their work, more committed to the organization and more resilient to external pressures.

Tune in to the voice of your employees

- measure and manage what matters most to your employees
- identify your team's engagement strengths and opportunities
- make data-driven decisions that inform allocation of your resources

Know your engagement drivers

- identify key engagement drivers to maximize discretionary effort
- discover the 20% of engagement activities that will yield 80% of your results
- maximize talent processes of onboarding and employee development

Action plan for success

- use clear and specific results to action plan for the future
- boost engagement to increase productivity, customer satisfaction, and employee retention

Improve your leadership effectiveness

- participate in structured leadership effectiveness consulting with L&D
- build positive managerial relationships by enhancing trust and communication within your team

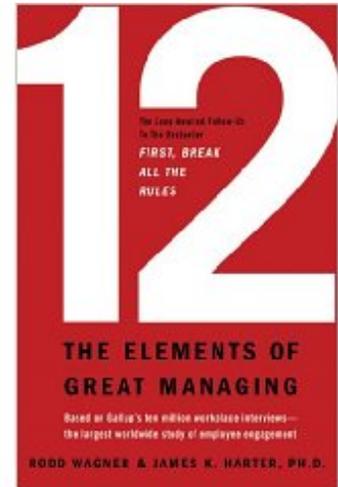
Find engagement "bright spots" and replicate them

- discover successes or best practices in engagement within your in your organization and how you can maximize them



Why is the Gallup Q12 the right engagement survey?

- survey data is specific, relevant, and actionable
- measures employees' *emotional* engagement, which ties directly to their level of discretionary effort -- willingness to go the extra mile
- the Q12 database (with 5.4 million responses) is the largest employee benchmark available
 - can benchmark your unit's employee-engagement levels against research across 620,000 work groups, 504 organizations, 16 major industries and 137 countries
 - specifically correlates measure of engagement to employee productivity, customer loyalty and business growth
- available in multiple languages
- can disseminate electronic and paper surveys
- cost effective



Who can participate in the pilot?

- 2-5 departments from various Executive areas, up to 200 employees total
- The pilot will focus on employee engagement at the local Unit level where leaders set the tone from the top demonstrating they are committed to listening and acting on feedback

How will survey results be used?

- managers and super users from L&D will have access to team results
- data will be used to inform/guide consulting and action planning process with L&D

How much will it cost?

- L&D will assume costs associated with Gallup survey implementation
- individual departments will pay for materials related to printing, marketing, and engagement activities conducted at the local level

How much work will this require?

Role Definitions

Unit Ambassador

The Unit Ambassador serves as the primary liaison between L&D + Gallup and their participating unit.

- represent survey project at local staff meetings
- meet regularly with L&D
- provide local pulse check to L&D
- gather local data for survey set up

Executive

Executives visibly endorse the project and ensure accountability for follow through in respective Unit.

- provide early endorsement of survey
- set clear expectations with managers
- hold managers accountable for action planning

Employee Engagement Committee

The Employee Engagement Committee serves as the pilot steering committee.

- provide advice to L&D - what are you hearing?
- conduct check-in's with unit
- facilitate post review of pilot

Manager

Managers are the primary owners of survey data review, communication, and action planning for their unit.

- review and evaluate data
- participate in action planning with L&D consultant
- provide early, visible endorsement and set expectations with staff
- make resource commitment – both human and fiscal as needed
- support Unit Ambassador

Employee

Employees will complete a 3- 5 minute survey and actively participate in engagement effort in unit.

- participate in focus group between March-May 2014 to socialize survey questions
- complete survey in June 2014
- participate in action planning and engagement activities as required by local manager

“To win in the marketplace you must first win in the workplace.”
- Doug Conant, CEO of Campbell's Soup



Timeline

PREPARE: March – May, 2014

- roll-out communication and marketing strategy
- prepare survey and teams

LAUNCH: June, 2014

- launch survey

REVIEW: July-August, 2014

- digest survey results

ACT: September-May, 2015

- begin action planning with managers for 2014-15 academic year



“high-performing companies should be striving to create: A great place for great people to do great work.” -Marilyn Carlson, former CEO of Carlson Companies