2019 IUPUI Women’s Conference

Enhancing Employee Engagement at Work

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Why this topic?

HR has three strategic priorities:

• Build a strong HR community throughout IU
• Enhance customer service and process efficiency
• Promote and improve employee engagement
Agenda

- What is Engagement?
- Employee Satisfaction
  - Engagement vs. Satisfaction
- What are the benefits of Employee Engagement?
- Engagement at IUPUI - MyVoice@IU
Employee Engagement
Question: What is Engagement?

A strong belief in:
What you do
Where you do it, and
With Whom you get to do it

"The level of employee involvement & enthusiasm for their job."
- The Gallup Organization
Three Types of Employees

Engaged

These employees are loyal and psychologically committed to the organization. They are more productive and more likely to stay with their company.

Not Engaged

These employees may be productive, but they are not psychologically connected to their company. They are more likely to miss workdays and leave the organization.

Actively Disengaged

These employees are unhappy with their work situation and insist on sharing this unhappiness with their colleagues.

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Engagement: Three Types of Employees

- **Engaged**: 29%
  - Loyal and **psychologically committed**. More productive, higher retention.

- **Not Engaged**: 52%
  - Productive, but they are **not psychologically connected** to their company. Miss more workdays, more likely to leave.

- **Actively Disengaged**: 19%
  - Physically present, but **psychologically absent**. Unhappy and insist on sharing this unhappiness with others.

Source: Gallup_MgrResGuide_Q12©
Exercise:

Monthly Staff Meeting

• Actively participating meetings
• Present, but staring at phone, texting, emailing
• Disagreeing with everything that’s proposed
  • But does not offer any solutions
• Always arrives late
• Interrupts others frequently
Employee Satisfaction
Question: What is Employee Satisfaction?

The extent to which employees are content with their jobs and work environment

- Society for Human Resource Management (SHRM)
There Is a Difference Between Being Satisfied and Being Engaged

- Work with passion
- Perform at consistently high levels
- Drive innovation and move their organization forward

Engaged Employees

- May or may not be productive
- Put their time but not necessarily their energy into their work
- Take a wait-and-see attitude

Satisfied Employees

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What are the Benefits of Employee Engagement?
The Benefits of Employee Engagement

Engagement is a leading indication of success for an organization:

Workgroups with high level of engagement

- greater productivity
- less turnover
- less absenteeism

There is a connection between well-being and engagement
The Culture You Create Matters

There is a strong connection between engagement and hard-core business results.

- 41% less absenteeism
- 70% fewer safety incidents
- 59% less turnover*
- 10% higher customer metrics
- 17% higher productivity

*In low-turnover organizations

GALLUP ANALYTICS

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Gallup Engagement Hierarchy
What Drives Our Decisions and Behaviors?

Q12. Opportunities to learn and grow  How can we grow?
Q11. Progress in last six months

Q10. I have a best friend at work  Do I belong?
Q09. Coworkers committed to quality
Q08. Mission/Purpose of organization
Q07. At work, my opinions seem to count

Q06. Someone at work encourages my development  What do I give?
Q05. Supervisor/Someone at work cares
Q04. Recognition last seven days
Q03. Do what I do best every day

Q02. I have materials and equipment I need to do my work right  What do I get?
Q01. I know what is expected of me at work

Growth
Teamwork
Individual Contribution
Basic Needs
MyVoice Engagement at IUPUI
What are we doing?

- Initial Survey: **September 26 – October 10, 2017**
- Survey sent to all **Staff employees** hired on or before July 1, 2017
- 1-5 Likert scale
- Should take approximately **10 minutes** to complete
- Collected Results
What are we doing?

- Buy-In from Leadership to act on results
- Created champions to share the data
- Create Action Plans – Get everyone involved
- Do something with the Action Plans
- 2019 Survey Dates: **September 16 – 27**
Engagement Hierarchy

Q12. This last year, I have had opportunities at work to learn and grow.
Q11. In the last six months, someone at work has talked to me about my progress.
Q10. I have a best friend at work.
Q09. My associates or fellow employees are committed to doing quality work.
Q08. The mission or purpose of my company makes me feel my job is important.
Q07. At work, my opinions seem to count.
Q06. There is someone at work who encourages my development.
Q05. My supervisor, or someone at work, seems to care about me as a person.
Q04. In the last seven days, I have received recognition or praise for doing good work.
Q03. At work, I have the opportunity to do what I do best every day.
Q02. I have the materials and equipment I need to do my work right.
Q01. I know what is expected of me at work.

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Additional Index Questions Specific to IU

Q14 I always trust IU to be fair to all employees
Q15 IU treasures diverse opinions and ideas
Q16 My supervisor creates an environment that is trusting and open
Q17 If I raised a concern about discrimination, I am confident my employer would do what is right
Q18 My supervisor is an active supporter of the changes that affect our unit
Q19 There is open communication throughout all levels of IU
Q20 I would recommend IU as a great place to work
Q21 I have a clear understanding about the future direction of IU
Q22 Employees in this organization are treated with respect and dignity
I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

~Maya Angelou
Be genuine!
&
Be authentic!
Questions?

Want more info on engagement, contact:

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http://hr.iu.edu/myvoice/spotlights/spotlights.html