2021 UCI Engagement Ambassador Kick-Off Meeting

Friday, July 30, 2021
AGENDA

2:30 – 2:40 Welcome
Michelle Quint, Executive Director, UCI Health Human Resources
Pamela James, Executive Director, UCI Campus Human Resources

2:40 – 3:00 Staff Engagement Survey 2021 Overview
Katherine Hills, Sr. Director of Communications & UCI Engagement Lead

3:00 – 3:20 2021 Engagement Ambassador Program
Gretheel Olvera, UCI Health Engagement Lead
Dyan Hall, UCI Campus Engagement Lead
Lira Islam, UCI Campus Engagement Coordinator
WELCOME

Michelle Quint, Executive Director, UCI Health Human Resources
Pamela James, Executive Director, UCI Campus Human Resources
2021 STAFF ENGAGEMENT SURVEY
YOUR OPINION MATTERS. TAKE THE SURVEY.
# The Engagement Team

<table>
<thead>
<tr>
<th>NAME</th>
<th>FUNCTION</th>
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<tr>
<td>Ramona Agrela</td>
<td>Executive Sponsor</td>
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<tr>
<td>Katherine Hills</td>
<td>Engagement Lead, PM &amp; Communications</td>
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<td>Dyan Hall</td>
<td>Engagement – Campus</td>
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<td>Lira Islam</td>
<td>Engagement – Campus</td>
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<td>Gretheel Olvera</td>
<td>Engagement – UCI Health</td>
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<td>Joshua Macias</td>
<td>Engagement – Enterprise</td>
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<tr>
<td>Stephen Whelan</td>
<td>People Services/EEC &amp; HRIS</td>
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<tr>
<td>Maria Teider</td>
<td>Database, Gallup Access &amp; Reporting</td>
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<td>Mike Jacobs</td>
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<td>Brian Johnson</td>
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<td>Mike Ellrich</td>
<td>Gallup – Account Manager</td>
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<td>Steph Ung</td>
<td>Gallup – Project Manager</td>
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<td>Kevin Meckna</td>
<td>Gallup – Technology</td>
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CONTACT INFORMATION

THE UCI ENGAGEMENT TEAM

Katherine Hills, UCI Engagement Lead hillsk@uci.edu

Dyan Hall, Engagement Lead, Campus dyhall@uci.edu

Lira Islam, Engagement Coordinator, Campus lirai1@uci.edu

Gretheel Olvera, Engagement Lead, UCI Health olverag@hs.uci.edu

Joshua Macias, UCI Engagement Coordinator jrmacia1@hs.uci.edu
About Engagement

What is Engagement?

- An employee’s emotional commitment to an organization
- The discretionary effort an employee is willing to put forth
- Drives an organization’s culture

Why Does Engagement Matter?

- Good for the organization

- Good for the individual
2019 Results – Score Out of 5

OVERALL ENGAGEMENT SCORES
Here is how UCI scored on a scale of 5 for total engagement levels.

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2019</th>
<th>Change</th>
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<tbody>
<tr>
<td>UCI Overall</td>
<td>3.78</td>
<td>3.85</td>
<td>+.07</td>
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<tr>
<td>Campus</td>
<td>3.84</td>
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<tr>
<td>Health Sciences</td>
<td>3.87</td>
<td>3.83</td>
<td>-.04</td>
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<tr>
<td>Medical Center</td>
<td>3.72</td>
<td>3.81</td>
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Out of a Possible 5

76% PARTICIPATION
It typically takes five engaged employees to offset the damage that a single disengaged employee can do to the work environment.

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- **Engaged**
- **Not Engaged**
- **Actively Disengaged**
2019 Take-Away Areas of Focus

**OPPORTUNITY**
- Voicing concerns and ideas without fear of retribution

**OPPORTUNITY**
- Process Improvement

**STRENGTH**
- Organizational Learning
  - Internal knowledge creation, retention, and sharing

**STRENGTH**
- Meaningful Work
  - Meaningful Work for our staff and customers
Post-Survey Implementation

• Leadership Development Program
  • Over 200 managers/supervisors trained in first year

• Town Halls w/ Chancellor Gillman

• Expanded Staff Service Awards
  • Attended by all senior leadership (2019)
  • Messages from all senior leadership (2020)

• Campus Lunch with Leadership Program

• UCI Health Dine with Leadership Program

• Treat Cart Program

• On-Site Worker Recognition Program (Spring 2021)

• Bright People, Brilliant Solutions
  • Staff solve for problems/challenges
Why Survey Post-Pandemic?

• Reminds staff that we care about them as employees and individuals

• Ensure employees’ basic needs are being met – then work to fill gaps where we find them

• Ensure employees’ emotional needs are being met
  • Inform us of how to best handle the transition back to on-site work
  • Inform us of what we might do the same or differently if a ‘next time’ ever occurs

• Discover where our managers and supervisors are successful in this new COVID and post-COVID environment – and where additional training would be beneficially

• Opportunity to learn where we stand on engagement post-pandemic
  • Is staff more, less or equally engaged than in 2019?

• Helps drive our engagement efforts over the next two years
  • What might we want to do differently to drive engagement in 2022 and beyond?
Survey Period

Administration Period of 2021 Staff Engagement Survey

**Opens Monday, August 9, 8:00 AM**

**Closes Friday, September 3, 11:59 PM**
2021 Participation Goal

2021 STAFF ENGAGEMENT SURVEY
YOUR OPINION MATTERS. TAKE THE SURVEY.

75% PARTICIPATION GOAL
Staff Eligibility

- Career
- Contract
- Limited
- Partial Year Career
- Per Diem

- Must be in UCPath as of June 15, 2021

- NOT ELIGIBLE – faculty, academic appointees, temporary employees, student employees

- One termination file will be applied on September 1, 2021
  - Staff who terminate between June 15 and August 31 will be removed and surveys will not be included in results
Summary of Question Set – Applicable to All Staff (27 questions)

- Gallup Q12 – 13 questions
- Verbatim – 1 question (What one thing gets in the way of you doing your best work?)
- Accountability Index – 3 questions
- Supervisor Effectiveness Index – 3 questions
- Change Management Index – 4 questions
- Diversity & Inclusion Index – 3 questions (different questions than 2019)
  - Everyone at this organization is treated fairly regardless of ethnic background, race, gender, age, disability, or other differences not related to job performance.
  - Diversity and inclusiveness issues are openly discussed.
  - At work, I feel comfortable being myself.

Plus the following additional indices for medical center staff (+13 questions)

Patient Experience Index – 4 questions
Culture of Patient Safety Index – 9 questions
Disponible en español
Pre-Survey Timeline

- **July 7**: Introduction to ASMs
- **July 20**: Presentation to Chancellor’s Cabinet
- **July 28**: Presentation to Leadership Forum (UCI Health)
- **July 30**: Training for HRBPs, HR community, CPOs
- **July 30**: Engagement Ambassador Kick-Off Meeting
- **Aug. 4**: ZotMail from Ramona Agrela – Survey is Coming
- **Aug. 5**: Manager & Supervisor Kick-Off Meeting
- **Aug. 9**: First Survey Invitation Email from Gallup to Staff

Then weekly emails from Gallup to staff who have not yet completed the survey. Once a staff member has completed the survey, they no longer receive Gallup emails.
<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tr>
<td>September</td>
<td>Internal Evaluation of Survey Results by Engagement Team</td>
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<tr>
<td>Early October</td>
<td>Results Presentations to Cabinets</td>
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<tr>
<td>Early October</td>
<td>Gallup Access Training for HRBPs and HR Community</td>
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<tr>
<td>Mid-October</td>
<td>Results Released to All Staff</td>
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<tr>
<td>November</td>
<td>Town Hall Webinars – Campus, HS and MC</td>
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<tr>
<td>November</td>
<td>HRBPs and Departmental HR Professionals Review Results with the Client Departments (aka Deep Dives)</td>
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<tr>
<td>December</td>
<td>Engagement Strategic Planning for CY 2022-23</td>
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<tr>
<td>January</td>
<td>Launch of Updated Engagement Programming (Continuation of the Empowered to Make a Difference Program)</td>
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Communications/Promos

Update Web Pages
ZotMails
Gallup Emails
A-Frame Posters
Digital, Printable 8.5x11 Flyer
6x9 Postcard
Coasters
Email Signature Highlight
Zoom Background
Survey Break
Other Possible Promotional Activities
Thank You!

EMPOWERED
TO MAKE A DIFFERENCE
2021 Engagement Ambassador Program
The UCI Engagement Ambassador program brings together and organizes you – our staff volunteers – to help foster and drive engagement within your local unit/department and across UCI and UCI Health.

You are champions for engagement who want to:
• Make a difference
• Create an engaged culture
• Foster change
UCI Engagement Ambassador Program

YOUR ROLE

• **Promote** & **Champion** engagement at UCI/UCI Health
• **Work** within your own units/departments
• **Support** and **participate** in engagement-related events throughout the year
• **Encourage** participation in recognition and engagement activities and programs – including the Staff Engagement Survey
Driving Engagement Year-round

- Staff Engagement Survey
- Staff Service Awards
- Staff Appreciation Week
- Bright People Brilliant Solutions Campaigns
- Treat Cart Rounding
- Excellence in Leadership Awards
- UCI Health ARIISE Awards
- UCI Health Holiday Lunch
- Staff Picnic
- Staff Breakfast
- Hospital Week
- Other engagement related activities and events
2021 Staff Engagement Survey

75% PARTICIPATION GOAL
We Need Your Help to Reach 75%

WHY?

• A major part of the employee engagement strategy at UCI/UCI Health

• It is the tool that gauges our engagement levels at the enterprise and local levels

• The catalyst of our engagement initiatives over the next 2 years

We need your help to reach 75%
Survey Benefits to You and Your Co-workers

Provides an opportunity for staff to:

• Voice their opinion and be heard
• Feel valued because importance is put on understanding how they are feeling
• Reflect on their level of engagement
• Consider what is important to them to feel engaged in their role
• Reflect on whether or not they are being developed & hopefully encourage conversations with their manager
How You Can Help

• Develop a Local Promotion Strategy
  • Encourage/Incentivize survey participation
  • Connect with people leaders
  • Promote survey completion opportunities

• Be a Resources – Help Answer Questions

• Celebrate Success
  • Recognize and Appreciate Participation

• Be an Advocate
Develop a Strategy

What works for you

- Hang posters
- Hand out postcards and coasters
- Promote at team meetings/huddles
- Host an info session
- Send an email
- Get local leaders involved

Inspiration

- Treat cart visits
- Food incentives
- Visual completion tracking
- See ‘Sample Promotional Idea List’
Resources

2021 Staff Engagement Survey Toolkit
sites.uci.edu/hrambassadors/2021-uci-staff-engagement-toolkit
- Meeting Recording/Slides
- Survey Planning Calendar
- Promotional Materials
- Gallup Guidance Materials

2021 UCI Staff Engagement Survey Link
survey.gallup.com/uci2021q12

Gallup Access Website
uci.my.gallup.com

Engagement Team
sites.uci.edu/hrambassadors/contacts
Celebrate Success

- Recognize your success
- Take/submit pictures
- Share your strategy the to inspire other ambassadors
- Be proud of your work – we are!
Next Steps

Once you leave here…

1. Explore the Staff Engagement Survey Toolkit
2. Add survey e-signature and zoom background
3. Plan your promotion strategy
4. Get key leaders involved as needed
5. Distribute promotional materials prior to 8/9
6. Make a plan for a survey break on 8/13

Don’t forget

• Key survey timeline dates
• Look out for updates, sponsored incentives and opportunities
Questions?