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SPECIAL THANKS AND RECOGNITION

An Employee Engagement Program

Alex Teodosio

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An Employee Engagement Program

- **What is Employee Engagement?**
  - Why is it important?
  - How employee recognition impacts employee engagement

- **The *Carroll STAR* program**
  - Types of Recognition
  - Recognition Categories

- **Gallup Q-12 Index:** *Managers - Key Engagement Driver*

- **Cleveland Clinic Case Study**

- **Launching & Sustaining the Program**

What is Employee Engagement?

- Employee engagement is the emotional commitment the employee has to the organization

  - This emotional commitment means engaged employees care about their work and their organization

  - They don't work just for a paycheck, but work on behalf of the organization's mission

  - When employees are *engaged*, they care—they use **discretionary effort**

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Why is Employee Engagement Important?

Studies show, **recognition** is a key factor in engaging employees *(Gallup, World @ Work, Towers Watson)*

Recognition *leads to...*

- higher service, quality, and productivity which leads to...

- higher customer satisfaction, which leads to ...

- increased employee satisfaction

What is the difference between Engagement & Satisfaction?

Satisfaction is about

➢ Doing my job

➢ Making me successful

➢ Personal Commitment

Engagement is about

➢ Doing my job above and beyond

➢ Making me and JCU successful

➢ Mutual Commitment

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The Power of an Engaged Workforce

Mutual Commitment

Special Thanks And Recognition

Samantha Cocco, Assistant Director of Student Engagement, Ctr. for Service & Social Action submitted winning branding name

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Types of Recognition

- **Behavioral Recognition** (culture building)
  - Enforcing JCU values
  - Outstanding achievements

- **Milestone Recognition** (celebration)
  - Birthdays
  - Service anniversaries
  - New Employees- *forthcoming*

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Recognition Categories

Outstanding **Teamwork & Collaboration**

Enhancing the **Student Experience**

Striving for **Excellence**

Promoting an **Inclusive Community**

Leadership Excellence

Demonstrating **Service in Solidarity**

Innovative **Solutions & Creativity**

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Outstanding Teamwork & Collaboration

- Outstanding **Teamwork & Collaboration:** Recognizes employees caring for the whole person *(cura personalis)* through fostering exemplary cooperation, collaboration and open communication on a project or other significant program or activity that advances departmental goals and/or enhances an integrated student learning experience.

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Enhancing the Student Experience

+ Enhancing the **Student Experience:** Recognizes employees choosing the greater good *(the magis)* through making choices that result in the greater good for our students and the University by creating, supporting and/or actively participating in an innovative project, event, group or program that enhances the student experience.

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Striving for Excellence

- Striving for **Excellence**: Recognizes employees who strive for excellence *(ad majorem dei gloriam)* by taking initiative and performing a job function with extraordinary care, attention to detail and precision.

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Promoting an Inclusive Community

- Promoting an **Inclusive Community**: Recognizes employees who model inclusivity and respect for diversity with the University community through their positive interactions with others.

Leadership Excellence

⁜ **Leadership** Excellence: Recognizes employees who demonstrate ethical leadership as positive agents of change for and with others. These employees also exhibit the values of honesty, integrity, courage and collaboration in engaging the University community.

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Demonstrating Service in Solidarity

+ Demonstrating **Service in Solidarity**: Recognizes employees who go beyond the call of duty to make a positive difference for others by working with individuals and communities in need of assistance.

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Innovative Solutions & Creativity

- Innovative **Solutions & Creativity:** Recognizes employees who care for the University's mission (*cura apostilica*) by exercising innovation, adaptability and stewardship in ways that enhance the long-term sustainability and viability of the University so it may continue to advance its Jesuit mission.
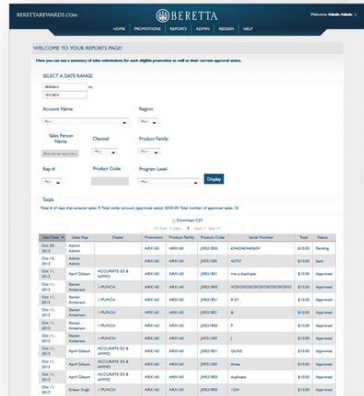
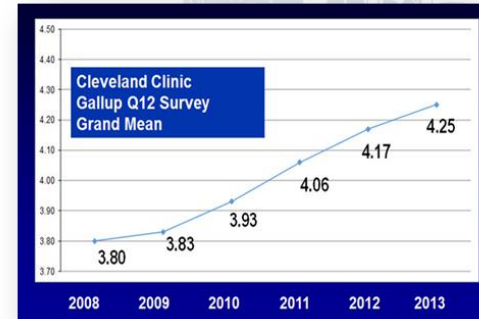*the* **CARROLL**
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CarrollSTAR site

carrollstar.jcu.edu

Comprehensive Reporting

Transactional Reporting

Hierarchy-based transaction reports that link to individual recognition and Divisional units. Fully customizable parameters.

Analytical Reviews

Provides insight into the program as a whole, creating benchmarks and revisiting on an ongoing quarterly basis to identify areas of opportunity.

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We are in Good Company

The Gallup Q-12 Index
Managers – Key Engagement Driver

- Survey designed to measure employee engagement

- Research found 12 key expectations that, when satisfied, form the foundation of strong engagement

- Over 87,000 work units and 1.5 million employees participated in the Q-12 instrument to date

- Gallup administers this survey as a semi-annual employee engagement index

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The Gallup Q-12 Index
Managers – Key Engagement Driver

- In the Q-12 Engagement Survey, Managers Impact 8 out of 12 Engagement Drivers

Q4: In the past seven days, have you received recognition or praise for doing good work?

- ✓ Positive support, encouragement and praise

- ✓ Lead with Carroll Star . . . and your team will follow

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The Gallup Q-12 Index
Managers – Key Engagement Driver

1. Do you know what is expect of you at work?

2. Do you have the materials and equipment to do your work right?

3. At work, do you have the opportunity to do what you do best every day?

4. In the last seven days, have you received recognition or praise for doing good work?

5. Does your supervisor, or someone at work, seem to care about you as a person?

6. Is there someone at work who encourages your development?
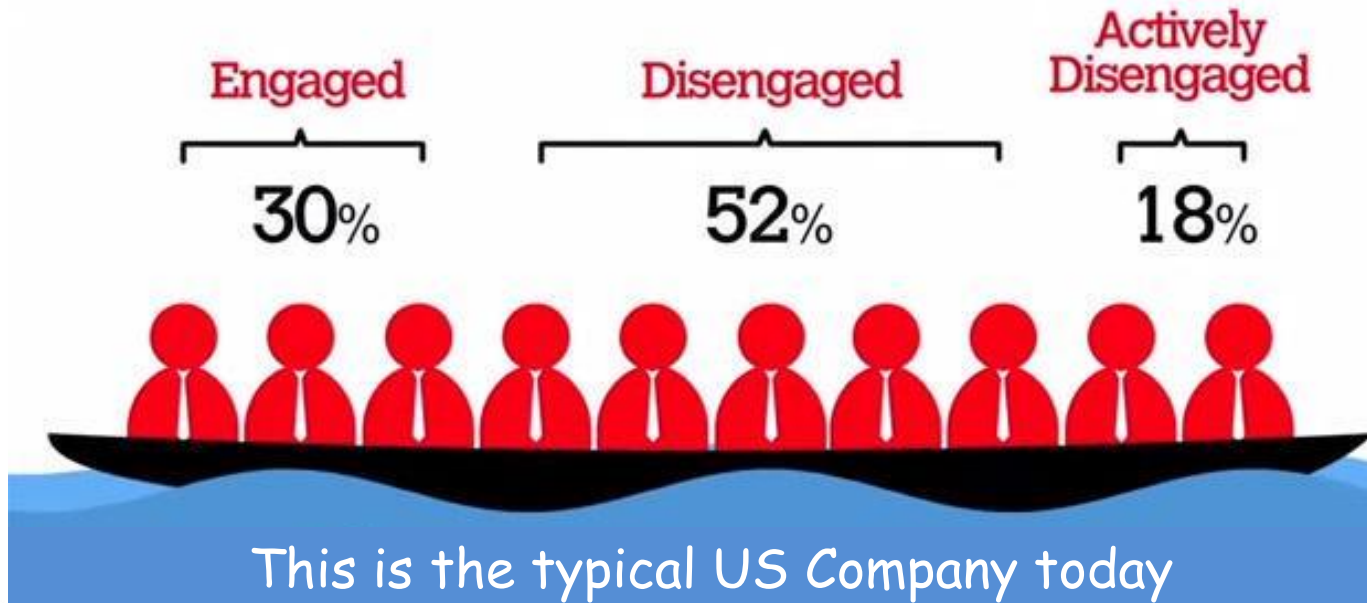
The Gallup Q-12 Index
Managers – Key Engagement Driver

7. At work, do your opinions seem to count?

8. Does the mission/purpose of your organization make you feel your job is important?

9. Are your associates (fellow employees) committed to doing quality work?

10. Do you have a best friend at work?

11. In the last six months, has someone at work talked to you about your progress?

12. In the last year, have you had opportunities to learn and grow?

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The Gallup Q-12 Index
Managers – Key Engagement Driver

- *Results of latest engagement index*

This is the typical US Company today

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Keys to Successful Recognition

➢ To impact engagement, recognition must be:

- Genuine

- Timely

- Personalized

- Specific

- Frequent

- Appropriate

Employee Engagement

Employee Satisfaction
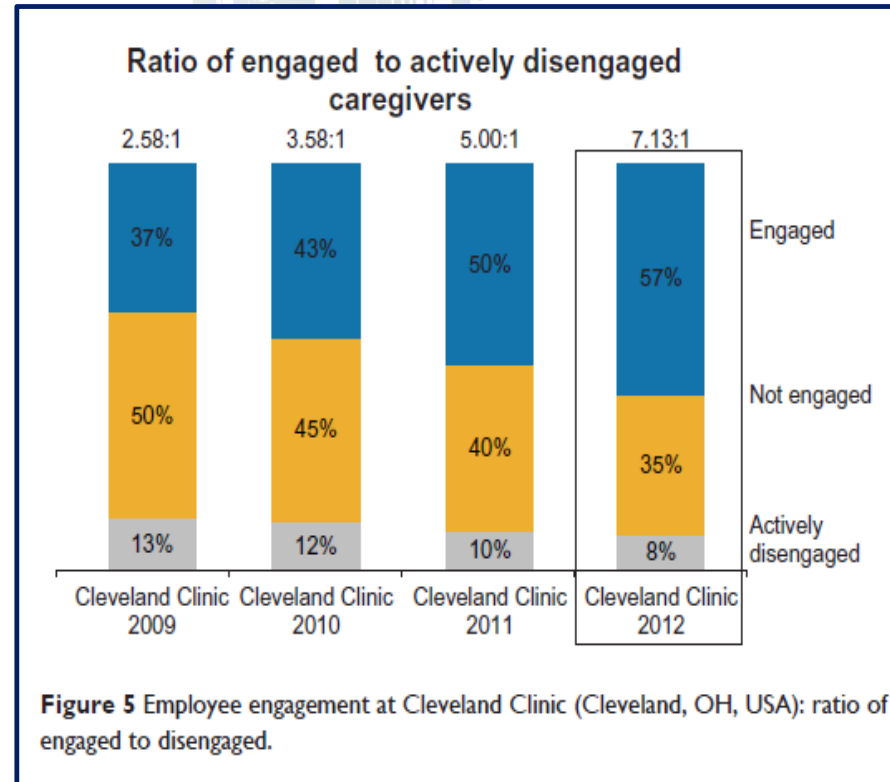
Case Study
The Cleveland Clinic

The Challenge: Cleveland Clinic (40,000 employees) had Gallup employee engagement scores below the 40th percentile. HCAHPS scores were also below average.

The Solution: "Caregivers Celebrations" employee recognition program, which reinforced their core values

Results – 67% Improvement in Engagement:
- Percentage of engaged employees rose steadily
- Increased HCAHPS scores
- Featured in *The Gallup Business Journal & Journal of Healthcare Leadership* for its outstanding results in changing the culture

2015 Recognition Professional International Top Recognition Program

Ratio of engaged to actively disengaged caregivers

	2.58:1	3.58:1	5.00:1	7.13:1	
Engaged	37%	43%	50%	57%	
Not engaged	50%	45%	40%	35%	
Actively disengaged	13%	12%	10%	8%	
	Cleveland Clinic 2009	Cleveland Clinic 2010	Cleveland Clinic 2011	Cleveland Clinic 2012	

Figure 5 Employee engagement at Cleveland Clinic (Cleveland, OH, USA): ratio of engaged to disengaged.

Launching & Sustaining the Program

➢ Promoting recognition has a big impact on participant engagement and performance. It is crucial for managers to understand the importance and "how-to" recognize.

Program Outreach

Pre-launch
- ❑ Inside JCU
- ❑ HR webpage
- ❑ Branding contest

Ongoing
- ❑ Printed materials
- ❑ InsideJCU / direct emailing
- ❑ Staff Council

Training

Recognition System Training
- ❑ Champions (October 12)
- ❑ Supervisors (October 14)
- ❑ Non-Supervisory (October 28)

Go Live

November 1, 2015