



Creating an Employee Experience to Address the Changing Higher Ed Workforce

Sponsored by  **Cornerstone**

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KNOWLEDGE | RESOURCES | ADVOCACY | CONNECTIONS

cupa·hr™ Webinar

Presenters



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VOICES OF THE STAFF

UNIVERSITY OF MICHIGAN

The Scope of the Organization

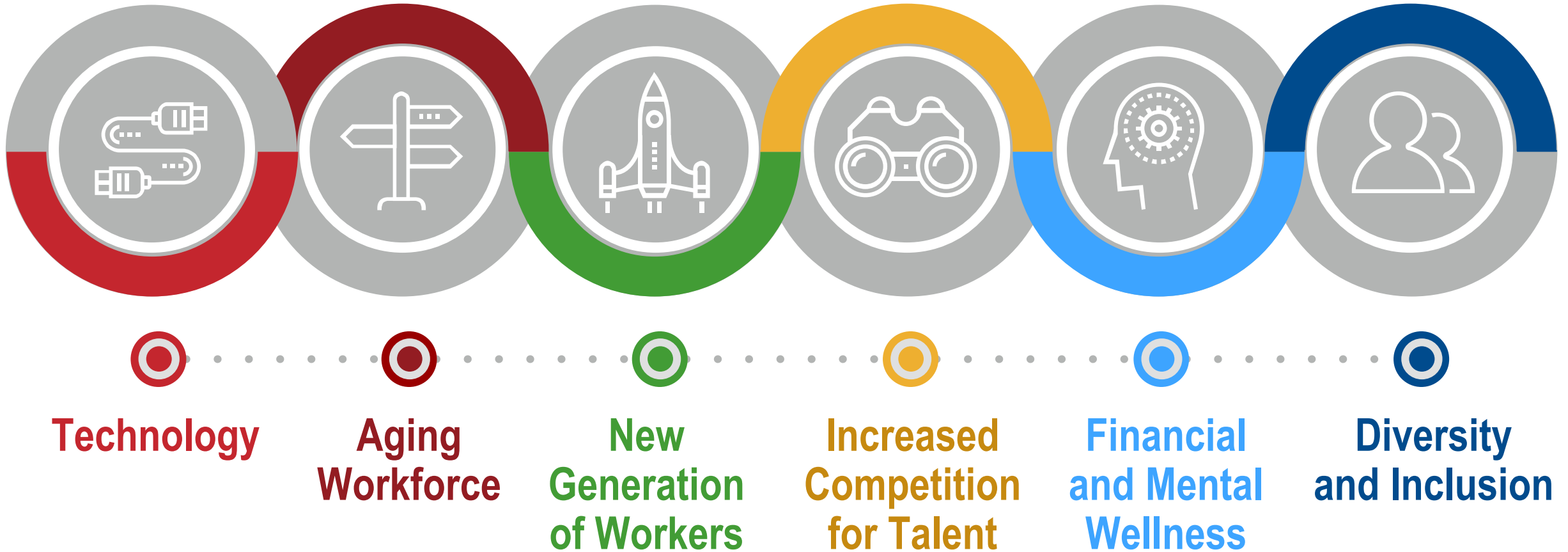
- 3 Academic Campuses, Michigan Medicine and the Medical School
- 8,000 Faculty
- 19 Schools and Colleges
- 45+ Administrative Organizations
- 35,000 staff

Poll #1

How many people does your organization employ?

- A. 0-100
- B. 101-1,000
- C. 1,001-5,000
- D. 5,001-10,000
- E. 10,001 or more

Six Workplace Trends Impacting Higher Education



“I worked for the university for 20 years and no one has ever asked me what I thought about anything.”

**“That’s a faculty benefit.
We don’t have to give that to staff.”**

“A service-maintenance person is never asked to serve on institutional committees.”

“Staff should be invisible.”

Poll #2

To what extent do you believe your staff would recommend your organization as a good place to work?

- A. Not at all
- B. Rarely
- C. Moderately
- D. Mostly
- E. Extremely so

The Shift Starts



“The work of staff supports every learning activity of this campus....We are looking forward to beginning work on a means by which staff interests can and will be more fully considered.”

President Mary Sue Coleman
March 16, 2004

We Identified Key Indicators of Culture

- Awards - what is celebrated
- Recognition
- Artifacts
- Traditions
- Values
- What opportunities are provided
- How decisions are made

Guiding Principles

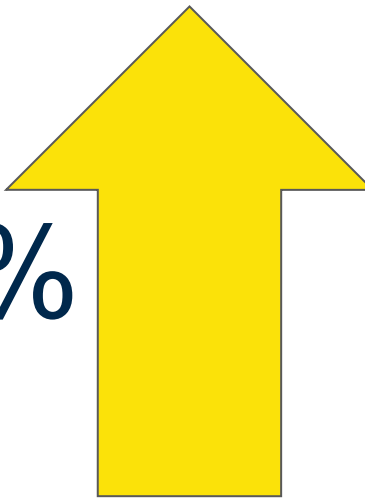
- Align work with the missions of the university
- Foster an environment that allows faculty, students, staff and organizational units to lead and excel
- Support the recruitment of and retention of high-caliber faculty, students, and staff
- Comply with all applicable laws, regulations and policies
- Employ best practices and leads in innovation and quality
- Promote fairness and equity
- Foster diversity and inclusion
- Demonstrate fiscal responsibility and resource stewardship
- Promote ethical behavior in the community

And Set our Vision for the Culture

- People Thrive
- Partnerships Prevail
- Performance Excels

What We Found

- We needed a custom solution
- Engagement increases productivity

22% 

Driving Engagement

- Having meaningful work
- Making a difference
- Being heard
- Being respected
- Being appreciated

We Proposed Something More

Voices of the Staff was Born



Poll #3

How do you currently get input or feedback from your staff on issues affecting them?

- A. A survey
- B. A suggestion program
- C. An elected or appointed council
- D. A Town Hall meeting or other group event
- E. Other

Focus on What Matters to Staff

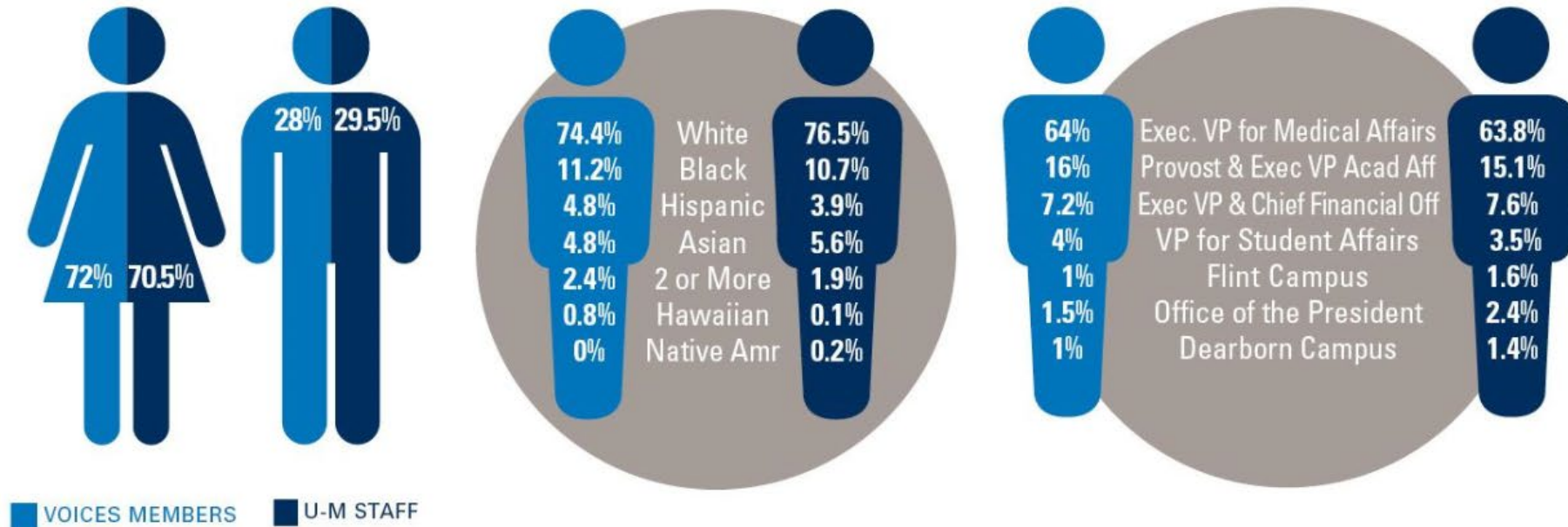
- Career Development
- Work-life Balance
- Parking
- Workplace Climate
- Benefits
- Diversity, Equity, and Inclusion
- Health & Well-being
- Change Management
- Faculty & Staff Communications

Voices of the Staff Structure



- Six Network Teams
- Each focuses on a specific topic
- Team members serve two years
- Two members of each Network Team are selected to the Core Team to meet with executives three times/year
- After two years, members are Voices Alumni with opportunities for “on demand” projects

Voices is a Microcosm of U-M





To Shape the University
Workplace

And Align with University Priorities

- Partnering with Faculty
- Working on Presidential Initiatives
- Provide input to Executive Officers
- Support the academic mission

Supporting the Academic Mission

“They offered ideas that helped me develop new projects... It made a big difference in my learning and professional development. It never would have happened without Voices of the Staff”

ADAM GRANT PH.D.
WHARTON BUSINESS SCHOOL PROFESSOR

Measurable Difference

2005

2017

“I believe I have input on issues at U-M”

“I believe I have input on issues at U-M”

3.19

3.83

Voices of the Staff participant survey

Voices of the Staff participant survey



Elevating the Employee Experience

Employee Engagement Opportunities

- Facilitators and scribes for Diversity, Equity, and Inclusion
- Voices Career Development Fund Selection Committee
- U-M Staff Impact Award Selection Committee
- Retirement Savings Committee (a faculty led U-M wide committee)
- MI HR Day
- Focus group Benefits Administration Office; Employee related benefits
- Focus group for MHealthy, topic-MHealthy strategic plans for incentives and designs (2017)
- MStaff200 Planning & Implementation
- Bicentennial Public Art Selection & Dedication Committee
- U-M Staff Ombudsperson Criteria Committee



Amazing Results



StaffWorks

Best Practice and Tech Conference



Diversity, Equity, and Inclusion

Home | Timeline | Our Stories | Share Your Story | Resources | Gallery | | Contact Us

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Harry Grayson,
refrigeration mechanic,
March 1971 (Bentley
Historical Library)

See more photos

STORIES OF THE STAFF

200 YEARS OF MAKING A DIFFERENCE

WELCOME! For 200 years, staff members have made the University of Michigan work. This website celebrates the contributions of staff members, current and past, as told through stories, photos, anecdotes, reflections, video and more.

Have a story to share?
We want to hear your stories.

[Share A Story](#)

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VOICES OF THE STAFF

U-M GATEWAY | UNIVERSITY HUMAN RESOURCES | HERITAGE

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BICENTENNIAL

Sharing 200 Years of Staff Contributions



Celebrating workplace volunteerism, cross-unit collaboration, and the positive contributions of our work to our community and beyond.

The Inaugural University of Michigan Staff Impact Awards seeks to celebrate staff, supervisors and teams making a positive impact with their work. The awards recognize excellence by individuals, teams, and supervisors with awards of \$1,500 to \$2,500.

Deadline for nominations is January 8, 2018.

Learn more and make a nomination at sia.umich.edu



“The efforts of our people are essential for the university to serve our students, care for our patients, and perform world-changing research.”

KEVIN HEGARTY
EXECUTIVE VICE PRESIDENT AND CHIEF FINANCIAL OFFICER



New Awards Double University-Wide Recognition



U-M Staff Wall of Honor

Equity of Benefits Between Faculty and Staff



Give Now
TO HELP STAFF GROW

M
VOICES OF
THE STAFF

Announcing the VOICES Career Development Fund

In celebration of 200 years of staff contribution, Voices of the Staff is pleased to announce a new scholarship fund that will provide grants to U-M staff to support their professional growth and development. The idea for the fund came from our VOICES Alumni. To make it a reality, we need your help.

Give online at voices.umich.edu/give

Staff Career Development Fund



The University
RECORD
News for Faculty and Staff

April 27, 2018

University creating new ombuds role to provide support for staff

Office of the Vice President for Communications

Topic: [Human Resources](#)

Hired Our First Ombuds for Staff



MStaff200 Celebrates 200 years of Staff Contributions



Public Art
“Arriving Home”
Dedicated to the Staff

“VOICES gave me the opportunity to network and gain more resource knowledge, and I became more engaged in my role.”

**“I am a valued and appreciated employee at
the University of Michigan.”**

Ongoing Challenges

- More consistency in the value for staff contributions across all units
- Addressing culture of fear of retaliation
- More work building bridges between and among faculty and staff
- Bargained for staff engagement

Q & A ?

Thank you!

For more information on Voices of the Staff,
visit voices.umich.edu





Thank You!

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