

# Employee Engagement Ambassador Orientation

Administration Division

*October  
2018*







Welcome!

# Agenda

- Welcome and Introductions
- Employee Engagement Survey
  - Our Journey
  - 2018 Updates
  - Survey Administration Overview
  - Your Role as an Ambassador
  - Timelines
  - Tools & Resources

# What is Employee Engagement?

Employee engagement is the extent to which employees feel **passionate about their jobs**, are **committed to the organization**, and put **discretionary effort into their work**.

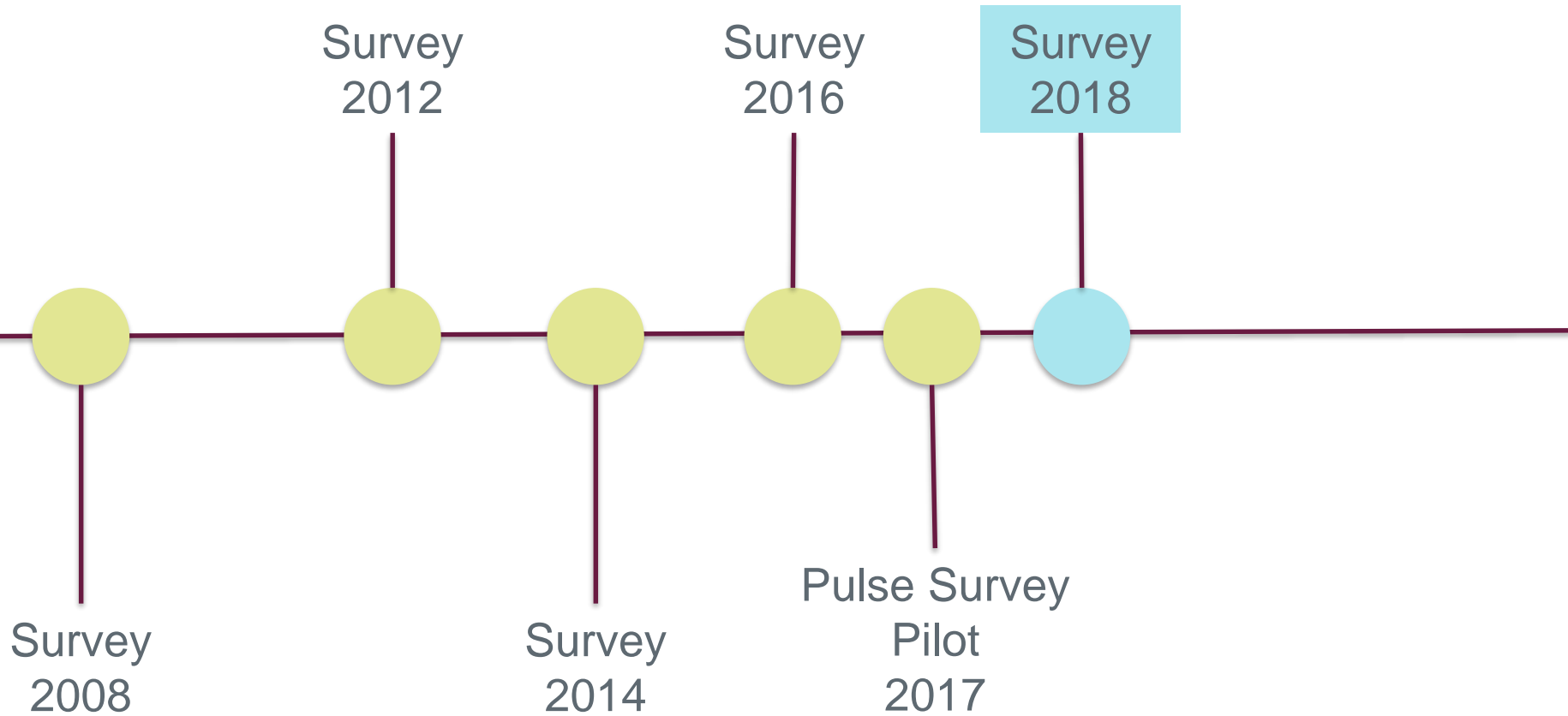




# Trends with Engagement



# Our Engagement Journey







# Our Impact

*Dee Henne*

*AVP and CFO*



# ACTIVITY

Compose a Tweet that answers –  
**What makes you go the extra mile?**

- ✓ Remember to keep it short – 30 words or less!
- ✓ Be ready to share with others!





# 2018 Survey Updates - General


- Instruction clarification for the Manager role – person I report to vs. my manager
- Removed the comparison to 2014 (now have 2016 comparator)
- Participant Exclusions
  - Temporary/Casual/WorkStudy
  - New Student Survey available for groups with ongoing student appointments (e.g., Campus Store, Parking)
- Reporting – summary report will remain available

# 2018 Survey Updates – Questions

- Streamlined for better understanding of certain questions and removed redundant questions
  - **From 100 to 75 questions**
  - For example: streamlined Recognition and Psychological standard questions
- Focused on Administrative Division priorities
  - Communication/Feedback
  - Values
  - Diversity/Equity
  - Recognition/Appreciation
- Comment sections streamlined to be more actionable and specific
  - Located at the end of the survey, respondents will choose a theme to comment on



# 2018 Survey Administration Overview

- Survey administrator:  METRICS@WORK
- Online and Paper Surveys available
- Timing: survey will take 10 - 15 minutes to complete
- Support: employees can contact Metrics@Work directly, at 1-800-726-4082 Ext .21 (or [info@metricsatwork.com](mailto:info@metricsatwork.com))
  - Contact info will also be on the first page of the survey and the email or paper instruction sheet
- Reports will only be generated for groups with 5 or more survey respondents
- Individual responses will never be shared with the University and because results of the survey will only be reported as averages for groups, individual responses cannot be identified.

# 2018 Survey Administration Overview – Online

- Metrics@Work will send an email to employees with a unique URL
- Employees click on the URL to get into their own survey (important not to forward that email to others)
- Progress is saved every time a page is submitted
- Employees can stop and start any time during the survey period



# 2018 Survey Administration Overview – Paper Based

- A checklist will be provided for distribution
- A code number located on the outer envelope will coincide with the name on the checklist to be confirmed during distribution
- Best to use a blue or black pen and fill in the bubble completely
- Surveys can be returned to the drop box on the 3<sup>rd</sup> floor of Gilmour Hall or taken home and returned via Canada Post using the self-addressed stamped envelope provided in the package
- There is a bar code on every survey – it is for Metrics@Work quality assurance purposes:



# 2018 Survey Administration Overview – Reporting

- Continue reporting by Drivers of Engagement by Level:
  - Job
  - Team / Work Area
  - Organization
- Reporting sorted by highest and lowest Drivers depending on the relative comparisons for better identification of Strengths and Challenges
- Secure website report delivery to leaders via email from Metrics@Work
  - Folders will contain a two page summary of results for communication purposes and a detailed report



# Engagement Ambassador Role

## PRE SURVEY

- Provide feedback regarding survey delivery and communication to maximize participation rates.
- Attend team/employee meeting(s) held prior to the survey launch.
- Promote the Engagement Survey within your areas.

## DURING THE SURVEY

- Act as a resource for the team.
- Continue to promote participation.
- Assist with any special accommodation needs.
- Act as a spokesperson to bring forward any questions or concerns.

## POST SURVEY

- Provide input and insights with respect to survey results.
- Assist in coordinating the Action Planning process for your department / team (with Department Leaders).
- Ensure Action Plans and progress updates are documented and communicated.

# Tips for Success

- The higher the response rate, the more valid the data, and the less likely employees and managers will reject the findings and the more likely the Division and staff can create a better more engaged workforce!



# 2018 Survey Administration Overview - Timelines

<b>Nov 5<sup>th</sup></b>	<ul style="list-style-type: none"><li>• AM - Survey Launch note sent on behalf of Roger to all employees involved (email)</li><li>• PM - Online-survey sent via email with a personalized link by Metrics@Work</li><li>• For paper-based surveys, Ambassadors will receive envelope packages from OD team to distribute accordingly</li></ul>
<b>Nov 5<sup>th</sup> to 30<sup>th</sup></b>	<ul style="list-style-type: none"><li>• Weekly progress updates shared by OD Team with Ambassadors and AVPs/Directors</li></ul>
<b>Nov 30<sup>th</sup></b>	<ul style="list-style-type: none"><li>• Survey closes (for both online and paper-based surveys)</li></ul>

# 2018 Survey Administration Overview - Timelines

**Dec  
2018**

- Final response rates shared with Ambassadors and AVPs/Directors by OD Team
- Ambassadors and AVPs/Directors to review post-launch communication note and tailor for respective area (thank you, final participation rates and next steps)
- Metrics@Work reports engagement results by reporting level

**Jan  
2018**

- Ambassador debrief meeting to discuss survey process successes and areas for improvement
- Action planning preparation (Ambassadors & Leaders)



# Tools and Resources

- Metrics@Work
  - Survey Administration Support
- Organizational Development (OD) Team
  - Program, Resource and Action Planning Support
- Fellow Ambassadors
  - Contact listing
- Working at McMaster website resources:
  - Organizational Development > Employee Engagement



## **CONTACTS**

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