

Employee Engagement Ambassadors

Championing the Employee Experience

Employee Engagement Ambassadors represent various departments and teams and help identify and share examples of employee engagement in action. Ambassadors play a key role in linking managers with the ideas and experiences of employees.

Role

The role of Ambassadors will be to champion the overall employee experience within their department or team. This is a voluntary role, and provides an excellent development opportunity for anyone wishing to grow their leadership capability. Ambassadors will:

- *Support the planning and roll-out of our annual Employee Engagement survey*
- *Act as a resource for employees who have questions regarding the survey process*
- *Actively lead components of the Action Planning process once survey results are available*
- *Assist in coordinating Action Planning progress updates*
- *Share information and key messages about the department and goals with colleagues*
- *Seek examples of process improvements and good practices from colleagues*
- *Identify ongoing wins or issues from employees and feeding these back to managers and colleagues*

Qualities

Ambassadors need to be willing and enthusiastic about championing the employee experience in their department or team. They understand the importance of engagement and are keen to help the team and work environment improve. They can be an employee in any area and at any level of the department.

The key qualities for Ambassadors are:

- *Understanding of engagement - what it means and its benefits*
- *Enthusiasm and energy for the subject*
- *Knowledge of the department and the employees in their area*
- *Connections and credibility among the employees in their area*
- *Confidence to deal with others on the departments' behalf*
- *Confidence to handle feedback - positive or negative - on the departments' behalf*
- *Strong communicator with an ability to build relationships*

Time Commitment

The role will not be time consuming, and some flexibility may be required on meeting times which may vary according to department needs. Ambassadors may actively participate in:

- *An Ambassador Orientation*
- *Launch discussions with employees*
- *Action planning sessions*
- *Team and/or manager meetings in which engagement activities or progress updates are discussed*
- *Ambassador meetings and debrief session*

Available Support

Ambassadors will receive information and guidance to help them in their role. This will also ensure we have a shared understanding and consistency of approach. This will include:

- *An Ambassador orientation session*
- *An information package for each Ambassador*
- [Employee Engagement web page](#)
- [Organizational Development team](#)
- *Department leadership team*
- *Your department/faculty leadership team*

For More Information:

If you are interested in becoming an Ambassador to champion a great workplace experience in your department, please speak with your manager.

Our Organizational Development team would also be pleased to assist with any questions you may have. [Learn more on our webpage.](#)