

A Leader's Role in Employee Engagement
Championing the Ambassador and Employee Experience in our Administration Division!

As McMaster leaders, we strive to be open and authentic, helping to guide, support, develop and recognize others. We work together towards our common mission and goals and true leadership comes when those around you are influenced in a positive and meaningful way.

The role of Leaders will be to champion an overall positive experience for the employees and Ambassador(s) within their department or team. This role also enables and empowers employees to share ideas openly for ongoing improvements to processes and team experiences and fosters a strong, inclusive and engaged team where employees can add value to their work and feel supported to continue to learn and grow into the future.

The following are core Administration Division Values to which we aspire as leaders at the University:

Trust:	<i>we will build trustful relationships through ongoing communication, active listening and using a coach approach</i>
Respect:	<i>we will foster a respectful, healthy and inclusive workplace enabling diversity of thought and practices</i>
Accountability:	<i>we will do what we say we will do and will engage others in successfully achieving goals</i>
Integrity:	<i>we will complete our activities ethically and by dealing honestly with our various clients and partners</i>
Teamwork:	<i>we will seek opportunities to collaborate and positively work together within and across teams</i>

Leaders shall:

- *Champion leadership behaviours that align to FWI, and our Leadership Capabilities model as well as demonstrate our Admin Division Values: **Teamwork, Respect, Accountability, Integrity, and Trust***
- *Actively listen to understand not just to respond*
- *Actively support Ambassador(s) needs with Action Planning and progress review updates with employees*
- *Take ownership of items most appropriate for an area manager or supervisor*
- *Ensure employee engagement is a routine part of team meeting agendas (just like Health & Safety)*
- *Work with Ambassador(s) and team to review options/alternatives associated with issue or concern areas*
- *Advocate, where needed, for additional support required for the team from Organizational Development, and/or the portfolio AVP*

Leadership Capabilities

Leaders and managers shall demonstrate McMaster's core Leadership Capabilities and be willing and enthusiastic about championing the Ambassador and employee experience in their department or team. They understand the importance of engagement and are keen to empower their team to improve the work environment.

The 6 Leadership Capabilities are as follows:

- ◆ *Takes a Strategic Approach*
- ◆ *Communicates & Collaborates*
- ◆ *Drives Results*
- ◆ *Champions Change and Innovation*
- ◆ *Develops People*
- ◆ *Invests in Relationships*

Available Support

Leaders and managers will receive information, support and guidance to champion a positive work environment. Resources, tools and supportive materials are available on the Employee Engagement page of our Working at McMaster website: <http://www.workingatmcmaster.ca/engagement/index.php>

Members of the Organizational Development team within Human Resources, along with Department senior leadership teams and the Administration Division leadership team, are committed to reviewing engagement levels on an ongoing basis, and to working with Ambassadors and teams in support of related activities and required changes.

For More Information:

Our Organizational Development team would also be pleased to assist with any questions you may have:

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