Faculty/Staff/Administration
Engagement Commitment Plan

Name: Jorge Blanco, Comptroller
Report ID: 692
Unit Name: Accounting, Budgeting & Financial Planning

These are the engagement items on which we will focus:

GOAL CATEGORY:
Strength: Q01 – “I know what is expected of me at work” - TEAMWORK
Opportunity: Q04 – “In the last 7 days, I have received recognition or praise for doing good work” - INTERPERSONAL COMMUNICATIONS

Area of Strength:

The area of strength in the department is teamwork. Teamwork is “the coming together of an alliance or group to collaborate, co-operatively work on a project, solve problems, negotiate, and resolve conflict…” The staff in the department knows what is expected of them in order for the tasks to be done in a timely manner. Cohesion, individual knowledge and morale are strong factors in this department’s teamwork.

Area of Opportunity:

The area of opportunity is interpersonal communication. Most definitions expound interpersonal communication as “a medium chosen to convey the message.”

Some factors include the following:

- Receiving recognition and praise for doing good work
- Encouragement of a person’s development
- Encouragement of a person’s progress
- Follow-up surveys
- Workshops opportunities
- Monthly departmental meetings

This is what we will do to upsurge faculty/staff/administration engagement on this item:

Teamwork is our strength:

- The department will continue to improve teamwork by having open and continual communications within and between staff and management
- The staff will be able to communicate in a precise manner with faculty and other departments
- Persistence of working in a respectful environment
Interpersonal communication can be increased by being cognizant of the way each of us communicate with others.

For example:

- Individual recognition and acknowledgement will be continuous. The department will have monthly meetings to recognize the staff for job performance
- Attending interpersonal development workshops are encouraged within the department
- Reviewing the goals of the center will help increase communications and work-flow in the department
- Management will continue to have an open door policy to encourage open and frank discussions

**This is what success will look like:**

The success of teamwork will show in the quality of the work that we do. Everyone on the team plays an integral role in getting the work done efficiently and effectively. This is due to the cohesiveness, morale and individual knowledge of the team members.

- Interpersonal communications will continue to grow within the department
  - Staff’s self confidence will continue to increase as knowledge, development opportunities, and recognition is fostered within the department and staff
- We will continue to monitor our success through informal staff surveys

**This is how we will know we are making a difference:**

We will know that we are making a difference with our teamwork by the following:

- Knowing that we are more knowledgeable, we are more confident with our results
- Our pride increases in our work and daily routines
- The staff’s opinions are valued and acknowledged within the department

**This is when we will review our progress:**

We will review our teamwork and intradepartmental communications progress with monthly staff meetings. In these meetings, everyone will be able to provide feedback and updated reports on individual, and group progress. There will be an intradepartmental informal survey as a means of measuring our progress. We will also engage in the following:

- Team building activities, and
- Quarterly Employee Appreciation Activity