Staff/Employee Engagement Commitment Plan

Name: Tara Saltzman, Ph.D, Executive Dean

Date: March 7, 2008

Report ID:

Unit Name: Strategic Initiatives for Global Enterprise and Academic Development [SIGEAD]

Contributing units under report ID: Training and Organization Development, Office of Internal Communication, Teacher Store

These are the engagement items on which we will focus:

GOAL CATEGORY: Q03 INDIVIDUAL CONTRIBUTIONS

Area of opportunity: At work I have the opportunity to do what I do best everyday.

This is what we will do to drive/increase engagement on this item:

To increase engagement in the Individual Contributions category, employees will review NSU/FSEHS’s mission and vision statements, as well as the departmental mission statement to rejuvenate a sense of belonging and an alignment between the individual employee, department and school-wide goals. The supervisors will meet with their employees at the outset of this action plan and clearly define the scope of the job, as well as duties and responsibilities. By identifying the vitality of these roles, individuals can begin to correlate the success of the organization with their contribution. This is important in developing an emotional attachment to the organization. Each employee will then create a description of their skill set and interest which will be shared within the office on the share drive. Through this profile employees will be aware of who they can ask for assistance and collaborate with on projects. Tasks will also be distributed in the office keeping in mind job descriptions and job skills of the employees. Supervisors will also be more aware of where employees are on the supervisory continuum, review employee evaluations and create growth plans using this information. A suggestion/comment box will be placed in the office where employees can make both anonymous and individual comments. In addition, to using a share drive staff discussion tool to share ideas and concerns. Individuals can also seek out mentors to assist in developing their work goals and skills so that they match with the NSU core values.

This is what success will look like:

1. Industry knowledge and information will be shared about the projects (secondary to matching skills to projects) that employees are working on thereby increasing professional communication in the office. 2. Employees will have identified skills (in their profiles) that they possess which are of value to the project, and when the project team is reviewed it will be evident that the team
is matched to the project. 3. The individual contribution goal category is enhanced, employees will engage in better communication between management, team members, and other constituents in the organization. 4. Employees will make use of the suggestion box and or share drive and feel more involved in the developments in the office.

Success will also be evident when the employees feel they have clarity in their roles, and they demonstrate self-direction and empowerment within their job duties.

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

Employees will report about their collaborative efforts during the weekly staff meeting, and report that they feel like they are contributing to the success in the office. Employees will demonstrate accuracy, thoroughness and orderliness in performing work assignments in a timely manner; this can be tracked through checklists. We will see through the department checklists that projects are being effectively tracked for progress and execution. Supervisors will seek feedback from various FSEHS’s support departments’ leadership in order to measure whether there has been an increased effort and collaboration from employees. Other departments will utilize the office as a resource and hub for information in dealing with initiatives related to Fischler School of Education and Human Service (FSEHS), therefore we will see an increase per month in the number of new initiatives coming into the office. Over time, it will be apparent that a difference is being made through employees’ willingness to take on challenges and do more than what is required in their given role. This will in turn have more sustainable results in this category in the departments.

This is when we will review our progress:

During April 2008 Supervisors will review NSU/FSEHS’s mission and vision statements, as well as the departmental mission statement with the employees. During April 2008, Supervisors will review job descriptions and roles the employees to assist in clarifying any uncertainty about their position. In April 2008, employees will create their skill profile, which will be reviewed with supervisors. The team associated with a Project based will be assessed in terms of their skill and interest match at the start and where appropriate end of each project. Regular feedback meetings to review growth plans will also be scheduled and bi-monthly scheduled department reviews during the period before September 2008 will be conducted. As of April 2008 an ongoing, online (share drive) discussion tool will be available to offer employees a channel for a communication exchange. Changes to the Engagement Commitment Plan will be made to meet specified targets.
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GOAL CATEGORY: Q08 TEAMWORK

Area of opportunity: The mission or purpose of my agency makes me feel my job is important.

This is what we will do to drive/increase engagement on this item:

The basis for teamwork is clear, strong communication. The department will disseminate information on a regular basis to let FSEHS departments know about new initiatives as well as the resources available through the office, in addition, to alerting their department on benefits of collaboration. The staff will have more opportunities to collaborate with connected departments (e.g. Accounting, Budget, and Financial Planning Office, Marketing, and Office of enrollment services) while providing mutual resources and capitalizing on shared relevant information. You might consider breaking this long sentence into a few sentences that are more specific as to your plan of action.

This is what success will look like:

There will be an increased level of information sharing, ideation and collaboration between members of our department and other employees in other departments. This will enhance the sense of being part of a team and the sense of alignment with the organizations core values rather than working in isolation. The faculty will also know who to then contact in the department and will be proactive in bringing their initiatives to the office of Strategic Initiatives to be registered and for the project managers to assist them with the development. The faculty will feel that SIGEAD is performing at peak efficiency and team members will feel that they are contributing to the success of the department.

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

This collaboration will use the synergistic power of team work to achieve results and goals. We will see an increase in the number of initiative ideas coming into the office. Other departments will utilize this office better when dealing with the various stages of an initiative. There will be better feedback about the office from the FSEHS’s departments.