Name: Dana Mills, Ph.D.
Report ID: 76
Unit Name: Fischler School of Education and Human Services (FSEHS)

**These are the engagement items on which we will focus:**
Employees committed to quality

**Area of Opportunity:**
At work, my opinions seem to count.

**This is what we will do to drive increase faculty/staff/administration engagement on this item:**
We will design and implement a formal process for submitting suggestions for new ideas and for improving current projects. The process will allow project managers to present an overview of the situation and/or problem; provide pertinent details and metrics; and offer recommendations or alternative solutions. To remind project managers of this opportunity, we will produce and post signs in common areas that read, “Your Opinion Counts!” and reminds the department of the process.

In addition to the formal process, supervisors agree to continue their open door policy and commit to helping staff members develop their critical thinking and problem-solving skills. Through a new departmental position titled Marketing Project Team Leader, project managers will have an additional, more-readily available resource to discuss challenges and proposed solutions. This individual will also host group brainstorming sessions to discuss solutions to recurring issues.

**This is what success will look like:**
Project managers will submit their ideas through the formal process. They will begin to feel enthusiastic about their role in the success of the department, the school, and the entire university. Also, the number of submissions is increasing over time.

Project managers will begin to feel empowered to meet daily challenges through increased confidence in their decision-making abilities.

**This is how we will know we are making a difference:**
We are making a difference when we are able to increase the number of projects that include an assessment and evaluation phase, which can be used for strategic planning and budgeting purposes. We are also making a difference when the project managers are recognized for their contributions to the mission of the organization. When considering the long term effects of our efforts, we will see our recommendations implemented and be viewed as a department that provides innovative, data-driven, and successful ideas.
Faculty/Staff/Administration
Engagement Commitment Plan

Name: Dana Mills, Ph.D.
Report ID: 76
Unit Name: Fischler School of Education and Human Services (FSEHS)

These are the engagement items on which we will focus:
Employees committed to quality

Area of Opportunity:
In the last seven days, I have received recognition or praise for doing good work.

This is what we will do to drive increase faculty/staff/administration engagement on this item:
The marketing department will create the FISCHY GRAM program to allow each of employee, and others they work with, to express gratitude for work-related activities. Awards will be given in the following categories:

1. Leaping into Action
   There are two kinds of people -
   those who shy away from opportunities and those who jump at them.

   I “caused an effect” by taking initiative, jumping at a chance to get involved, leading the way.

   My enthusiasm motivated others.

2. Building Bridges
   Communication and cooperation help build bridges and strong relationships with others.

   I “caused an effect” by making connections, facilitating communication, sharing information.

   My actions brought people together.

3. Dreaming up a Bright Idea
   New ideas spark creativity, initiate change, and inspire success.

   I “caused an effect” by asking the right questions, thinking outside of the box, looking at things in a new way.

   My creativity inspired others.

4. Making it Happen
   There are those who let things happen, and there are those who make them happen.

   I “caused an effect” by overcoming obstacles, suggesting solutions, exceeding expectations.

   My perseverance got the job done.
5. **At the Head of the Class**

Smart people never stop learning and they use their knowledge to improve the organization.

I “caused an effect” by learning a new skill, searching for more information, sharing wisdom with others

My talents make the team stronger.

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

A placard will hang in front of every employee's office that will show their FISCHY GRAM award. They will receive public recognition for doing extra work-related tasks.