



I'm glad to find that **VOICES** exists;
because if not, I would have to create it.

— President Schlissel



VOICES OF THE STAFF

2014-2015 Annual Report

Special Edition

voices.umich.edu

a decade of ENGAGEMENT



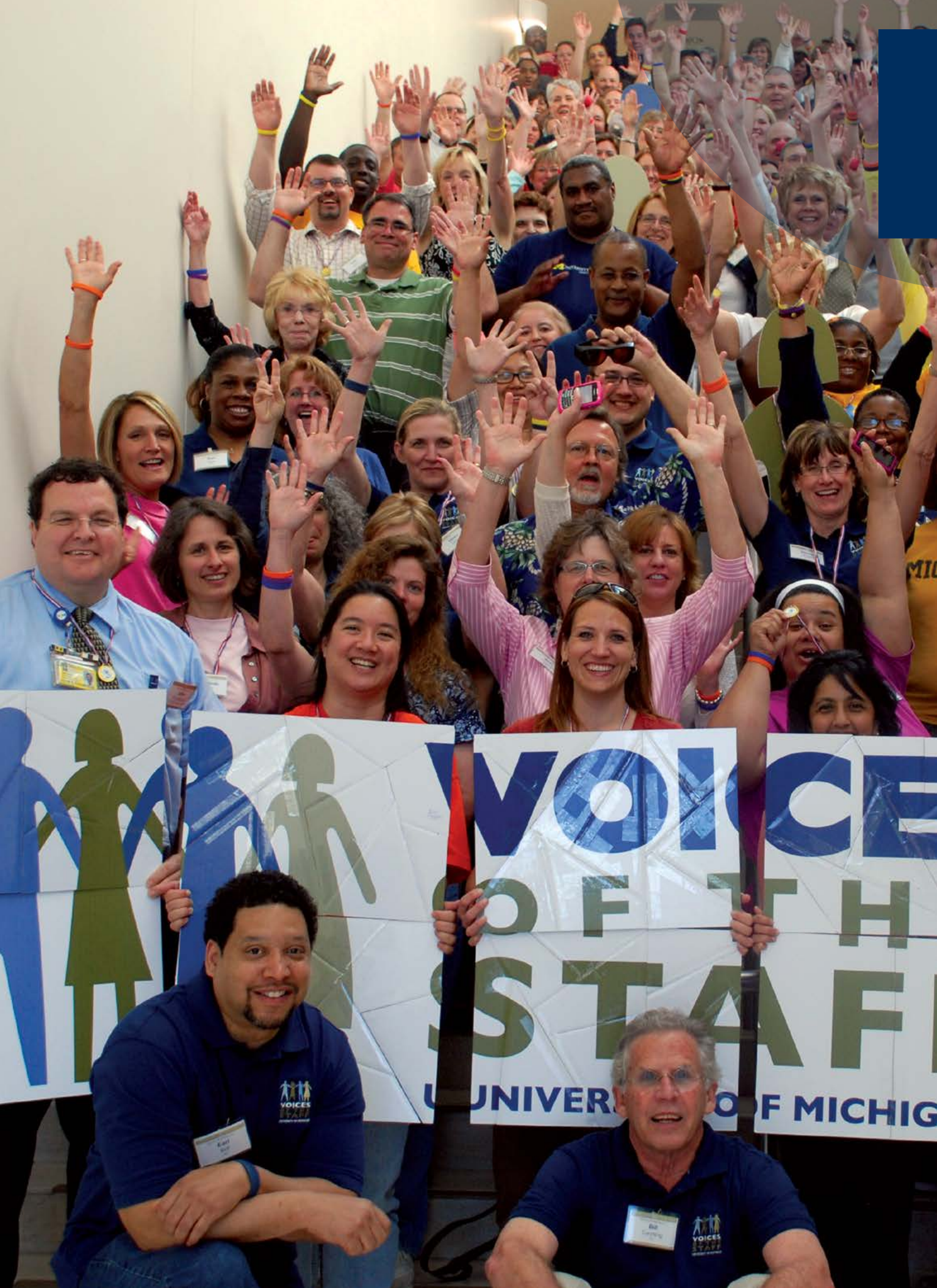
During the 2014-15 year, Voices of the Staff celebrated 10 years of making a difference at Michigan.

It began as a simple idea from President Mary Sue Coleman to give all staff a voice. Laurita Thomas embraced the concept and created the initial team of dedicated staff from across all campuses to bring Voices of the Staff to life. In the past 10 years, VOICES has contributed to our research mission by working with faculty partners.

More than 1,500 staff participated on network teams, attended conferences and shared at town hall meetings, and thousands more responded to surveys. VOICES has made an impact in the areas of parking, career development, onboarding, technology, and more.

In 2015, with the support of President Schlissel, VOICES prepares for meeting the challenges of “The Future of Work.”





a decade of **INCLUSION**

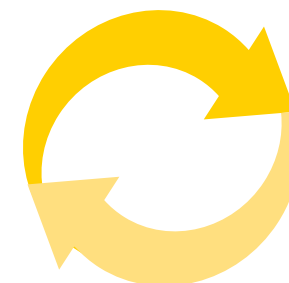


A microcosm of Michigan Staff

Annually in March members of our staff are invited to volunteer their time and talents by joining VOICES. From hundreds of applicants, participants are thoughtfully selected to yield a group that mirrors the demographics of the university as a whole (work areas, gender, ethnicity and union representation).

Creating this microcosm is no easy task. But it's worth every effort to ensure VOICES always reflects the unique makeup of the Michigan staff community.

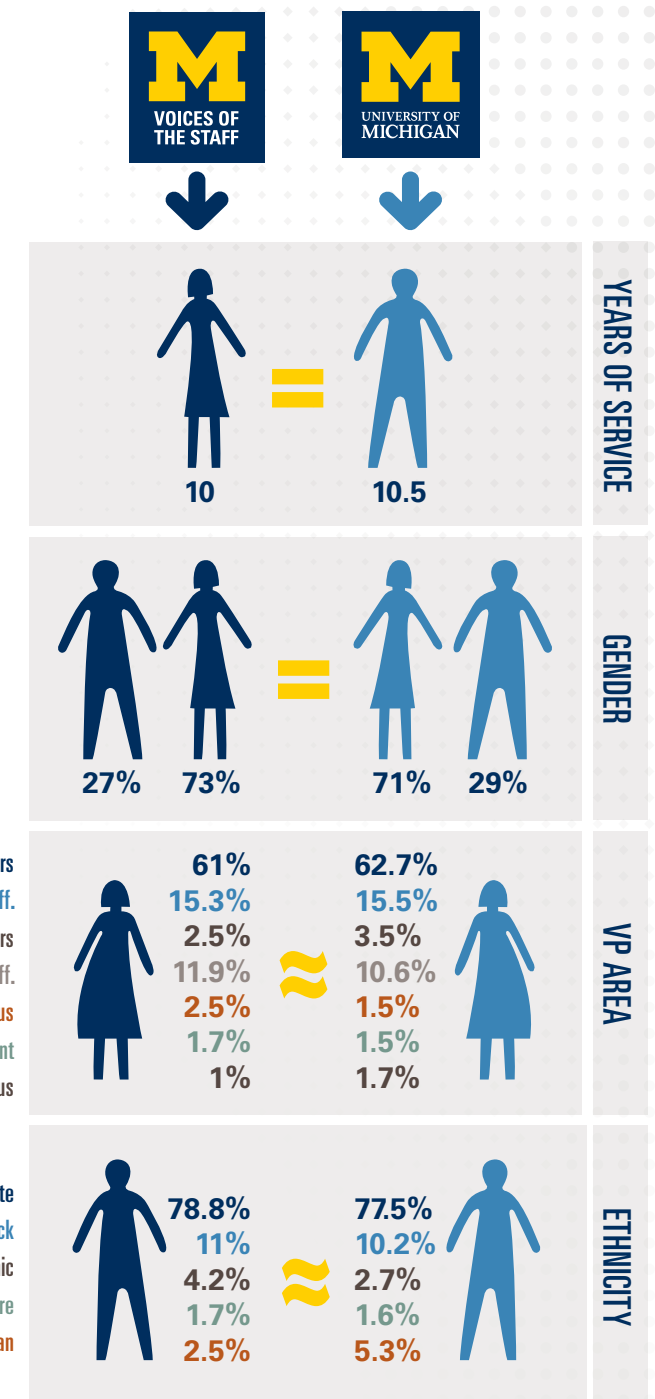
A real impact on staff!



1/2 TURNOVER

The turnover percentage for VOICES members averages half of that for comparable U-M staff

By the Numbers



a decade of **LISTENING**



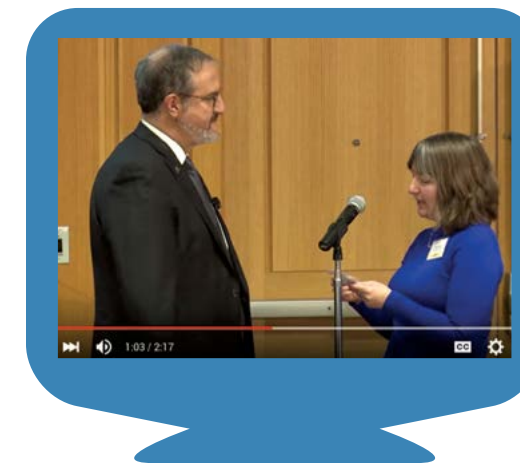
VOICES kicks off year 10 with Future of Work Town Hall

Voices of the Staff opened its 10th year on Thursday, January 22, 2015, with a town hall meeting. Participants included President Mark Schlissel and 120 staff volunteers interested in building on VOICES changes that benefit staff.

The president was on hand to support the VOICES mission and participate in an “elevator speech” exercise. Volunteer groups devoted to 12 separate topic areas conferred, then nominated a spokesperson. Each one stood before the president to deliver a brief summary of their suggestions to answer the question, “What can we do to prepare for the future of work?”

 **Read more:** myumi.ch/JNNzK

 **Watch a summary:** myumi.ch/aKezb




2,300
Survey
Responses


120
Town Hall
Participants


1
FOCUS
The Future
of Work at
Michigan

PRESIDENT SCHLISSEL

at Voices of the Staff Town Hall meeting, Jan. 2015



a decade of TEAMWORK

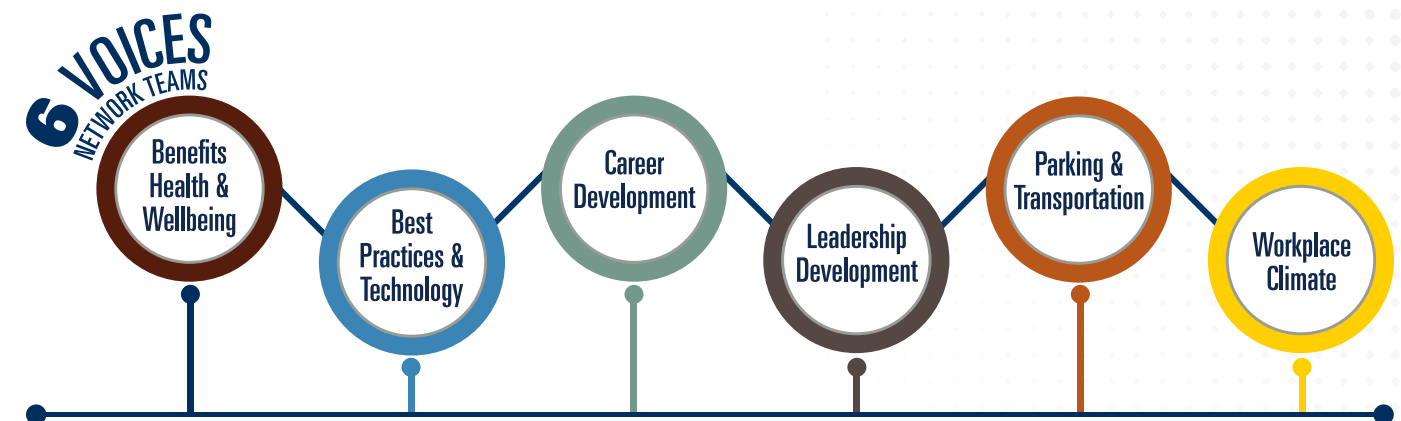


Every year VOICES engages:

100+ Staff Members | 6 Teams | Every Campus

2014-15 VOICES Network Teams

Each year, about 120 staff members, half beginning their VOICES experience, half entering their second year, have the opportunity to volunteer their time and talents to one of six Network Teams, each with a specific topic. The focus of each team is derived from input from our greater staff community and reflects the issues that matter most to staff.



+ Core Team

Three members from each of the six Network Teams are selected to serve on the VOICES Core Team, which meets quarterly to share information between teams and with Executive Officers and other key university leaders.

+ Program Management Team

Under the direction of Laurita Thomas, the VOICES of the Staff Program Management Team (PMT) is a group of professionals that come together twice a month to provide strategic direction for the VOICES network events. Team members are passionate about their work, which impacts key deliverables that include member recruitment, program facilitation, event planning, and maintaining communications with the greater university community.

+ VOICES Alumni Team

The Voices of the Staff Alumni Team consists of past members of the VOICES Network Teams. They stay connected and receive information about VOICES events, achievements, and opportunities to volunteer on special projects.





a decade of **RESULTS**



Every VOICES team strives to contribute to the university. Often this is realized by the team serving as a sounding board, to help university leaders get a sense of the staff perspective on major initiatives. Teams also produce impactful solutions.

In its first year, VOICES contributed to the improvement of Benefits Open Enrollment materials and developed a change management workshop. Since then VOICES has produced more than a dozen events and solutions to support and refine the university's core business objectives.

VOICES efforts lead to new parking customer service office at UMHS

The VOICES of the Staff Parking & Transportation Team completed its multi-year project and celebrated the opening of the new Parking and Transportation Services (PTS) satellite office in University Hospital South. Team members even volunteered to help staff the office at peak times.

VOICES Launches Staff Career Development Fund

In celebration of 200 years of staff contribution, Voices of the Staff is pleased to announce a new scholarship fund that will provide grants to U-M staff to support their professional growth and development. This idea originated at a VOICES Alumni event held in 2011.

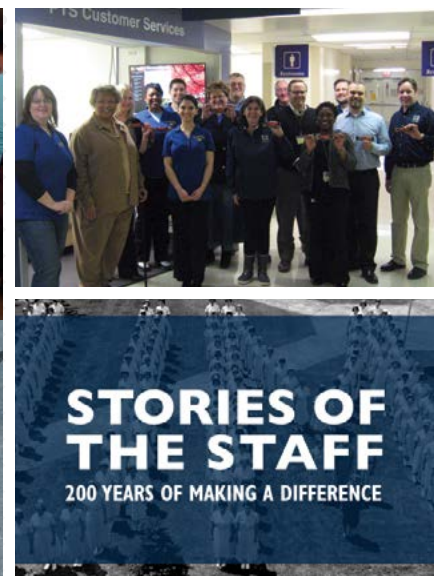
Stories of the Staff going strong

Celebrating 200 years of staff contributions to Michigan, the Stories of the Staff website features articles, videos, photos and more. As part of the greater U-M Bicentennial Celebration, these stories add another dimension to the vibrant history of our great university.

President Schlissel Presents Staff Innovation Awards

76 Nominations | 6 Finalists | 2 Winners

Ashley Harris, research laboratory specialist intermediate in the Translational Oncology Program, and the U-M Crowdfunding Taskforce have been selected as the winning individual and team recipients of the 3rd annual President's Staff Innovation Award. **2015 MARKS THE FIRST YEAR PRESIDENT SCHLISSEL SELECTED AND PRESENTED THE AWARD.**



a future of **OPPORTUNITY**



Six new teams for 2015-16: A new focus on the **FUTURE OF WORK**

Career Development — in support of promoting career and leadership development

Diversity, Equity and Inclusion — becoming cultural champions to promote an inclusive and welcoming community

Embracing Change — promoting capacity for resiliency and change in the future of work

Ideal Work Experience — finding ways to enhance the work experience for all

Leveraging Technology — using technology now and in the future to enhance the work experience

Work-Life Balance — successfully balancing work demands with lifestyles

Based on staff feedback from a workplace survey and the Town Hall held in January 2015, VOICES was refocused into six new teams. VOICES has chosen the topics to purposely overlap and encourage cross-team collaboration. Our goal is for this new structure to create more energy and ideas within and among teams to spur new possibilities.

At the 2015 VOICES Annual Meeting, team members learned about future skills needed for an ever-changing environment. VOICES is now challenged to provide ideas and recommendations for opportunities to integrate these skills to prepare U-M staff for THE FUTURE OF WORK.

Top 10 Valued Future Skills

- Sensemaking
- Social Intelligence
- Novel and Adaptive Thinking
- Crosscultural Thinking
- Computational Thinking
- New Media Literacy
- Transdisciplinary
- Design Mindset
- Cognitive Load Management
- Virtual Collaboration

U-M StaffWorks returning in 2016!





“Our thousands of staff members make this massive place run smoothly. Often, they are the primary points of contact with our thousands of students, visitors and patients. The way they represent the university is outstanding.”

— President Schlissel