

# Leadership Best Practices in Employee Engagement

Voices of Staff webpage:  
<http://hr.umich.edu/voices/index.html>

## Problem Statement



*Are your staff members  
absent from work?*

**Purpose:** Identify the “best practice” leadership methods and tools of current supervisors in the University workplace.

**Methods:** The Voices of Staff Leadership Development team conducted interviews of six exemplar leaders in our organization. Exemplar leaders were chosen based on either their Employee Engagement scores (Health System) or the Work-Life Balance Award Recipient list. Each interview was video-taped. The taped interviews were reviewed by team members and common behaviors and actions were identified and a short video summary was created.

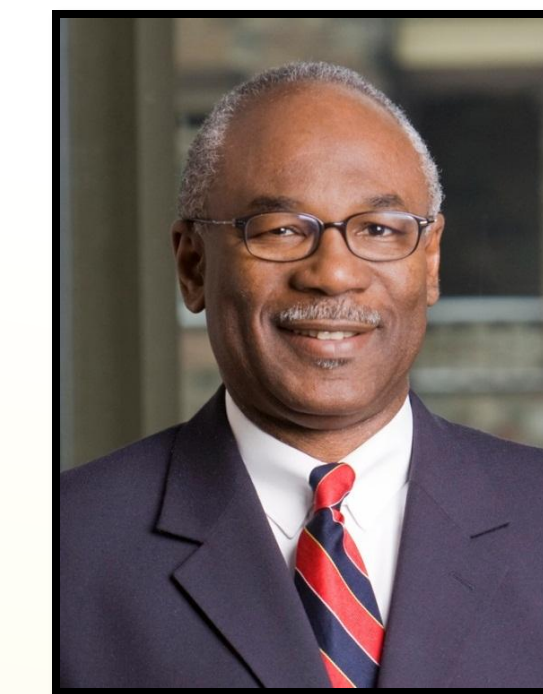
**Collaborators:** Members of the Voices of Staff Leadership Team



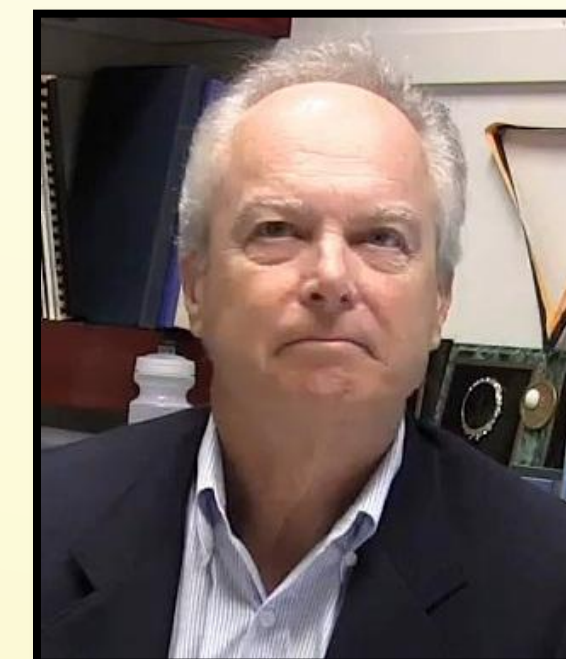
**Deborah Apsley**  
School of Information



**Mark Lemak**  
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**Esrold Nurse**  
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**Trey Williams**  
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## Primary Goals

- Identify the behaviors and actions of exemplar leaders
- Create a video of exemplar leader stories designed to stand alone or be integrated into a leadership development effort.

## Interview Questions:

1. What communication practices do you find work best for you?
2. What are the top 2-3 things you do that you believe create trust between you and your staff members?
3. When you were learning to be a supervisor, what was a mistake you made or a lesson you learned the hard way?
4. What best practice would you recommend a new supervisor adopt?

## Results

**Leadership Exemplar video** to be available on the Voices of Staff Leadership Team website.

### Behaviors and Actions of Exemplar Leaders:

- Resist temptation to react
- Make myself accessible
- Allow staff to make mistakes
- Have a mentor(s)
- Make time to think and reflect
- Encourage staff development

**Workshop:** Exemplar leadership panel

## Future Development

Voices of Staff Leadership team will design a Facilitator’s Guide for the exemplar leaders’ video. Future videos to be available.

**Contact:** Voices of Staff Leadership Team,  
<http://hr.umich.edu/voices/index.html>