



**VOICES OF
THE STAFF**

**ANNUAL
REPORT**

2017-2018



“ I am enormously respectful of the Voices process. I think this is just a spectacular idea. It empowers staff to have an impact on the strategic direction of the institution as a whole in things that you see from your many different perspectives around the campus ”

MARK SCHLISSEL
PRESIDENT



RENEWED, REIMAGINED, AND READY

By **embracing engagement** and focusing on enhancing the employee experience, Voices is **empowering our culture**. From serving on university-wide committees, to **developing innovative solutions** for workplace challenges, Voices of the Staff members are passionate about making a positive contribution.

As the university began its third century, Voices of the Staff renewed its commitment to give all staff members **the opportunity to be heard**. We sought input from thousands of staff and realigned our areas of focus to meet new challenges. And we re-energized our current teams to learn from one another by sharing information about their respective projects.

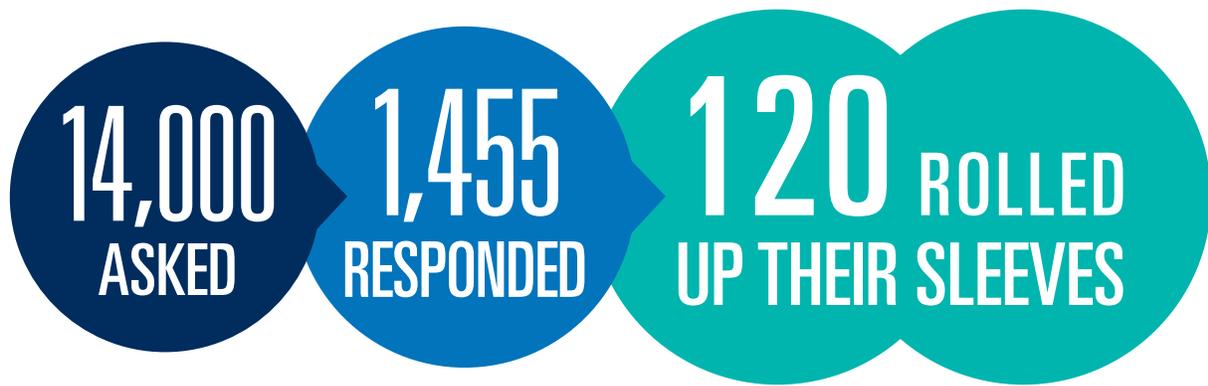
The result is a program that is attuned to current interests of our staff — **reimagined and ready to rise up** — through action, input, dialog, and results. Voices continues to strive for a more perfect workplace with the ultimate goal of supporting our missions of discovery, education, and care.





REACH OUT AND RESPOND

In Fall 2017,Voices of the Staff reached out to our staff community. We surveyed 14,000 staff members, asking what workplace issues were of greatest importance. We analyzed 1,455 responses, and we engaged 120 staff participants at the Voices Town Hall in January 2018. Information from the attendees combined with data from the survey shaped the proposal of six topics for Voices Network Teams to address the challenges most important to staff.





READY FOR ACTION

Born from staff input, the six current Voices team names all begin with a verb. This is intentional and serves as a reminder that Voices members are expected to take action to make a positive difference in our workplace.

ADVANCING DIVERSITY, EQUITY, AND INCLUSION - Develop strategies for addressing issues of concern, as well as initiating and sustaining collaborations to support an environment of transparency and open communication

ENHANCING THE EMPLOYEE EXPERIENCE - Learn best practices and provide recommendations to support positive work culture and help balance professional and personal life

EMBRACING CHANGE AND LEADING AT ALL LEVELS - Partner with faculty to share expertise on growing through adversity and investigate strategies for staff to learn how to build resiliency and lead during times of change

FOSTERING LEARNING, COACHING, AND MENTORING - Provide feedback for improving learning and skill-building opportunities, explore existing coaching and mentoring options, and suggest tools to help employees facilitate career advancement

LEVERAGING TECHNOLOGY - Elevate awareness of the human experience of our technology tools, build personal competency, improve efficiencies, offer innovative solutions, and generally improve how we use technology for work

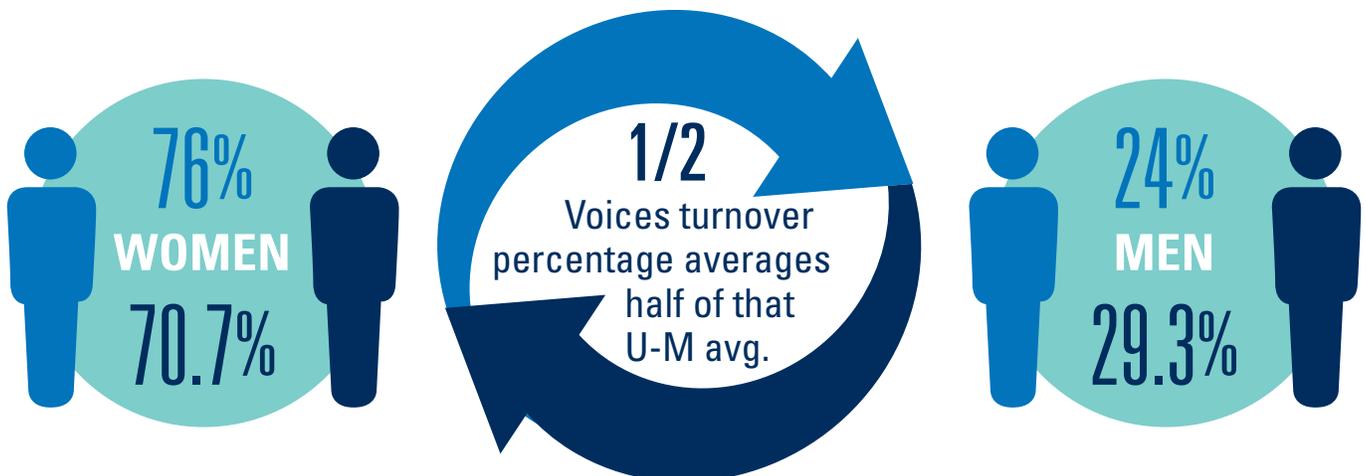
STRIVING FOR WELL-BEING - Partner with MHealthy, investigate best practices in evidence-based programs, and provide feedback for new ways to engage the university community in the eight dimensions of wellness



REFLECTING OUR COMMUNITY

Every March, hundreds of staff members apply to join Voices. Only a few dozen are chosen. Those selected are done so with the intention of mirroring the diversity of the overall university population, both in demographics and in work location.

This microcosm is a key attribute — it means that the experiences and perspectives of our members reflects the greater university community and its missions from every perspective.



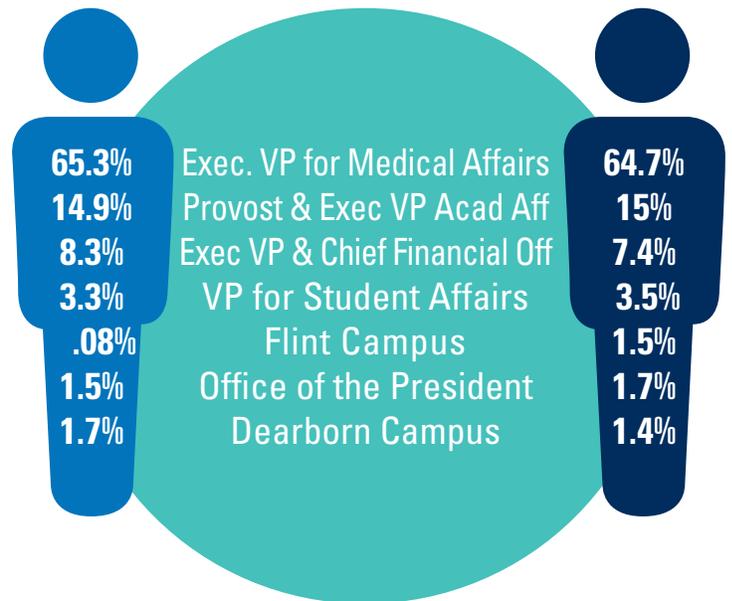
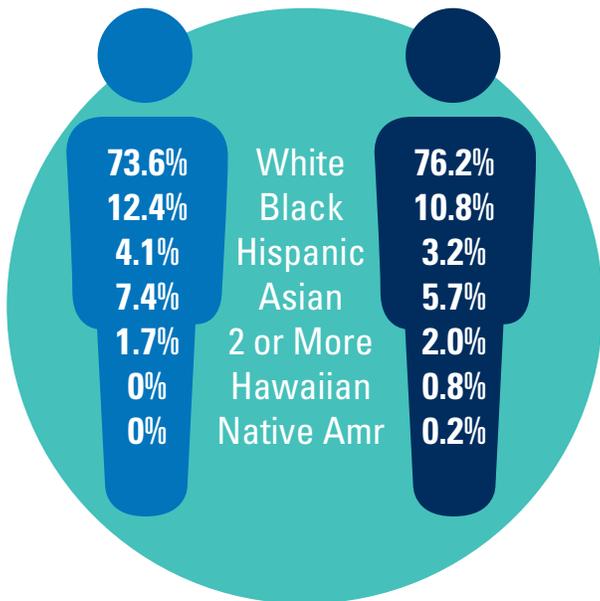
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REFLECTING OUR COMMUNITY

VOICES AND MICHIGAN BY THE NUMBERS

■ VOICES MEMBERS
 ■ U-M STAFF





RISING AND RESPONDING

The inclusive microcosm of the Voices members makes for a more effective network of teams, ready to rise to our workplace challenges. And it provides Executive Officers with a responsive and inclusive sounding board for staff feedback.



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. The team is also invited participants at the President's Leadership Breakfast, on hand for the "State of the University Report" and to interact with the President, Deans and other top university leaders.

VOICES ON DEMAND

When requested by university leadership, Voices convenes committees comprised of Voices Alumni and Core Team members to address strategic challenges. Example topics include:

- Creating a safe environment for voicing concerns
- Parking and transportation challenges
- Sustainability
- Sexual Misconduct Reporting and Resources website

SERVING ON PROJECTS AND COMMITTEES

- Staff Ombuds Search Committee
- Sexual Misconduct Working Group
- U-M Staff Impact Award
- Retirement Savings Committee
- MI HR Day
- Focus group for Benefits Admin Office
- Focus group for MHealthy



DELIVERING RESULTS

We celebrated staff. We surveyed the community. We listened and we took action. The past year was productive, and best of all, it's setting the groundwork for big things to come.

SUPPORTING DIVERSITY - The Voices of the Staff Diversity, Equity, and Inclusion team produces staff diversity events each year as part of the DEI Summit. Most recently the team sponsored a screening of the documentary "Me, The Other" along with a discussion with the film's director.

CELEBRATING STAFF - Voices supported two major university-wide awards, the President's Staff Innovation Award and the inaugural Staff Impact Awards. In total, these two awards recognized and celebrated well over 100 staff members for their good work, innovation, leadership, citizenship, and excellence in the workplace and the greater community.

 **100+ STAFF RECEIVED AWARDS**

EMBRACING CHANGE - The Embracing Change Community of Practice continued its speaker series on leading and navigating change. Presenters include university professors and staff leaders who discuss how to embrace change, build resilience, and strengthen our capacity to adapt and grow.

 **600+ ATTENDEES**



DELIVERING RESULTS

EXPLORING WORKFLEX - Completed a U-Wide supervisor survey with a 30% response rate (1321). Survey focused on what flexible work options were being used, how they've been implemented, what barriers and success they have had. Collaborated with Mi Med HR on Telecommuting initiative they have underway.

 **30%**
RESPONSE RATE

CAREER DEVELOPMENT SUPPORTED FIVE STAFF - In its second year, the Voices Career Development Fund opened applications up to all staff at the university. Five staff members were awarded grants in the amount of \$1,000 each to help with conference, workshops, and certification. Fund for the grants enhance their professional experience at the university.



5 STAFF MEMBERS AWARDED GRANTS



DAILY RECOGNITION MADE EASY, AND FUN - Voices staff created the 101 Ways to Celebrate People Card Deck and sent thousands to managers across campus. The cards are a tool to help you creatively, effectively, and easily recognize your staff members in fun ways. It's packed with ideas, little ways to build a culture of engagement. That means more energy, productivity and positivity. And it encourages employees to be enthusiastic about contributing to the work we do in support of our mission.



**101 WAYS TO
RECOGNIZE STAFF**



PARTNERING AND PREPARING FOR TOMORROW

Every year Voices works to remain relevant, to leverage technology, and to find new ways to support the missions of the university.

ENGAGING FACULTY - Voices continues to reach out to find new partnerships with Michigan Faculty. We are specifically focusing on faculty and students within the Ross School's Center for Positive Organizations, offering a readymade network of 120+ staff members ready for research.

IDENTIFYING TECHNOLOGY TO MANAGE TALENT - Voices is investigating several technology solutions to help create a talent inventory solution that will help us be more agile in creating special task teams which require specific competencies.



“ The amazing dedication, effort and talent of our staff is absolutely critical for us to meet our missions of education and care. I am truly in awe of your efforts and the work we all do as a staff community. ”

Kevin Hegarty

EXECUTIVE VICE PRESIDENT AND CHIEF FINANCIAL OFFICER



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