



# ENGAGEMENT AMBASSADOR ACTION PLANNING SUMMIT 2026

**Facilitating Team Action Planning**

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# Today

- Ambassador Role during Action Planning
- Action Planning Process
- Resources and Next steps



# PURPOSE OF TODAY'S SESSION

Guidance for Ambassadors

This session provides high-level overview of the manager action planning process so you can:

1. Understand what managers are being trained to do
2. Learn how ambassadors can support team engagement and action planning
3. Prepare for conversations with your manager about your role in the process
4. Gain additional insight if you're asked to take a more active role in supporting your team's efforts

## AMBASSADOR'S ROLE

- **Partner** with manager
- **Connect and encourage** team involvement and shared ownership
- **Promote** engagement and participation



## TURNING INSIGHT INTO ACTION

<b>PHASE</b>	<b>MANAGER ROLE</b>	<b>AMBASSADOR ROLE</b>
<b>Review Results</b>	Analyze team results	Promote awareness
<b>Team Discussion</b>	Facilitate conversations	Encourage participation
<b>Action Planning</b>	Lead priority setting	Reinforce shared team ownership
<b>Implementation</b>	Drive action plan execution	Celebrate milestones & wins
<b>Follow-Up</b>	Monitor and revisit actions	Help sustain momentum

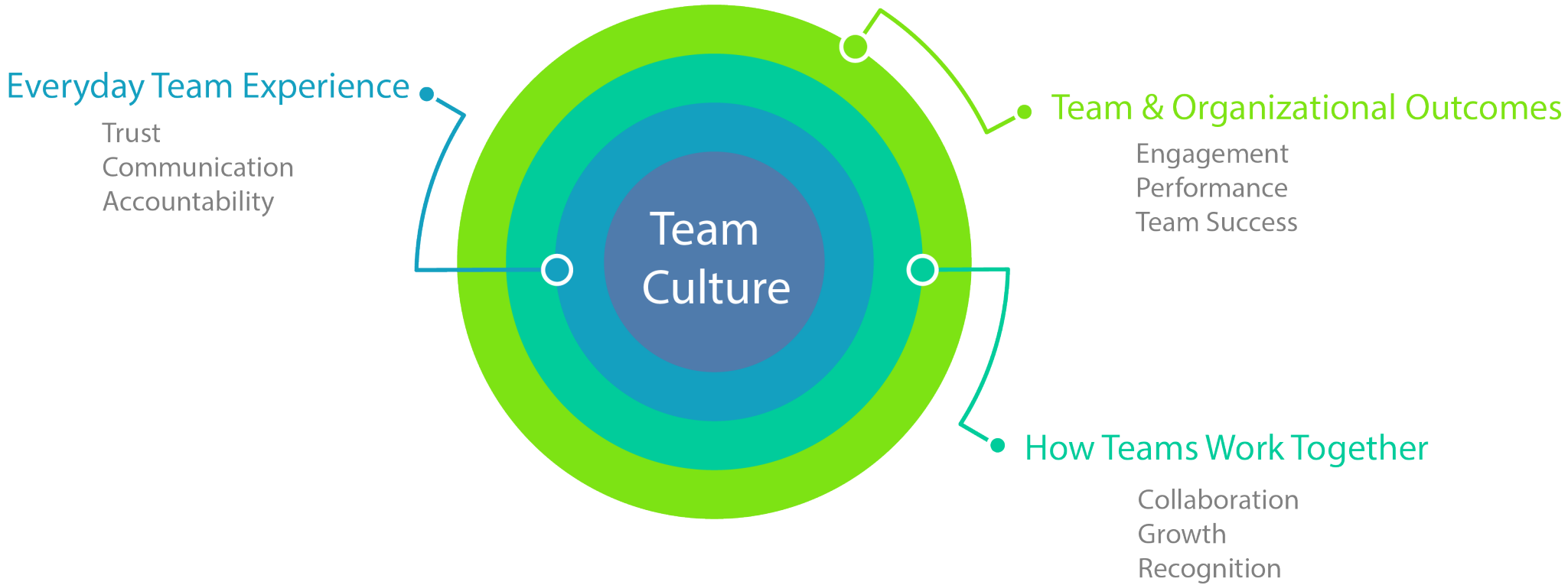


# ACTION PLANNING

MANAGER LEADS, AMBASSADOR SUPPORTED



# Why Engagement Matters



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## WHY ENGAGEMENT ACTION PLANNING

- Sparks positive change
- Encourages teams to discuss their strengths and opportunities for engagement
- Empowers teams to commit to meaningful actions
- Fosters a work environment where people feel invested in their own success and in each other's
- Ambassadors' role: help create awareness, encourage involvement, and sustain momentum throughout the engagement action planning process



# Team Engagement

A continuous improvement cycle



*Continuous improvement is better than delayed perfection.  
--Mark Twain*

## **Step 1:** Review results (Manager/Ambassador)

1. Go to **ucsf.my.gallup.com**
2. Click **UCSF 2026 Staff Engagement Survey | Teams | Primary**
3. Next, **enter your last name, first name, and your report should populate**
4. Review the tabs:
  - **Overview:** Summary of overall results and key trends for the team
  - **Questions:** Results for each survey question, including scores and response patterns.
  - **Heatmap:** Visual display to help identify strengths, gaps, and patterns across teams or groups.
  - **Text Analytics:** Summarizes common themes and insights from written comments and feedback.

# Invite Team Review ( Manager Lead)



## **ACKNOWLEDGE**

“Thank you for taking time to participate in the survey and share your experiences.”

## **INVITE REFLECTION**

“I’d like us to review the results together and reflect on what they may be telling us about our team experience.”

## **ENCOURAGE SHARED OWNERSHIP**

“As you review the results, think about what feels accurate, what stands out, and what opportunities you see for us moving forward.”

Step 2:  
Reflect on  
Themes

*The problem contains the solution.  
--Michael Bierut*



# Step 3: Team Discussion

Identifying themes & prioritizing opportunities



## WHAT STANDS OUT?

- What patterns stand out?
- What strengths should we continue?

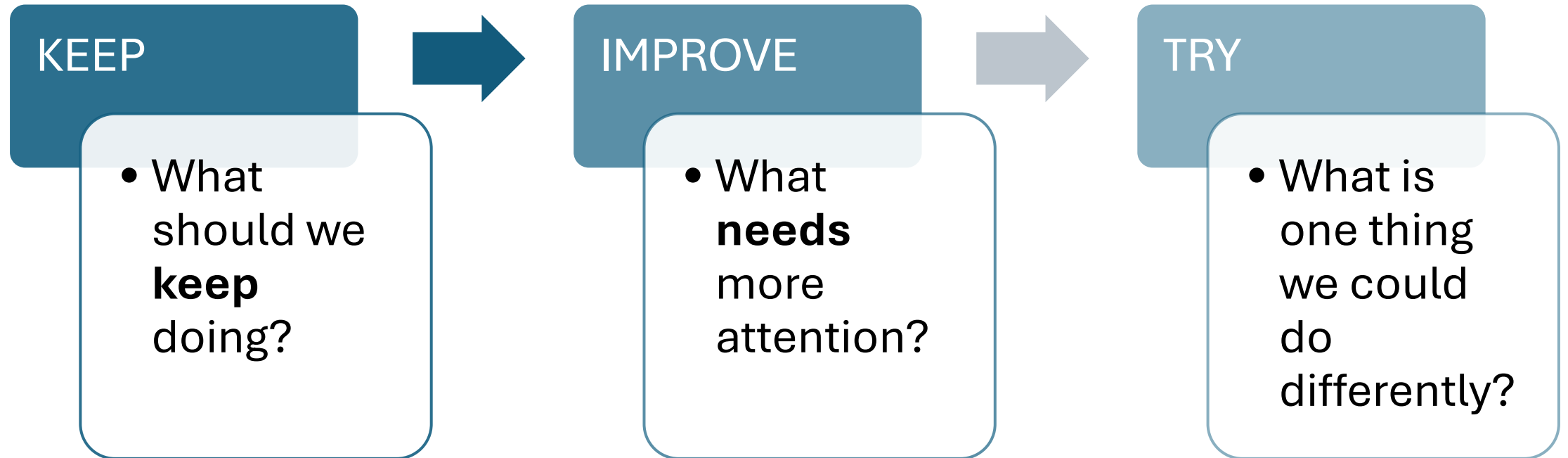
## WHAT COULD IMPROVE?

- Where could the team experience be stronger?
- What may be getting in the way?

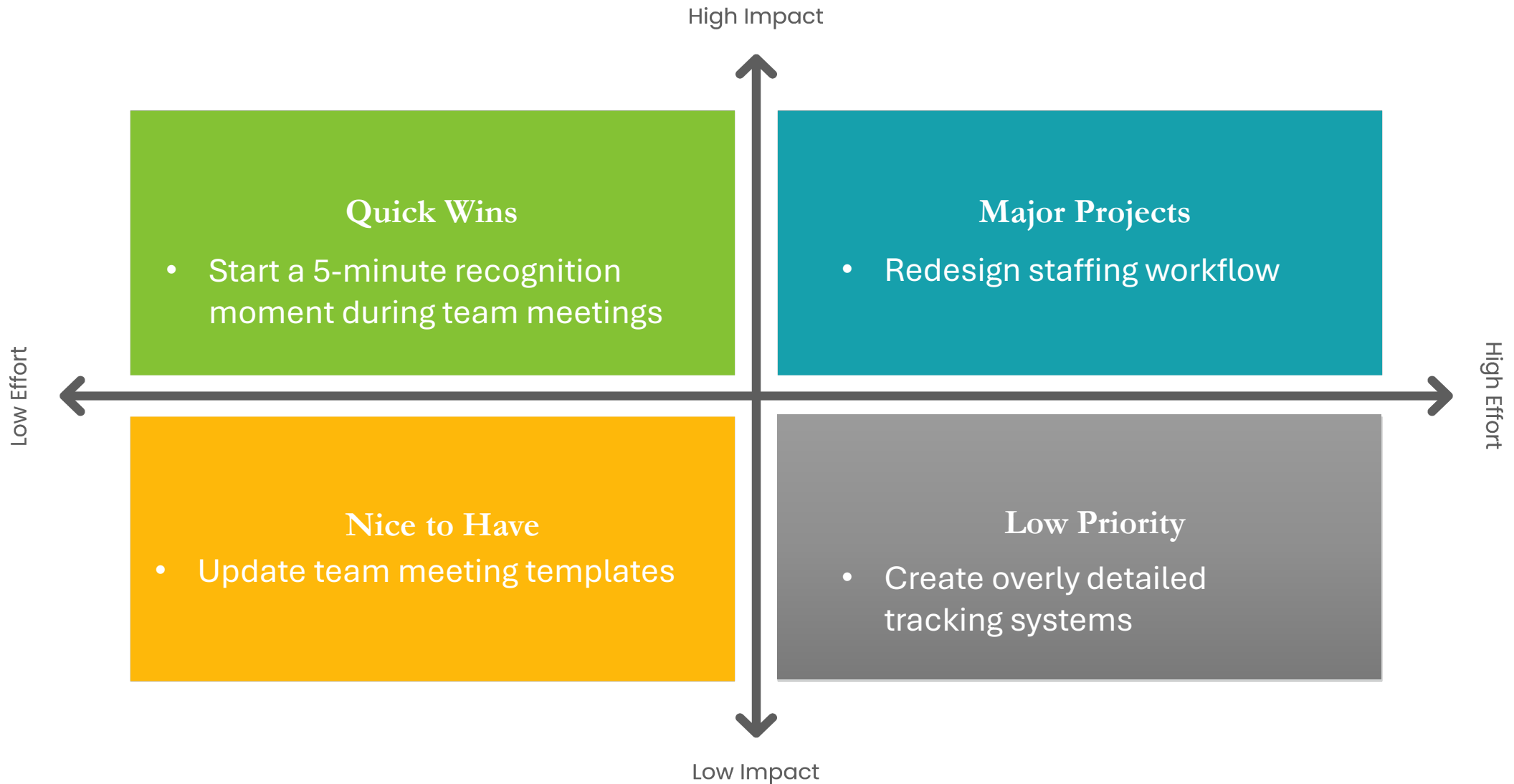
## WHAT SHOULD WE FOCUS ON?

- What is one realistic opportunity for improvement?
- What could make the biggest positive difference?

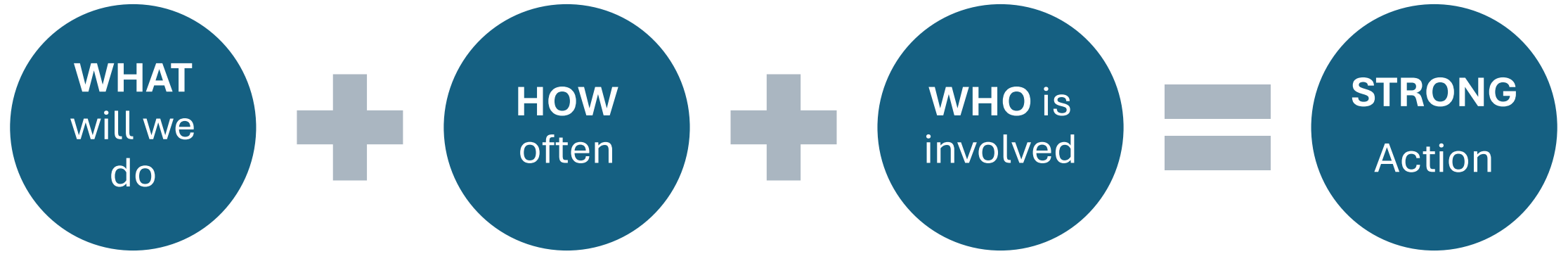
# Team Reflection Discussion



# Step 4: Prioritize Actions



## Step 5: Build Team Action Plan



“Can we clearly see it happening?”

## Step 6: Follow Up & Revisit

- What progress are we seeing?
- What is working well?
- What may need adjustment?
- What support does the team need?





# WHAT'S NEXT FOR AMBASSADOR

WHAT TO EXPECT--- ADD MORE DETAILS





## Your Resources & next steps

- Connect with your manager(s)
- Join Action Planning Office Hours
  - 06/18: How to interpret survey results
- Save the date: Professional Development Summit in July

THANK YOU

