• Today’s recorded session will begin soon!

• You will receive a copy of session materials after the session.

• This recording and these slides will be posted to Learning.ucsf.edu/Ambassador
2024 Engagement Ambassador Summit
Spring Orientation and Annual Survey Kickoff

Marcia Soares & Monica Shirley
Learning & Organization Development
March 2024
Engagement
- Why Measure
- Role of Engagement Ambassador

Survey
- Survey Items
- Your Resources

Next Steps
- What’s Coming
- Quick Quiz
Let’s check in with ourselves to start.

Where are you holding tension in your body?
Can you release some of it?
What is the quality of your breath?
Can you deepen it?
Can you slow it down?
Why We Measure Engagement at UCSF
Engagement Fundamentals

What is engagement?

- Refers to the *emotional connection* employees feel to their jobs and their employer
- Goes beyond job satisfaction to reflect how invested and aligned employees feel in the success of their teams and the organization
- Research shows that high levels of employee engagement link directly to positive patient, business, and employee outcomes

Why do we measure engagement at UCSF?
How Do We Measure Engagement?

**ENgagement ELEMENT**

| Q01. I know what is expected of me at work. | Focus me |
| Q02. I have the materials and equipment I need to do my work right. | Keep me safe, efficient and less stressed |
| Q03. At work, I have the opportunity to do what I do best every day. | Know me |
| Q04. In the last seven days, I have received recognition or praise for doing good work. | Help me see my value |
| Q05. My supervisor, or someone at work, seems to care about me as a person. | Care about me |
| Q06. There is someone at work who encourages my development. | Help me grow |
| Q07. At work, my opinions seem to count. | Hear me |
| Q08. The mission or purpose of my company makes me feel my job is important. | Help me feel proud |
| Q09. My associates or fellow employees are committed to doing quality work. | Help me see my importance |
| Q10. I have a best friend at work. | Help me build mutual trust |
| Q11. In the last six months, someone at work has talked to me about my progress. | Help me review my contributions |
| Q12. This last year, I have had opportunities at work to learn and grow. | Challenge me |

**GROWTH**

How do I grow?

**TEAMWORK**

Do I belong?

**INDIVIDUAL CONTRIBUTION**

What do I give?

**BASIC NEEDS**

What do I get?
The **Belonging Index** includes four key questions from the Q12 (workgroup level) as well as six questions that help define belonging across three additional parameters (enterprise level) — direction, support and respect.

<table>
<thead>
<tr>
<th>DIRECTION — ROAD MAP</th>
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<tbody>
<tr>
<td>Can employees find information &amp; resources to do their work?</td>
<td>I know where to find the information and resources I need to help me do my job effectively.</td>
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<tr>
<td>Is there a clearly defined path?</td>
<td>There is a clearly defined path to growth and development in my role.</td>
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<tr>
<th>SUPPORT — ADVOCACY</th>
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<td>Are managers strong advocates of employees?</td>
<td>My manager or supervisor serves as a strong advocate for our unit/department.</td>
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<td>Do managers help employees progress?</td>
<td>My manager or supervisor is consistently trying to help me progress in my role.</td>
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<th>RESPECT — UNCORES BIAS</th>
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<td>Is there respect at work?</td>
<td>At work, I am respected for who I am as a person.</td>
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<tr>
<td>Are there opportunities for advancement?</td>
<td>I have the same opportunities for advancement as other employees at my organization with similar experience and qualifications.</td>
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(follow-up asked to People Managers only) Meaningful Conversations with Team

I feel prepared to have meaningful conversations about race and equity with my teams.
Role of Engagement Ambassador
Fostering Team Engagement Year-Round
You play a critical role in supporting team engagement and dialogue

Promote and support the annual engagement survey

Partner with your manager on team engagement efforts

Advocate for the team with manager
Drive For 75%

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<th>Year</th>
<th>Participation Rate</th>
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<tr>
<td>2018</td>
<td>68%</td>
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<tr>
<td>2019</td>
<td>72%</td>
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<td>2021</td>
<td>67%</td>
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<td>2022</td>
<td>69%</td>
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<td>2023</td>
<td>71%</td>
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Promote the Survey

- **Speak to it** in team meetings, huddles, Zoom chat, Teams, Slack, etc.
- Share digital **flyer or post** in high-traffic areas (break rooms)
- Use the survey **Zoom background**
- Provide **participation rates** to team while survey is live
- **What else?** **Share your ideas and templates** by March 29
Engagement Survey Overview
What’s on this year’s survey?

- **Gallup’s Q12**: Basic Needs, Individual Contribution, Teamwork & Growth
- **Accountability**: Team progress on engagement action planning
- **Recommend UCSF**: As a place to work and get care
- **Belonging**: Inclusion & Equity
- **Intent to Stay, Burnout & Wellness**: Understand why people stay, why they might leave, their workload and wellness
- **NEW Culture of Safety**: UCSF Health staff experience of safety and patient safety practices
- **Open Ended**: “What can UCSF do to make this an even better place to work?”
Who’s invited?

UCSF, UBCP & BCH Oakland Staff:

• On payroll as of January 9, 2024
• In the following Staff appointment types:
  • Career
  • Per Diem
  • Limited
  • Contract with UCSF (not third party)
Are Responses Confidential?

• Yes, respondent-level data is never shared with UCSF. Gallup will only aggregate responses in groups of 5 or more to generate any reporting.

• UCSF has no way of knowing who specifically takes the survey or what their responses are.
How to Take the Survey

Survey available in English, Chinese, and Spanish

3 Ways to Access the Survey

1. **Personalized link** in the invite and reminders you receive from Gallup starting on 4/9. This is a unique link to the recipient; do not share.

2. **Gallup Access** via MyAccess or [ucsf.my.gallup.com](https://ucsf.my.gallup.com) and use the survey link on the homepage.

3. **Generic URL** [https://survey.gallup.com/2024ucsf](https://survey.gallup.com/2024ucsf) from a computer, tablet, or smart phone. Your 8-digit UCSF Employee ID number is the survey code (omit the leading zero).
Your Resources
Resources to Review

1. **Bookmark** your [Ambassador Resources website](#)
2. **Read** [Survey Primer](#) – handy one-pager introduction
3. **Read** [Survey FAQs](#) – detailed FAQs geared to ambassadors & managers
4. **Download** [poster](#), [promotion slides](#) and [Zoom background](#)
Getting Support & Answers

• **Live Support?** L&OD hosting weekly Ambassador Office Hours. Check your Outlook for invites

• **Online Requests for Support?** Use our [L&OD Support Request form](#)

• Not sure if a manager has nominated an Ambassador or want to find another Ambassador? Use our [Engagement Ambassador Lookup](#) tool
What’s Coming
# UCSF Staff Engagement Milestones

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<td><strong>Take Survey</strong></td>
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<td><strong>Review Survey Results &amp; Make Action Plan</strong></td>
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## Execute Action Plan Tactics
**October 2023 - March 2024**

- **Oct 1**
  - Manager action plan tactics due in HR Umbrella

- **November 1**
  - Ambassador Year End Summit

- **Jan 31**
  - Staff Engagement Town Hall - Follow Up

- **March 1**
  - Manager mark action plan tactics complete in HR Umbrella

## Survey Prep & Take Survey
**February - May 2024**

- **February 15**
  - Manager team roster HR Umbrella confirmation deadline

- **February 29**
  - Manager Ambassador nominations due

- **March 12**
  - Ambassador Orientation
  - Office Hours to follow

- **April 9 - May 3**
  - Staff Engagement Survey open

## Review Results & Action Plan
**May - September 2024**

- **May 15**
  - Survey results release! Managers, share with team by July

- **June 28**
  - Staff Engagement Town Hall - Survey Results

- **June TBD & August TBD**
  - Ambassador Action Planning Summits
  - Office Hours to follow

- **August-Sept**
  - Manager and Ambassador conduct team engagement Action Planning
# UCSF Staff Engagement Milestones

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**Survey Prep**

- February 15
  - **Manager** team roster HR Umbrella confirmation deadline
- February 29
  - **Manager** Ambassador nominations due

**Take Survey**

- February 15
  - **Manager** team roster HR Umbrella confirmation deadline
- February 29
  - **Manager** Ambassador nominations due

**Review Survey Results & Make Action Plan**

- May 15
  - Survey results release! Managers, share with team by July
- June 28
  - Staff Engagement Town Hall - Survey Results

**Implement Action Plan**

- May/June TBD & August TBD
  - **Ambassador** Action Planning Summits
  - Office Hours to follow
- August-Sept
  - **Manager and Ambassador** conduct team engagement Action Planning
What Comes Next from L&OD?

- All officially nominated Ambassadors will receive an email with suggested next steps as well as a link to key resources and the recording of this meeting.
- Ambassadors nominated as of March 11 have already received invites to our weekly office hours.
What Comes After the Survey Closes?

- Managers will have access to team results on May 15. This begins Engagement Action Planning season!
- Ambassadors and managers will be invited to our Engagement Ambassador Action Planning Summit in May/June
- L&OD will begin new schedule of office hours to offer live support
- L&OD will also offer Engagement Action Labs for managers through summer
- UCSF’s survey results shared at Staff Engagement Town Hall on June 28
Quick Quiz
Your Next Steps

• Questions? Join us at **tomorrow’s office hours**: 3/13 9:35-10am
• Familiarize yourself with [Engagement Ambassador Resources](#)
• Join L&OD at optional **weekly office hours** to get your questions answered, meet fellow ambassadors, and share best practices
• **Promote the survey** between now and May 3!
THANK YOU
UCSF Staff Engagement Survey

- April 9-May 3, 2024
- Be Heard!

- Only 5-10 minutes | Confidential | Gallup emails your personal link
- Questions? Ask your Engagement Ambassador

Creating a workplace that works for us all
Engagement Website

For the latest on UCSF Engagement

- Important dates
- Poster, slide, Zoom background
- Survey measures & FAQs
- Action Planning & Strengths guidance
- Manager & Ambassador resources

LEARNING.UCSF.EDU/ENGAGEMENT

Creating a workplace that works for us all