2023 Engagement Ambassador Summit
Spring Orientation and Annual Survey Kickoff

Learning & Organization Development
March 2023
Agenda

• Why measure engagement
• Your role
• Survey overview
• Your resources
• What’s coming
Let’s Arrive

• Take a moment to arrive here and now

• Share in the chat the quality or feeling you’re arriving with
Why Measure Engagement?
Why measure engagement?

1. Take the pulse of UCSF staff
   Gives teams, managers, and leaders information
   to drive dialogue and take action

2. Higher engagement leads to better outcomes
   for UCSF community
How Do We Measure Engagement?

**GROWTH**

_How do I grow?_

Q12. This last year, I have had opportunities at work to learn and grow.

Q11. In the last six months, someone at work has talked to me about my progress.

**TEAMWORK**

_Do I belong?_

Q10. I have a best friend at work.

Q09. My associates or fellow employees are committed to doing quality work.

Q08. The mission or purpose of my company makes me feel my job is important.

Q07. At work, my opinions seem to count.

**INDIVIDUAL CONTRIBUTION**

_What do I give?_

Q06. There is someone at work who encourages my development.

Q05. My supervisor, or someone at work, seems to care about me as a person.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q03. At work, I have the opportunity to do what I do best every day.

**BASIC NEEDS**

_What do I get?_

Q02. I have the materials and equipment I need to do my work right.

Q01. I know what is expected of me at work.
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.

### Direction - Road Map
1. Can employees find information & resources to do their work?
   - I know where to find the information and resources I need to help me do my job effectively.
2. Is there a clearly defined path?
   - There is a clearly defined path to growth and development in my role.

### Support - Advocacy
1. Are managers strong advocates of employees?
   - My manager or supervisor serves as a strong advocate for our unit/department.
2. Do managers help employees progress?
   - My manager or supervisor is consistently trying to help me progress in my role.

### Respect - Unconscious Bias
1. Is there respect at work?
   - At work, I am respected for who I am as a person.
2. Are there opportunities for advancement?
   - I have the same opportunities for advancement as other employees at my organization with similar experience and qualifications.

### (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.
Your Role
What is your role?
Ambassadors foster team engagement year-round.

Promote and support the annual engagement survey

Partner with your manager on team engagement efforts

Advocate for the team with manager
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?**
Survey Overview
Am I Invited to Take the Survey?

UCSF, UBCP, and BCH Oakland Staff:

• On payroll as of January 11, 2023
• In the following appointment types:
  ▪ Career
  ▪ Per Diem
  ▪ Limited
  ▪ Contract with UCSF (not third party)
How Do I Access the Survey?

- Survey available in 3 languages: English, Chinese, and Spanish

- Ways to access the survey
  1. **Personalized link** in the invite and reminders you receive from Gallup starting on 4/11. This is a unique link to the recipient; do not share.
  2. **Generic URL** [https://survey.gallup.com/2023ucsf](https://survey.gallup.com/2023ucsf) from a computer, tablet, or smart phone. Your 8-digit UCSF Employee ID number is the survey code (omit the leading zero).
  3. **Gallup Access** via MyAccess or [ucsf.my.gallup.com](http://ucsf.my.gallup.com) and use the survey link on the homepage.
What’s on the Survey?

- Q12
- Belonging Index with a new item for managers
- Accountability Index
- Recommend UCSF
- Intent to Stay, Burnout, and Wellness
- Nurses Only: Magnet Nursing items

- Two NEW Items
  - My company cares about my overall wellbeing.
  - *For people managers only:* I feel prepared to have meaningful conversations about race and equity with my team.
Is My Response Confidential?

• 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.
What’s Our Team’s Participation Rate?

• Ambassadors can access real-time survey participation rates while the survey is live via Gallup Access. Instructions will be available on L&OD Engagement Resources for Ambassadors.

• A daily participation rate report will be posted each morning during the survey period. It will be available to the full UCSF community, including managers, from our L&OD Engagement page.
Your Resources
Bookmark the L&OD Engagement Resources for Ambassadors. Resources include:

- **Survey Primer** – one pager
- **Survey FAQs** – deeper dive
- **Today’s deck**
- Instructions to **pull live participation rates** (available only once survey is launched)
- Links to **L&OD Support Request** form
What’s Coming
2023 Staff Engagement Survey Timeline

- **Jan**: Assess 2022 Action Plan
- **Feb**: Roster Update Deadline 2/14
- **Mar**: Ambassador Nominations 2/28
- **Apr**: Survey Open 4/11 - 5/5
- **May**: Ambassador Summits 3/7 & 3/28
- **Jun**: Share Survey Results
- **Jul**: Survey Results May 16
- **Aug**: 2023 Action Plan
- **Sep**: Town Hall June 29
- **Oct**: L&OD Program Support
- **Nov**: Manager/Team
- **Dec**: L&OD

Who's Responsible?

- **Manager/Team**
- **L&OD**
- **Gallup**
March-July Staff Engagement Timeline

Who’s Responsible?

Manager/Team  L&OD  Gallup

Assess 2022 Action Plan

Ambassador Office Hours 4/11, 4/14, 4/18, 4/27, 5/2 & 5/5

Ambassador Summit 6/1

Share Survey Results

Survey Open 4/11 - 5/5

Survey Results 5/16

Town Hall 6/29

L&OD Program Support

Manager/Team: Ambassadors

L&OD: Assess 2022 Action Plan, Share Survey Results

Gallup: Ambassador Office Hours, Ambassador Summit, Share Survey Results
Staying Connected

- Emails from Marcia Soares and L&OD
- Ambassador Office Hours:
  - 4/11, 4/14, 4/18, 4/27, 5/2, 5/5
  - Scheduled from 12:10-1pm
- Next Ambassador Summit June 1 12:10-1:30
- Use L&OD Support Request as your first line of support
Your Next Steps

• Promote the survey
  ▪ **Share the poster** with your team and/or post in high-traffic area
  ▪ **Download Zoom background**
  ▪ Encourage the **team to complete the survey early** beginning April 11

• Share with managers
  ▪ **Share highlights** of the Ambassador Orientation
  ▪ **Solicit feedback and suggestions** on how you can support the team
  ▪ Let manager know that you’ll **share participation rates** regularly

• Bookmark, review, and regularly revisit website
  ▪ **UCSF Engagement website**
Learning & Organization Development

at UCSF