We’ll be starting the Ambassador Orientation soon...

You will get this ppt after the session.
Engagement Ambassador Orientation

Spring 2022 Summit and Annual Kick-off

Learning & Organization Development

March 2022
Agenda

• Why measure engagement?
• What’s your role?
• All about the survey
• What’s next?
Let’s Share

Share one thing you are **proud** of at work or beyond on how you successfully navigated the pandemic crisis during the past 2 years.
Why measure engagement?

1. Better patient outcomes
2. Better employee outcomes
3. Better business outcomes
## How Do We Measure Engagement?

### Engagement Element  
- **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.  
- **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.  
- **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.  
- **Q02.** I have the materials and equipment I need to do my work right.  
- **Q01.** I know what is expected of me at work.

### Employee Need  
- **Challenge me**  
- **Help me review my contributions**  
- **Help me build mutual trust**  
- **Help me feel proud**  
- **Help me see my importance**  
- **Hear me**  
- **Help me grow**  
- **Care about me**  
- **Help me see my value**  
- **Know me**  
- **Keep me safe, efficient and less stressed**  
- **Focus me**
Fostering “belonging”

The Belonging Index = 10 questions

**Engagement**

*Q04. In the last 7 days, I have received recognition or praise for doing good work*

*Q05. My supervisor or someone at work, seems to care about me*

*Q07. At work, my opinions seem to count*

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

**Roadmap**

*A clear roadmap that helps employees navigate UCSF’s complex structure*

*I know where to find information and resources that I need to be effective*

**Manager Advocate**

*Strong support and advocacy from managers to drive growth and progress*

*My manager or supervisor serves as a strong advocate for our unit/department*

*My manager or supervisor is consistently trying to help me progress in my role*

**Unconscious Bias**

*Breaking unconscious bias and driving respect for diverse backgrounds and viewpoints*

*I am respected for who I am as a person*

*I have the same opportunities for advancement as other employees at my organization with similar experience and qualifications*

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Year-Round Action Planning

- Share Results
- Plan how to action plan
- Work the plan regularly
- Allow the team to action plan
2021 Engagement Ambassadors
What is your role?
Ambassadors foster team engagement.

Promote and support the annual engagement survey

Partner with your manager on team engagement efforts

Advocate for the team with manager
Promote the Survey

- Mention in team meetings, huddles, and collaboration tools such as Zoom chat, Teams, Slack
- Share digital flyer or post in high-traffic area such as break rooms
- Use the survey Zoom background in virtual meetings
- What else?
Survey Items

• Q12
• Belonging Index
• Accountability Index
• Recommend UCSF
• Intent to Stay NEW
• No Magnet Nursing items
Accessing the Survey

• Survey available in 3 languages: English, Traditional Chinese, and Spanish

• Ways to access the survey
  1. Use the **personalized link** in the survey invite you receive from Gallup on 4/12. This is a unique link to the recipient, so do not share it with others.
  2. Use the **generic URL** [https://survey.gallup.com/2022ucsfq12](https://survey.gallup.com/2022ucsfq12) from your computer, tablet, or smart phone. Your 8-digit Employee ID number is the survey code. The link is also in the UCSF Mobile app in the first and third weeks of survey.
  3. Log into **Gallup Access** via MyAccess and use the survey link on the homepage.
Who’s Invited?

Staff who

• Were on UCSF Payroll as of January 12, 2022
• Are in the following appointment types:
  • Career
  • Per Diem
  • Limited
  • Contract with UCSF (not third party)
Survey Confidentiality

• 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.
Participation Rates

• Engagement Ambassadors can access **real-time survey participation rates** while the survey is live via Gallup Access.

• The **participation rate report will also be posted each morning during the survey period**. Available to UCSF community, including managers.
2022 Calendar

**March**
- Ambassador Orientation/Summit - Spring  
  March 15-21

**April**
- Annual Engagement Survey  
  April 12-May 6
- Ambassador Summit - Office Hours and Post Survey Check-in  
  April 14, April 29, June 2  
  12:10 – 1:00pm

**May**
- Results from Engagement Survey  
  May 27

**June**
- Staff Engagement Town Hall  
  July 28
What’s Next?

• Promote the survey
  Share the poster with your team and/or post in high-traffic area if onsite. Encourage the team to complete the survey early beginning April 12.

• Share with managers
  Share highlights of the Ambassador Orientation. Check out the participation monitor guide. Solicit feedback and suggestions.

• Reach out to us with questions
  Use our Support Tool
Learning & Organization Development at UCSF

Any questions or comments?
Unmute your mic & ask.

For more info
Go to bit.ly/ucsfengagement

Your feedback?
Click survey link in the chat.