

# Progress Made on FAS Staff Engagement Action Plans 2017-18

This past fall, 74 teams created 190 action plans based on last year's staff engagement survey results to address topics most important to their teams with a goal to create an environment where everyone can do their best.

## The Basics

*Engaged staff support each other's success and advance their organization's mission.*



### What does engagement mean?

Gallup defines engaged employees as those who are involved in, enthusiastic about and committed to their work and workplace.

### How is engagement measured?

Through rigorous research, Gallup has identified 12 core elements (the Q12) that matter most to high performing, engaged teams.

## 12 engagement questions (Q12)

- Q1. I know what is expected of me at work.
- Q2. I have the materials I need to do my work right.
- Q3. At work, I have the opportunity to do what I do best every day.
- Q4. In the last seven days, I have received recognition or praise for doing good work.
- Q5. My supervisor, or someone at work, seems to care about me as a person.
- Q6. Someone at work encourages my development.
- Q7. At work, my opinions seem to count.
- Q8. The mission or purpose of my organization makes me feel my job is important.
- Q9. My associates or fellow employees are committed to doing quality work.
- Q10. I have a best friend at work.
- Q11. In the last six months, has someone at work has talked to me about my progress.
- Q12. This last year, I have had opportunities to learn and grow.

### Why does it matter?

We want to be the best place to work. We know engaged employees stay at UCSF, and experience more joy at work.

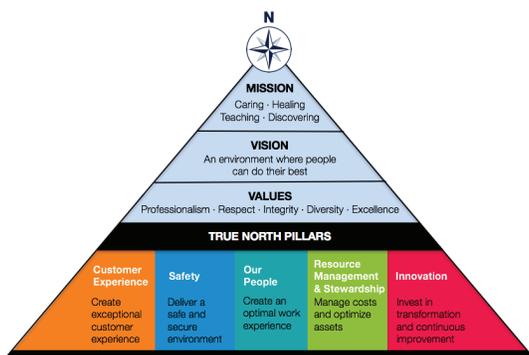
### What is an action plan?

Goals set by FAS teams to make improvements on what is most important to staff, based on survey results.

## Our People

**74** FAS teams      **190** action plans      **+ YOU**

*Do you recognize any of these activities?*



### FAS Action Plan Highlights

- True North
- UCSF Recognize
- Brown bags
- Weekly huddles
- Visibility boards
- Diversity potlucks
- Gemba sessions
- PRIDE recognition program
- Executive Assistant luncheon
- Meeting etiquette tip sheet
- Individual mentoring
- Lean Fundamentals training
- Unit service volunteer activities
- Celebrating staff stories
- Inter team staff meetings
- Leadership retreats

Want more details? See our summary highlights of progress made on some of our action plans through April 2018. Action plans are sorted by FAS Department and show engagement questions impacted.

