



# VOICES OF THE STAFF

UNIVERSITY OF MICHIGAN



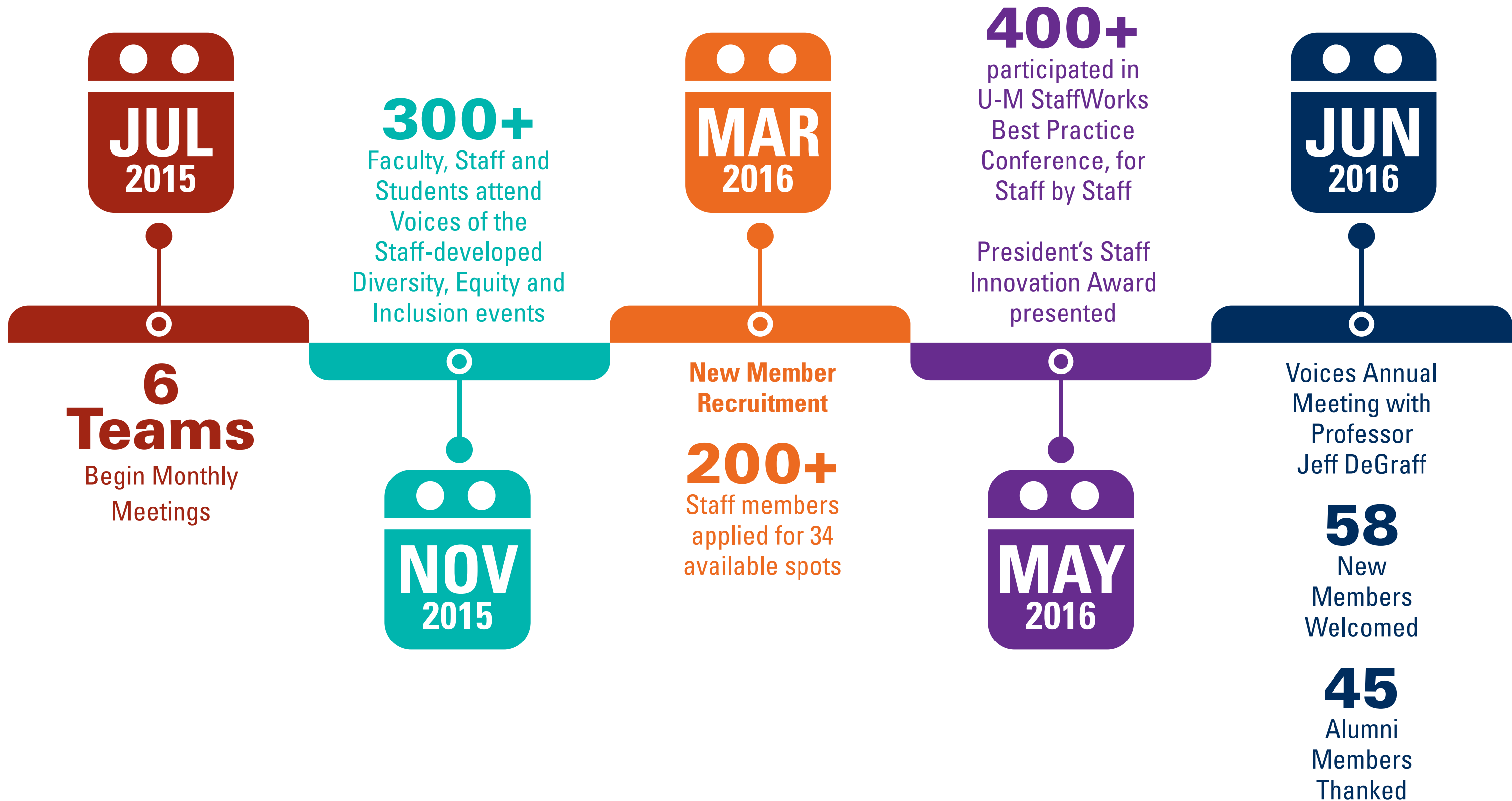
## VOICES OF THE STAFF

Employee Engagement Program

### 2015-2016 Annual Report

[voices.umich.edu](http://voices.umich.edu)

# VOICES OF THE STAFF YEAR AT A GLANCE



# VOICES OF THE STAFF IS EMPLOYEE ENGAGEMENT



More than 400 staff participated in U-M StaffWorks at the Ross Business School on May 11, 2016.

June 2015, marked an important step in the development of Voices of the Staff. It was the beginning of the second decade of delivering on its core promise — to give all staff a voice.

## GIVE ALL STAFF A VOICE

This Annual Report highlights many of the new challenges and successes met throughout the year. By embracing opportunity, Voices of the Staff has found more ways to engage staff and contribute to institutional priorities. These include developing new Voices teams, hosting the largest U-M StaffWorks Best Practice and Technology Conference ever, and preparing for staff recognition during the bicentennial celebration.

As the university celebrates its bicentennial, it is more important than ever that we all work together to build and sustain Michigan - to make the university the very best place it can be to learn, work and discover.

MORE THAN  
**2,000 STAFF ACTIVELY ENGAGED**  
IN A VOICES EVENT SINCE ITS INCEPTION.

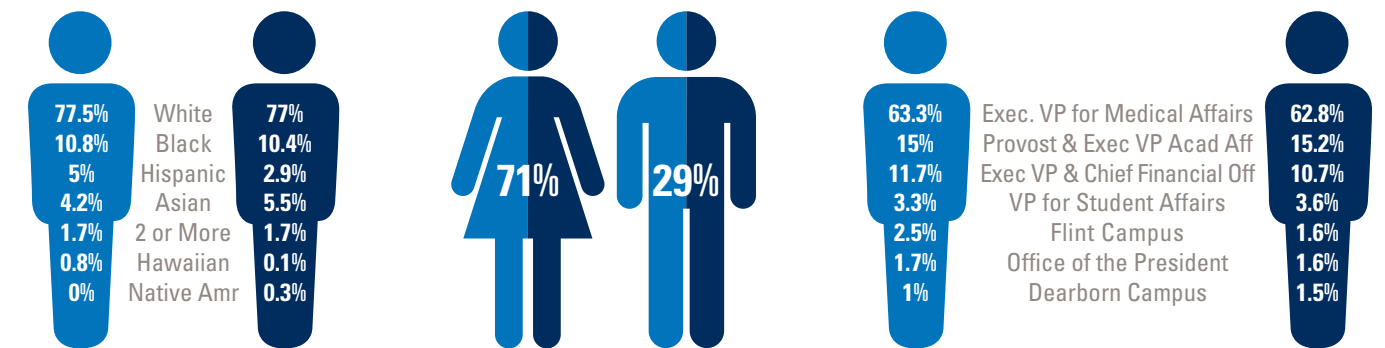


# VOICES OF THE STAFF IS MICHIGAN



## VOICES AND MICHIGAN BY THE NUMBERS

■ VOICES MEMBERS ■ U-M STAFF



Voices of the Staff members are drawn from all areas of the university. Annually in March, members of our staff are invited to volunteer their time and talents by applying to join Voices for a two-year commitment of service. From hundreds of applicants, participants are thoughtfully selected to yield a group that mirrors the demographics of the university as a whole (work areas, gender, ethnicity and union representation).

Creating this microcosm ensures Voices of the Staff always reflects the unique makeup of the Michigan staff community. It also helps to show each one of us how we are connected, as well as help Voices members experience the scope of the university.

**1/2** The turnover percentage for VOICES members averages half of that for comparable U-M

# VOICES OF THE STAFF IS FOSTERING COLLABORATION



CD



DEI



EC



IW



LT



WF

**120 STAFF MEMBERS**



**6 TEAMS**



**EVERY CAMPUS**

## CURRENT NETWORK TEAMS

**CD CAREER DEVELOPMENT**  
in support of promoting career and leadership development

**DEI DIVERSITY, EQUITY AND INCLUSION**  
becoming cultural champions to promote an inclusive and welcoming community

**EC EMBRACING CHANGE**  
promoting capacity for resiliency and change in the future of work

**IW IDEAL WORK EXPERIENCE**  
finding ways to enhance the work experience for all

**LT LEVERAGING TECHNOLOGY**  
using technology now and in the future to enhance the work experience

**WF WORK-LIFE FLEXIBILITY**  
successfully balancing work demands with lifestyles

### CORE TEAM

Three members from each of the six Network Teams are selected to serve on the Voices Core Team, which meets quarterly to share information between teams and with Executive Officers and other key university leaders.

### PROGRAM MANAGEMENT TEAM

Under the direction of Laurita Thomas, the Voices of the Staff Program Management Team is a group of campus and UMHS professionals that provide strategic direction for the Voices network teams and produce special events.

### VOICES ALUMNI

Voices of the Staff alumni are members who have completed their active years of service. As needed, members of this group are invited to participate in Voices opportunities, events, achievements and works in progress.

# VOICES OF THE STAFF IS IMPACTING THE WORKPLACE



Nearly 300 staff contributed to the "Connecting Through Story" event in November 2015.

## ➔ CHANGE EMBRACED

The Voices of the Staff Embracing Change Team created the Embracing Change Community of Practice that focuses on the opportunities and challenges of leading change at the University of Michigan. The team created a series of change sessions that showcase university change leaders, discuss challenging topics, and encourage the sharing of best practices.

## ➔ DIVERSITY EXPLORED

The Voices of the Staff Diversity, Equity, and Inclusion Team developed two events for staff in the fall of 2015.

- Connecting Through Story: How Diversity, Equity and Inclusion Impacts the Workplace - A focused and interactive workshop including stories about the personal and professional impact of diversity.
- A Dialogue on Staff Diversity, Equity and Inclusion, served as a report out for the Staff Committee Report on Diversity, Equity & Inclusion completed in July 2015.

## ➔ HUDDLING AND MATCHING

In addition to a successful launch of more than 900 staff participating in the Career Development Passport Program, The Voices of the Staff Career Development team worked on two more innovative projects - The Career Development Huddle and MatchUUp.

- The Career Development Huddle is a week-long series of daily huddle topics, all focused on the theme of career development. This project was rolled out in May 2016 through the Daily Huddle Program, provided by the UMHS Service Excellence Team.
- The team also proposed supporting the development of MatchUUp.com, a web application that connects users around professional interests, skills, job title, and other criteria - all tailored to the U-M community.

# VOICES OF THE STAFF IS IMPACTING THE WORKPLACE



Nearly 100 posters were presented, giving staff the opportunity to learn from one another.

## → TECHNOLOGY LEVERAGED

The Voices of the Staff Leveraging Technology Team worked on three main deliverables:

- The team developed a searchable database of all of the various technology training resources available to U-M faculty and staff.
- Members also made significant progress in improving the UMHS patient intake process for non-English speakers.
- The team is also developing a comprehensive campus-wide resource for identifying meeting and conference rooms, along with scheduling instructions.

## → U-M STAFFWORKS - INNOVATION FOR STAFF BY STAFF

The 2016 U-M StaffWorks Best Practices and Technology Conference took place in May 2015 at the Stephen M. Ross School of Business. The conference showcased the use of best practices and technology by staff in support of the services and operations of the university. The conference had more than 400 participants, nearly 100 poster presentations, 16 speaker sessions and a leadership panel discussion.

## → INNOVATION AWARDED BY PRESIDENT SCHLISSEL

President Mark Schlissel announced the finalists and winners of the 2016 President's Staff Innovation Awards in front of more than 400 staff members present at U-M StaffWorks.



# VOICES OF THE STAFF IS BUILDING OUR FUTURE



Over 1,100 staff members turned out at the Big House on September 28, 2016 to show their bicentennial spirit.

**M** | STAFF200



UNIVERSITY OF MICHIGAN  
BICENTENNIAL

## → SAVE THE DATE - MSTAFF200 - 6.27.17

Many Voices of the Staff alumni members currently serve on the Bicentennial Staff Event Committee (BSEC). Their work will culminate in MStaff200, a major celebration for staff members to be held on June 27, 2017.

Objectives and outcomes for the BSEC will be highlighted by events, experiences, historical documentation and educational efforts around the roles played by members of the university staff.

Examples of additional initiatives currently implemented include Stories of the Staff [staffstories.umich.edu](http://staffstories.umich.edu) and the Voices Career Development Fund [leadersandbest.umich.edu/find/#!/good/facstaff/voices](http://leadersandbest.umich.edu/find/#!/good/facstaff/voices).



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*I am proud that U-M started and fosters efforts like Voices of the Staff to help make sure that staff opinions and advice make their way to leadership, and that our outstanding staff feel appropriately valued for their many contributions to our mission.*

**PRESIDENT MARK SCHLISSEL**

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**[voices.umich.edu](https://voices.umich.edu)**