

VOICES



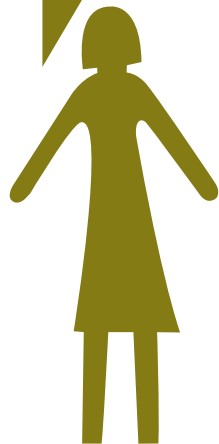
2013 Annual Report

voices.umich.edu



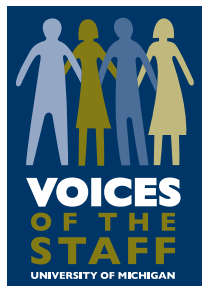
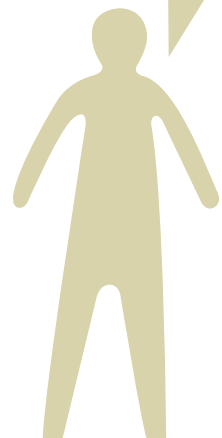
VOICES is...

“...my way to show that nobody can do everything, but everyone can do something”



“...my way to be able to make a difference in what I'm passionate about”

“...the University of Michigan at its very best”



VOICES of the Staff emphasizes the power of engagement by giving staff members on all campuses and the Health System the opportunity to share ideas, define campus community issues, search for solutions and grow professionally.

MAKING A DIFFERENCE

Simply put, it's our vision that VOICES makes a difference. It makes a difference for its members. It makes a difference for the staff community. It makes a difference for the university.

In 2012, VOICES was inspired

by a colleague and program friend, David Brandon, to reimagine our vision statement and to make it something that is easy for each member of VOICES to remember and repeat. The result of our effort is this video.



Volunteering
Opportunity
Innovation
Community
Engagement
Staff

VOICES
makes a difference.

VOICES is...

ENGAGEMENT

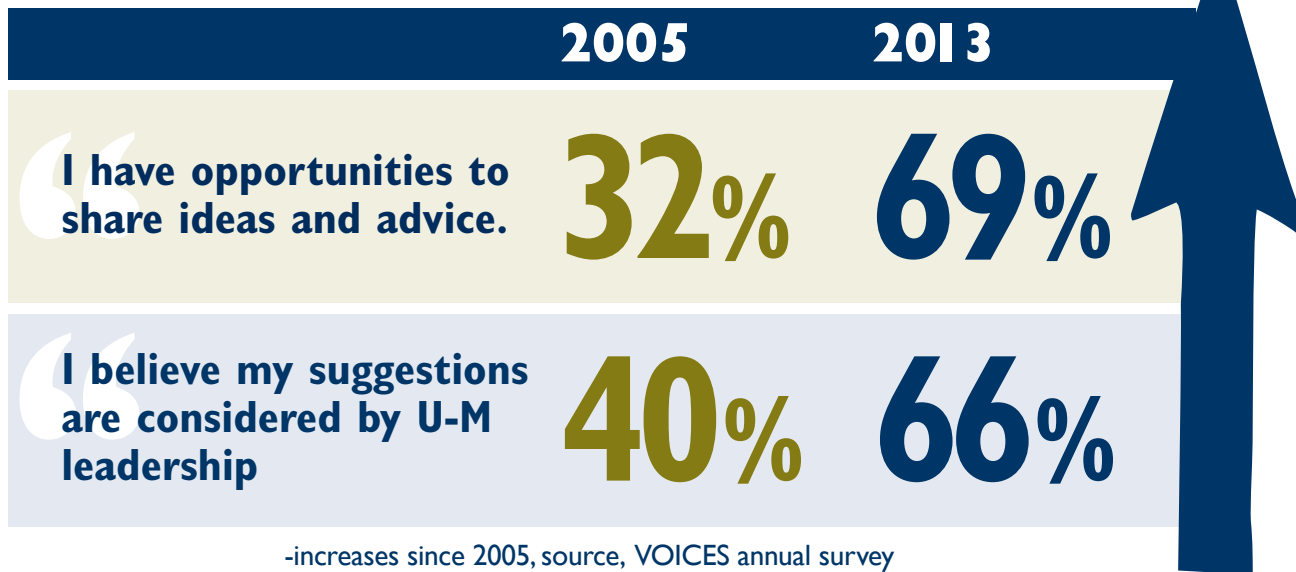
One of the key successes of the program is that it literally gives participants a greater voice in the workplace. And when people feel that they have a voice, they are more likely to be highly engaged. A staff member who is engaged, who can see how the day-to-day tasks align to a greater good, is more likely to be productive, to provide better service, and to make the workplace a better place to be. It's creating organizational success from the bottom up. And it's making a difference at Michigan for the better.



1,400+
STAFF ACTIVELY PARTICIPATED IN VOICES PROGRAMS

OPPORTUNITIES ASSOCIATED WITH VOICES WHICH LED TO ACTIVE PARTICIPATION INCLUDE:

- President's Staff Innovation Award
- VOICES Annual Meeting
- U-M StaffWorks Conference
- Career Development Passport Pilot
- WCTF Career Conference
- VOICES Network Teams



-increases since 2005, source, VOICES annual survey

89%
MORE INFORMED
MORE MOTIVATED

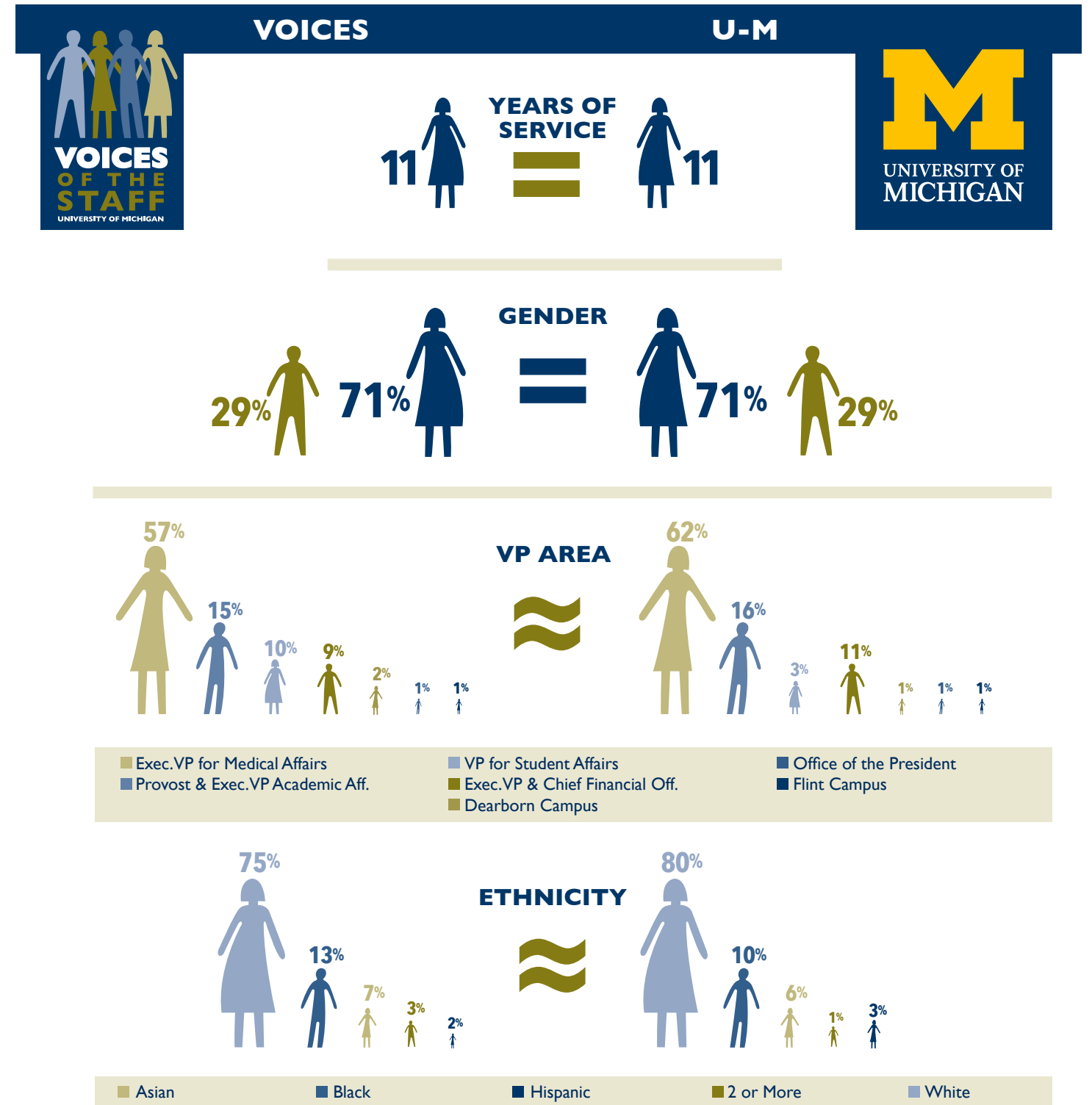
When asked about their daily work, 89% of VOICES network members indicated they are more informed and motivated because of their involvement with VOICES.

VOICES is...

MICHIGAN

Every March members of our staff are invited to volunteer their time and talents by joining VOICES. From hundreds of applicants, participants are thoughtfully selected to yield a group that mirrors the demographics of the university as a whole (workareas, gender, ethnicity and union representation).

Creating this microcosm takes effort, but it's worth it to ensure that VOICES reflects the unique makeup of the Michigan staff community, as well as help staff experience the scope of the university - and to see how each one of us are connected to our greater missions.



VOICES is...

TEAM WORK

2013 VOICES Network Teams

Each year, about 120 staff members, half beginning their VOICES experience, half entering their second year, have the opportunity to volunteer their time and talents to one of six Network Teams, each with a specific topic. The focus of each team is derived from input from our greater staff community and reflect the issues that matter most to staff.

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.

ALUMNI TEAM

The VOICES of the Staff alumni team consists of past members of the VOICES Network Teams who maintain contact via email and share information about VOICES opportunities, events, achievements and works in progress.

PROGRAM MANAGEMENT TEAM (PMT)

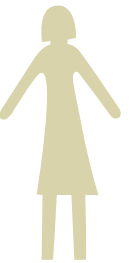
Under the direction of Laurita Thomas, AVP for Human Resources, the VOICES of the Staff Program Management Team (PMT) is a group of professionals that come together twice a month to provide strategic direction for the VOICES network events. Passionate about their work, which impacts key deliverables that include member recruitment, program facilitation, event planning, and maintaining communications with the greater university community.



WORKPLACE CLIMATE

BENEFITS HEALTH & WELLBEING

BEST PRACTICES & TECHNOLOGY



PARKING & TRANSPORTATION

6 VOICES NETWORK TEAMS

CAREER DEVELOPMENT



LEADERSHIP DEVELOPMENT



VOICES is...

RESULTS

Identifying challenges is one goal of VOICES; finding innovative solutions is another. And each of the six network teams works hard to find novel projects to make Michigan the best it can be. Examples of works products from the past year include:

BENEFITS, HEALTH & WELL-BEING

5K

LTD ENROLLEES

16K

ACTIVE U PARTICIPANTS

21K

REWARDS PARTICIPANTS

- Key sounding board for Benefits and MHealthy
- Consulted on record-setting campaigns for Long Term Disability, Active U and Rewards

BEST PRACTICES & TECHNOLOGY

350+

NUMBER OF STAFF IN ATTENDANCE AT U-M STAFFWORKS PRESENTATION

- Created step-by-step Google Drive/Hangouts instructions for all (including Health System)
- Presented guide to 200+ staff members at U-M StaffWorks.

LEADERSHIP DEVELOPMENT

5

SUBGROUPS

3

U-M STAFFWORKS POSTERS

1

PRESENTATION

The Leadership Development team, working in subgroups are working on tools to teach staff valuable skills:

- How to increase your advance-ability.
- Video coaching through mock interviews.
- Leadership when you are not in charge.
- Showcasing best practices in supervision through story telling, presented at UMStaffWorks 2013: voices.umich.edu/leader.html



CAREER DEVELOPMENT

850+
STAFF REGISTERED

More than 850 staff registered for the Career Development Passport Pilot (CDPP) which received funding in July 2012, kicked off in March 2013 and will conclude Feb 2014. A resulting 554 participants are now officially on their individual and collective career journeys and documenting their progress in CDPP Passport booklets, as well as connecting with Personal Advisors volunteers. Pilot details can be found at: hr.umich.edu/career/passport



WORK CLIMATE

MORE CIVILITY = LESS STRESS

Provided feedback on the U-M Civility statement, presented at U-M StaffWorks, focusing on successful management styles to deal with various work climate scenarios and compiled resource list: voices.umich.edu/wcr.html

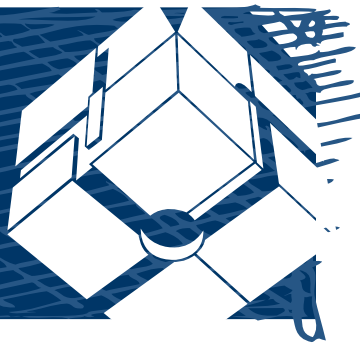
PARKING & TRANSPORTATION

SATELLITE OFFICE PROPOSAL FOR UMHS

Presenting a proposal for a parking services office located in UMHS to provide on-site information and service to the employees of UMHS.



VOICES is...



INNOVATION

Throughout the year, VOICES members work to develop programs and events that celebrate staff, recognize excellence, and provide opportunities for growth and development.

U-M STAFFWORKS BEST PRACTICE & TECHNOLOGY CONFERENCE – FOR STAFF, BY STAFF.



For Staff, By Staff - that's how to describe 2013 U-M StaffWorks Best Practice and Technology Conference. VOICES received funding to host two bi-annual conferences focusing on sharing best practices that can help improve workplaces across all U-M campuses and assist the university in meeting its effectiveness and efficiency goals.

The conference was modeled after the successful VOICES StaffWorks Conference, held in May 2011, and a product of the VOICES Best Practice and Technology team.

These initiatives will help staff become more engaged by providing valuable opportunities for professional growth and knowledge-sharing. And the more engaged we are at work, the more we contribute to the greater mission of the university.

— Laurita Thomas, Associate Vice President for Human Resources.

FIRST-EVER PRESIDENT'S STAFF INNOVATION AWARD WINNERS ANNOUNCED



President Mary Sue Coleman presented the inaugural individual and team awards at the 2013 Voices of the Staff annual meeting. The individual award goes to Mike Nazareth, director for graduate recruiting at CoE, and the team award goes to the three-member South Quadrangle Residence Hall Facilities and Custodian Team.

A College of Engineering official who launched innovations resulting in a broader, more diverse group of graduate students, and the team that piloted a lower-cost, environmentally friendly cleaner for University Housing.



Individual Award Winner:
Mike Nazareth



Winning Team:
South Quadrangle Residence Hall Facilities & Custodial Team
Randy Latham, David Camp, and Sally Gonzales.



VOICES is... INNOVATION

CoIN

Connecting with Faculty; using CoIN

Working partnerships with faculty have been successful and mutually beneficial. These partnerships are a major point of emphasis for VOICES. Most recently VOICES partnered with Jeff DeGraff, Clinical Professor, Management & Organizations, Stephen M. Ross School of Business to test the effectiveness of his Collaborative Innovation Network (CoIN), which is based on principles of Positive Organizational Scholarship. VOICES has successfully used this innovative online talent matching tool to match exceptional VOICES Alumni with special projects like the VOICES Staff Endowment project.



\$200K
CAMPAIGN
GOAL

STAFF FUND LAUNCHING SOON!

Growing from the VOICES Alumni event in 2010, The VOICES Staff Fund will provide financial support to enable staff to pursue educational or development goals.



STORIES OF THE STAFF — STAFF MAKES A DIFFERENCE

For 200 years, staff members have made the University of Michigan work. This website, VOICES initiative, celebrates the contributions of staff members, current and past, as told through stories, photos, anecdotes, reflections, video and more.



For more information about the bicentennial, visit:
hr.umich.edu/staffstories

VOICES is...

COMMUNITY

VOICES Annual Meeting

Each June, VOICES holds an annual meeting to welcome new participants and honor team members who have completed two years. In 2013, the event was held at the Junge Family center and was designed to build team chemistry and positive energy for the coming year. It also featured President Coleman presenting the President's Staff Innovation Award in front of about 400 members of the staff.

400

CHEER PRESIDENT
COLEMAN

Thank you,
Mary Sue!



[Click to see the images from the annual meeting.](#)

VOICES is...

preparing for the **FUTURE** of **WORK**

Ten Years of
**MAKING A
DIFFERENCE**
at Michigan

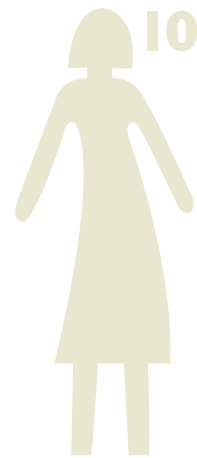
This summer begins VOICES 10th year of serving U-M through employee engagement. Big things are planned to celebrate our success and to lay the foundation for the next decade. And we plan on going far.

PILOTING NEW WAYS TO RETAIN MEMBERS

VOICES will explore new possibilities for engaging talented alumni and inviting those members to participate on special projects. Enhancing our retention of active exemplary members by exploring the possibility of 3-year terms.

PREPARING FOR CHANGE

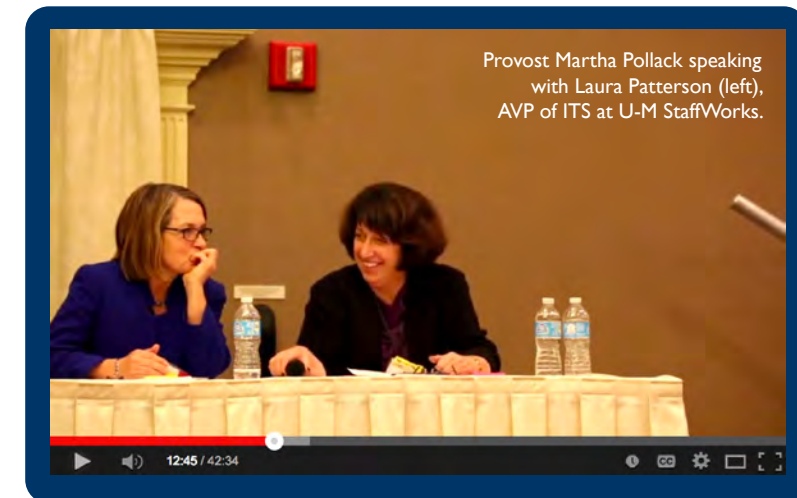
VOICES is investigating ways to support staff in our ever-changing workplace. One possibility is developing Resiliency Training to help staff build the capacity for the **Future of Work**.



*“If you want to go fast, go alone.
If you want to go far, go together.”*

A FRESH NEW LOOK

In 2014, the VOICES graphic identity will be refreshed. A redesigned logo will strengthen our connection to the block M and align VOICES with the overall university branding initiative.



Provost Martha Pollack speaking with Laura Patterson (left), AVP of ITS at U-M StaffWorks.

