



**VOICES OF
THE STAFF**

**ANNUAL
REPORT**

2019



DISCOVERY & DEVELOPMENT

1st TOWN HALL

2,500 STAFF ACTIVELY ENGAGED



2004

IT STARTED WITH AN IDEA

GIVE ALL STAFF A VOICE

5 KEYS TO ENGAGEMENT

EXPANDING THE SCOPE TO INCLUDE EVERY CAMPUS

4 TOWN HALLS



6 NEW AREAS OF FOCUS



EXPLORING NEW WAYS TO ENGAGE

5 BEST PRACTICE CONFERENCES

13 ANNUAL MEETINGS

PARTNERING WITH POSITIVE ORG. FACULTY AT ROSS

LAUNCHING THE FIRST 6 NETWORK TEAMS



NOW WHAT?

2019

“ I am a valued and appreciated employee at the University of Michigan.

- Staff member, 2019

Voices began in 2004 with a presidential request for greater staff involvement – to give ALL STAFF A VOICE.

It was an unprecedented opportunity for institution-wide staff communication and engagement and Laurita Thomas embraced it. Guided by principles of alignment with our missions, inclusion, and innovation, Voices was born. With the goal of making a difference for staff by being heard, respected, and appreciated.

2004

“ I worked for U-M for 20 years and no one has ever asked me what I thought about anything.

- Staff member. 2004



WHAT IS VOICES OF THE STAFF?

Voices of the Staff is a window into the talent and potential of all staff members. It is an opportunity to elevate our experience through personal and professional growth. And it is a valued vehicle for true inclusion and connection to understand our mission and underscore the meaning in our work.

For the past 15 years, Voices has contributed to U-M's research mission by collaborating with faculty partners. More than 2,500 staff participated on network teams, attended conferences and shared at town hall meetings. Thousands more shared feedback through surveys. Voices has made an impact in the areas of DEI initiatives, parking, career development, onboarding, health and well-being, technology, and more.

15 YEARS
OF CELEBRATING
STAFF VOICES

2,500
PARTICIPATING
STAFF



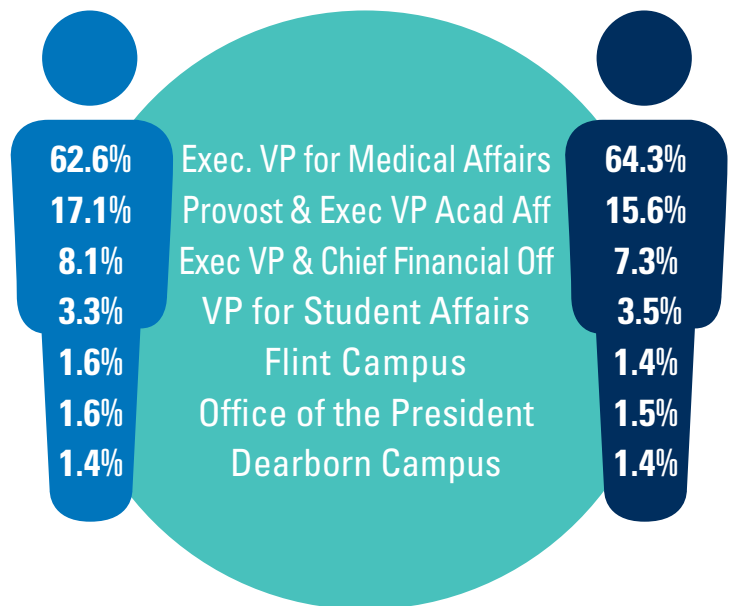
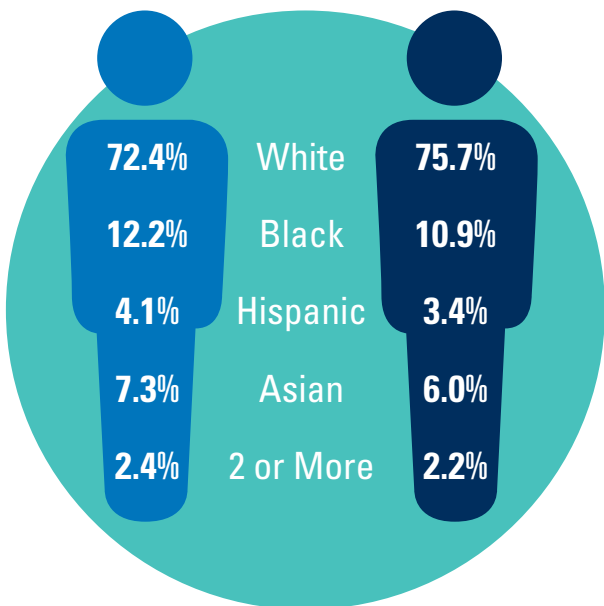
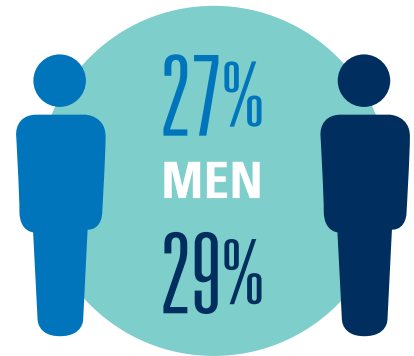
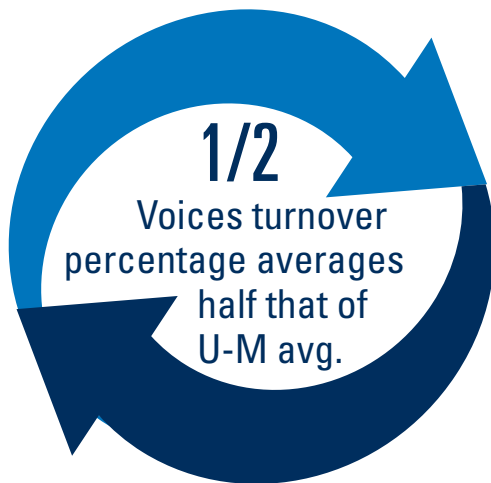
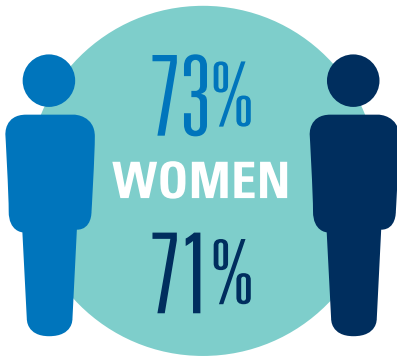
VOICES VALUES INCLUSIVITY

Voices is a reflection of our organization, with participants chosen to be a microcosm of the university. The inclusive makeup of the Voices members makes for a more effective network of teams, ready to rise to our workplace challenges. And it provides Executive Officers with a responsive and inclusive sounding board for staff feedback.

VOICES AND MICHIGAN BY THE NUMBERS

■ VOICES MEMBERS ■ U-M STAFF

9.4 YEARS OF SERVICE **9.3**





VOICES VALUES TEAMWORK

When people join Voices, they select one of six Network Teams. Each team has about 20 members who meet monthly to dig into discussion and ignite innovation. By defining areas of focus, Voices encourages staff to align their efforts with their passion. The result is transformative for our people, and for our workplace.



ADVANCING DIVERSITY, EQUITY, AND INCLUSION



FOSTERING LEARNING, COACHING, AND MENTORING



EMBRACING CHANGE AND LEADING AT ALL LEVELS



LEVERAGING TECHNOLOGY



ENHANCING THE EMPLOYEE EXPERIENCE



STRIVING FOR WELL-BEING



VOICES VALUES SERVICE

Each year, Voices holds a day-long meeting to welcome new members and thank those who are transitioning to alumni status. The event features speakers and activities designed to get staff motivated and energized for their Voices service. This year the annual meeting was held at Camp North Star Reach – a stellar example of what a motivated and exceptional staff member can accomplish.

North Star Reach is a nonprofit recreation program and camping site designed to support children ages 7-17 living with chronic and life-threatening medical conditions. And it exists thanks to a former Michigan Medicine nurse, Doug Armstrong. His vision to make a summer camp experience accessible for every child was supported by Michigan Medicine leadership, which helped make the camp a reality. Thanks to the support of the university, corporate sponsors, and hundreds of others, the camp opened in 2016 and has served nearly 2,000 pediatric patients living with epilepsy, congenital heart disorders, cancer, sickle cell anemia and organ transplants.

Voices team members helped prepare the camp for the 2019 season. We hauled rocks, cleared fields, painted moose tracks, and cleaned facilities. It was a small contribution, but served as an energizing experience to kickstart our year.

2,000
AMAZING KIDS
HAVE CAMPED



AT North Star Reach



SO WHAT DOES IT MEAN FOR MICHIGAN?

For university leadership, Voices of the Staff provides ready access to the staff perspective. This helps inform decisions on campus climate. It provides a diversity of perspective to help shape policies, inform decisions, and build a more positive workplace culture.

For faculty, Voices is a ready-made focus group. A real, live sandbox of university staff ready to participate in research. A sounding board for ideas and presentations.

For staff, it's a chance to meet colleagues, learn more about the university and take on new challenges. It's a way to highlight talents, grow in new ways and experience transformational opportunities.

83% ANSWERED YES TO THE STATEMENT

I am learning more about the University by attending VOICES meetings.





VOICES VALUES RESULTS

STAFF IMPACT AWARD AND PRESIDENT'S STAFF AWARD OF DISTINCTION RECOGNIZE STAFF

Founding an international professional organization. Doubling student voter turnout. Creating a model of workplace flexibility. Teaching thousands of middle school students how to live healthy lives. These are a few of the remarkable accomplishments of the 2019 University of Michigan Staff Impact Award recipients. Eleven individuals and three teams were presented with Staff Impact Awards. Among the recipients, one individual and one team also were recognized by President Mark Schlissel for innovative contributions to the university.



ME, THE "OTHER"

The Advancing Diversity Equity and Inclusion Team arranged two screenings of the dynamic feature documentary during the Diversity Summit Week. The movie shared the personal stories of a dozen Washtenaw County students. The screenings also included a panel discussion with the director and several people featured in the film.



1,300 RESPONSES TO WORKPLACE FLEXIBILITY SURVEY

Enhancing the Employee Experience Team



VOICES VALUES RESULTS CONT.

20+ PEER INSTITUTIONS BENCHMARKED

for accessibility to mental well-being resources by the Striving for Well-Being Team

MICRO MENTORING, COACHING, AND PROFESSIONAL DEVELOPMENT PILOTS

The Fostering Learning, Coaching, and Mentoring Team is partnering with U-M's Organizational Learning (OL) department to pilot three initiatives. The goal is to provide feedback and recommendations for OL to implement these tools on an institution-wide scale.

6 GRANTS HELP SUPPORT STAFF CAREER DEVELOPMENT

Now in its third year, the Voices Career Development Fund awarded six grants in the amount of \$1,000 each to help staff attend conferences and workshops, acquire certifications, and seek advanced degrees.

PROJECTS AND COMMITTEES IN WHICH VOICES MEMBERS WERE ASKED TO PARTICIPATE

- Facilitators and scribes for Diversity, Equity, and Inclusion
- Voices Career Development Fund Selection Committee
- U-M Staff Impact Award Selection Committee
- U-M Sexual Misconduct Committee
- Parental Leave Implementation Group
- MHealthy Advisory Group



23

SESSIONS OF THE
CHANGE & LEADERSHIP
SPEAKER'S SERIES



NOW WHAT?

A strategic planning effort is underway, building on more than a decade of success enhancing the employee experience. The goal is to develop a sustainable and scalable model that provides more staff with the opportunity to participate and grow. Voices will continue to articulate how its efforts support presidential DEI and academic innovation initiatives. And we will expand our support and opportunities for partnerships with our schools and colleges.

At every step in our evolution, Voices of the Staff will stay true to its core mission of creating dialogue between staff and university leadership to energize continual workplace improvement.





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