



**VOICES OF
THE STAFF**

ANNUAL REPORT

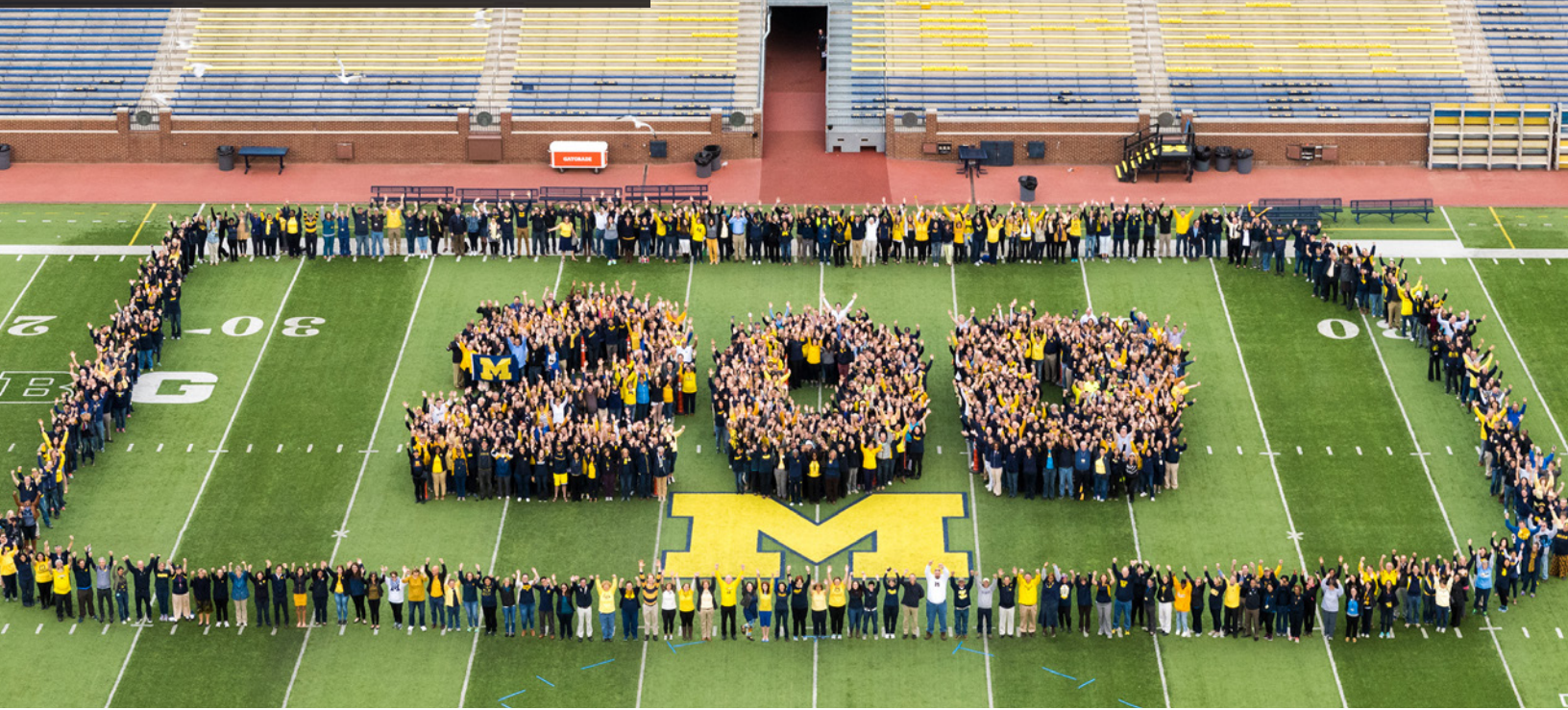
2016-2017



“They offered ideas that helped me develop new projects... It made a big difference in my learning and professional development. It never would have happened without Voices of the Staff”

ADAM GRANT PH.D.
WHARTON BUSINESS SCHOOL PROFESSOR

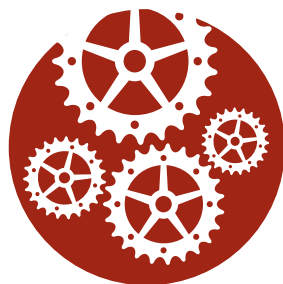
ENGAGED



Voices is overwhelmingly about **employee engagement**. It helps all of our staff embrace and envision the future of work, connect to our shared missions, and make Michigan a better workplace.

As we set our sights on the future, the impact Voices makes will continue to grow and help develop an innovative workforce. It will serve as an incubator for people who shape, sustain, and support the University of Michigan into the next century.

Voices of the Staff is a catalyst for change at Michigan. It **generates ideas**, provides executives with a **sounding board**, and gives staff a **window** into the complexity of the entire university community. It is this broader view of our organization that helps to **connect people** and gives them the opportunity to innovate, learn and grow.



FOCUSED



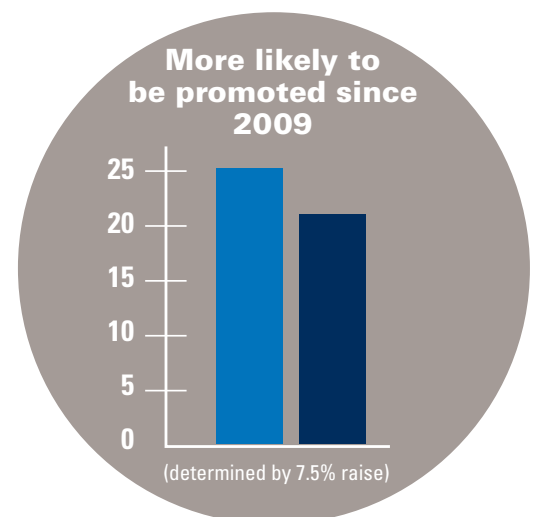
Today,Voices of the Staff is a focused, active network of 120+ staff members. From hundreds of applicants, participants are thoughtfully selected to yield a group that mirrors the demographics of the university as a whole.

This microcosm ensures Voices of the Staff reflects the unique makeup of the Michigan staff community. It also illustrates how our departments are connected to the university's missions.

VOICES IS AN OPPORTUNITY TO SHINE

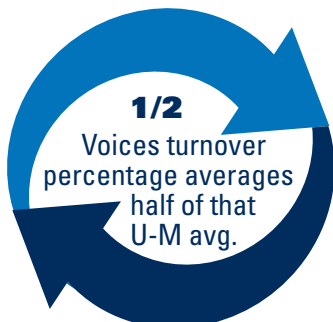
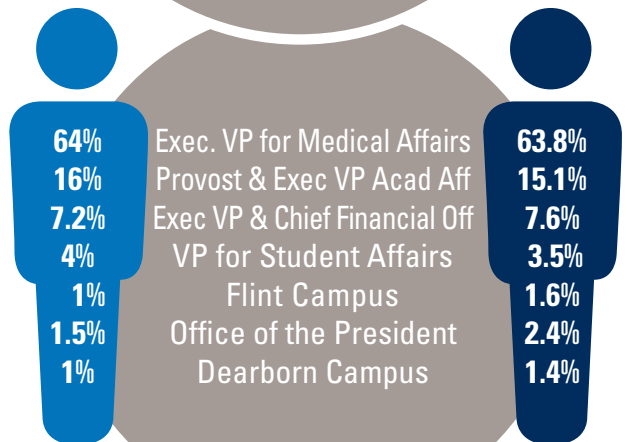
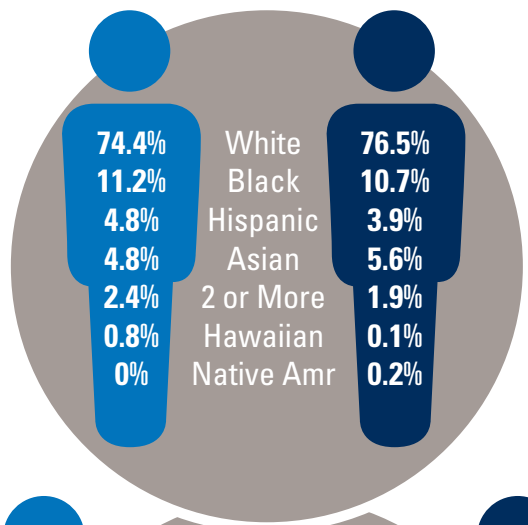
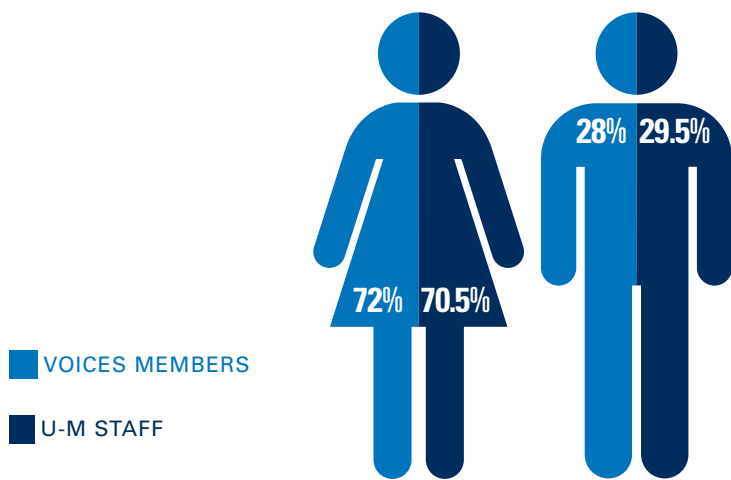


Video: Voices of the Staff described in under a minute.





VOICES AND MICHIGAN BY THE NUMBERS



ACTIVE



VOICES OF THE STAFF MEMBERS ANSWER THE CALL

Whenever staff input is needed, **Voices** is here to serve.



Serving as leads of the
MSTAFF200 committee



**Alumni Recognition and
Rewards Advisory Team**

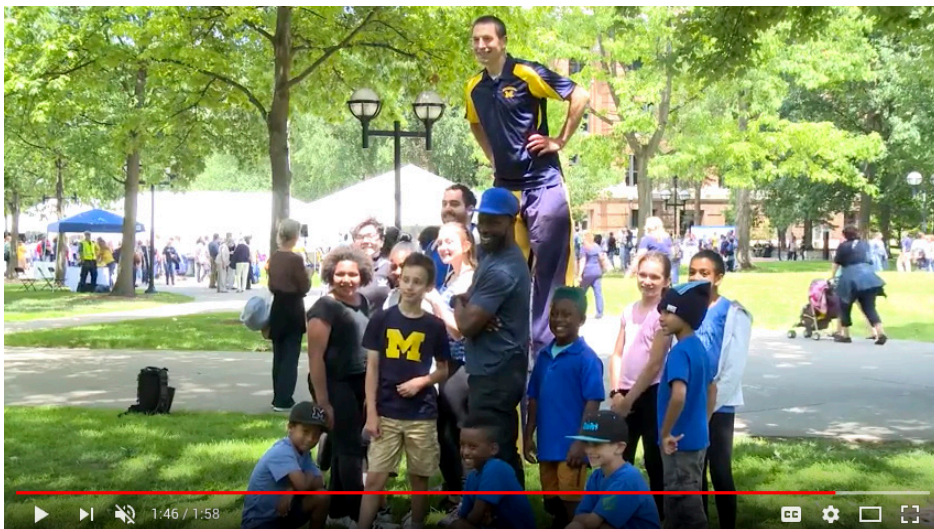


Serving executives by providing
feedback to important issues



CELEBRATING 200 YEARS OF STAFF

Nearly 600 staff members volunteered to produce the MStaff200 staff recognition event, which had an estimated 20,000 attendees. And 200 of those who helped were active or former Voices members. From handing out Bicentennial gifts, to help with wayfinding, or staffing one of the hundreds of tables and displays, Voices members were a key element of celebrating 200 years of staff contributions.



Video: Staff Celebrate at MStaff200

“It was spectacular and made staff feel so appreciated. I was moved and inspired by the whole event! I love my wooden block and look forward to seeing the new artwork dedicated to staff! Go Blue!!!!”

LYNN HALTON

PRODUCTIVE



INNOVATION AWARD FOR STAFF HIGHLIGHTS REMARKABLE EFFORTS

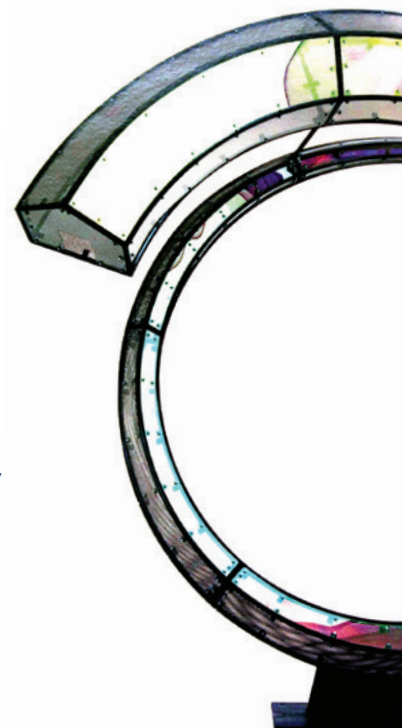
The Office of the President, in collaboration with Voices of the Staff, solicits nominations annually for the President’s Staff Innovation Award. This award honors individual staff members or teams whose big ideas and “outside of The Cube” thinking help make the university a better, more inclusive community. The award recognizes innovations in process, product, method or system.

ALUMNI ADVISORY TEAM HELPS CREATE A NEW RECOGNITION AWARD

CFO Kevin Hegarty wanted to increase university-wide employee recognition and he turned to Voices for help. A team of Voices alumni set to work, extensively researching peer institutions as well as all areas of U-M. From this foundation they drafted recommendations which directly led to the creation of the new University of Michigan Staff Impact Awards.

CAREER DEVELOPMENT FUND LAUNCHES

The Voices Career Development Fund was created by staff to honor the university bicentennial by helping staff achieve their career development and continuing education goals.



Bicentennial Public Art Staff Tribute



The idea for the fund came from Voices of the Staff alumni. Fundraising began in 2015 and first awards will be distributed in December 2017 in recognition of the U-M bicentennial year. The fund aims to support staff in enhancing their professional experience at the university by offering grants of up to \$1000.

EMBRACING CHANGE TEAM BUILDS COMMUNITY AND RESILIENCY

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, provide an opportunity to discuss challenging topics, and encourage the sharing of best practices.

CONTRIBUTING TO THE SELECTION OF THE PUBLIC ARTWORK TO HONOR STAFF

On October 27, the university dedicated the sculpture "Arriving Home" by Dennis Oppenheim to honor the contributions of all U-M staff.

TOGETHER



120 STAFF MEMBERS → **6** NETWORK TEAMS → **EVERY** CAMPUS

NETWORK TEAM SUMMARIES

CAREER DEVELOPMENT is promoting career and leadership development by working on a Supervisor Tool Kit, updating the Career Development Website, developing Career Profile Information, Service Excellence Huddles, and a Career Development Champions program.

IDEAL WORK EXPERIENCE is identifying elements that contribute to an ideal work experience with the goal of creating an online resource for staff and supervisors.

DIVERSITY, EQUITY AND INCLUSION is promoting an inclusive and welcoming community by focusing on Intergroup Communication and Diversity Liaison projects.

LEVERAGING TECHNOLOGY is establishing technology expectations and working on improving patient intake for those with limited English proficiency, and the team has created two working prototypes for an online database of training resources and a rooms and wayfinding website.



In early June, all team members met at the Voices of the Staff Annual Meeting to welcome new members and set the stage for a successful year with the theme "Mapping Your Influence."

EMBRACING CHANGE has a thriving Community of Practice speaker series, is developing resources to help share the experience of change, and is exploring the measurement of individual effort expended on change.

WORK-LIFE FLEXIBILITY is exploring ways to increase peer-to-peer support and developing an awareness campaign about the benefits of workflex targeted at supervisors.

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 Michigan Medicine 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.

EVOLVING



REACHING OUT TO STAFF

In January 2018, Voices of the Staff is holding its fourth Town Hall. This event will gain new insights from bringing together hundreds of staff members and university leadership. The goal is simple, to take the pulse of our staff community and create a plan to shape Voices so it best meets the interests and demands of our future workplace.

PARTNERING WITH FACULTY

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| <p>What we offer</p> <ul style="list-style-type: none"> • Instant access to focus groups • An engaged group of university staff ready to participate in research • A sounding board for ideas and presentations | <p>What we'd like</p> <ul style="list-style-type: none"> • To support the U-M academic mission • Expert guidance and feedback on Voices team projects |
| <p>Areas of focus</p> <ul style="list-style-type: none"> • Career Development • Embracing Change • Work-Life Flexibility • Ideal Work Experience • Leveraging Technology • Diversity, Equity, and Inclusion | <p>Ross faculty & students we've partnered with</p> <ul style="list-style-type: none"> • Jane Dutton • Jeff DeGraff • Adam Grant |

Voices is continuing to reach out to find new partnerships with Michigan Faculty. We are specifically focusing on faculty and students within the Ross School's Center for Positive Organizations, offering a ready-made network of 120+ staff members ready for research. Plus, Voices is open to working with any faculty member to help Michigan meet its educational mission.



Interested in learning more about partnering with Voices of the Staff?

Please contact Dyan Jenkins Ali at dalijenk@umich.edu

“ 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. ”

MARK SCHLISSEL
PRESIDENT



voices.umich.edu