FPM EMPLOYEE ENGAGEMENT SURVEY

COMMITTEE UPDATE & TRAINING EVENT

Wednesday, November 13, 2019 – Union Fireside Lounge
**Agenda**

- FPM Engagement Update
- Activity
- Working Group Updates
- Training Opportunities
- Training Tracking Tool

- As part of our engagement efforts we are hoping to hold similar all FPM meetings 1-2 times per year.
- Based on the feedback and suggestions we receive after today’s meeting, the format will likely be a little different each time. We are hoping to also add more interactive, participatory sessions in the future.
- Today, the main purpose of this meeting is to share with you an update on the engagement teams and their goals, so you know we are still working on engagement and is important to leadership.
- Then Lauren and Andrew will show you some great training opportunities that are available to all FPM staff.
• Start with a reminder about how the engagement project at UWM got started...
• Several years ago UW-Madison presented their “Engagement, Inclusion, Diversity” program at a facilities conference. They survey their FPM staff every two years and then implement projects to improve communications, management/staff relationships, respect and inclusion.
• Using Madison's model and this Decision Making Spectrum, the goal is to move FPM towards a collaborative and empowering decision making team.
Purpose of Engagement Survey and Teams

- Open communication
- Input from all levels
- Respectful and inclusive environment
- Employees feeling valued and safe
- All sharing concerns, solutions and ideas

Long term outcomes we are hoping for, include
- Open communication within and between all levels and departments
- Respectful and inclusive environment
- FPM employees feel valued and safe
- FPM employees are able to contribute ideas and solutions to issues
- Focusing on things we can control and improve with FPM
Engagement Update – What has been completed

• **Survey - Spring 2018**
• **Small Group meetings – Summer 2018**
• **All FPM meeting to share results – Dec 2018**

• **Teams formed – Spring 2019**
• **Goals developed – Summer 2019**

• This is a brief overview and update of the engagement project
• Items in blue were completed last year and we had an all FPM mtg in Dec to share data from the survey and small group meetings that were held earlier in 2018 and the initial plan on the engagement teams.
• The report can be found on the FPM Engagement website.
• Since we last met we formed engagement teams with people that volunteered to participate after the Dec meeting.
First, the engagement team was formed in early 2019.
This team reviewed the survey results and decided on 5 working groups based on 5 main themes or areas of focus.
Communication and Transparency, Fair expectations/inclusion/respect, Training/development, Trades and safety.
Since there was an existing safety committee the engagement team will maintain close communication with them to ensure progress on the FPM safety needs/concerns.
The engagement team and working groups will work closely with each other to ensure progress on goals and communication with FPM Directors/leadership to ensure their continued support.
Engagement Update – Future Plans

- Work towards goal completion – 2019-20
- New goals developed each year
- Survey – planned Spring 2021

Getting started is the hardest part and it takes time to get the groups together and then develop ideas and lead the goals to completion.

After the teams formed, they spent late spring and the summer developing goals – some easy, quick goals and some that will take longer to implement.

A member from each working group will speak a little later to present their goals, accomplishments and provide updates.

After this meeting the groups will continue to work on the goals they have set. Setting new goals along the way based on time and capacity from our team members. So, the more volunteers the less time each member contributes and the more that can be accomplished.

Although the original plan was to survey FPM employees again in 2020 (2 years after the initial survey), the team decided to wait until 2021. First, so we don’t over survey everyone and secondly to give the groups more time to accomplish the initial goals.
• This is a list of people that have participated to date – thank you
• The hope was to have a variety of people from different roles, departments, experiences so we could make informative decisions and actions to impact employee involvement and engagement.
• I am so impressed with the people that have participated, contributed, volunteered to share their perspectives, ideas, and talents to lead these engagement efforts.
• There are always ongoing opportunities to participate so be sure let us know if you are interested. Leah will share more later about how to volunteer.
• Even If you do not have time or capacity to join an engagement team, feel free to reach out to current team members and share your thoughts and ideas.
Meet someone new
And
Learn something about them!

• A benefit of the engagement teams is to be part of a team outside of your department and build relationships with people you may not work with otherwise. Enabling us to see things from others perspectives in FPM. Creating partnerships and empowering staff to approach their work in new ways by working together and supporting each other. We can learn from each other.
• I hope that short activity demonstrates how encouraging conversations with others in FPM can lead to open communication and create an environment where we learn from each other to develop new ideas. Now next time you pass this person you may be more willing to talk to them or ask them about the topic you discussed today.
• The next part of the event is to share more about the engagement working groups and the goals they are working on.
I’m representing the Fair Expectations, Respect, and Inclusion working group. Our mission is to establish and promote a work environment that values respect, inclusivity, and recognition of each individual in the FPM work community. By having a respectful and inclusive work environment, we believe that the work community will be productive in accomplishing tasks, but also feel appreciated and treated fairly.

Our group has been working to set goals that we hope will contribute to a productive and positive work environment. We’ve identified 6 goals that we have started working on.

Our first goal is to make sure that all employees have time to access a computer for work-related resources, such as checking work email for campus announcements or looking for information related to Human Resources, like benefits, insurance, vacation and sick days. The time to use a computer, approximately 10 minutes per day, should be at a time that works for the individual and for the work unit. One of our group members has been speaking to supervisors in Environmental and Facility Services about this. So far, all the supervisors that have been contacted have agreed to let individuals use computers for about 10 minutes per day for work-related activities.

Our second goal is to provide time and access for work-related trainings for all employees. We’ll be hearing from the Training group about the many opportunities...
for different trainings. Our group will be supporting the Training group efforts, but focus on making sure that employees are able to attend or access trainings.

- The third goal is to promote feedback. We want to ensure that all employees are getting an annual written review from their supervisors. Plus, we want to keep the lines of communication open between supervisors and employees, so we're encouraging routine one-on-one or group update meetings or conversations between employees and supervisors. These meetings may be informal, but are another opportunity for the workers and supervisors to provide updates, announcements, and feedback.

- Our fourth goal is to support training related to promoting inclusion, as well as trainings on other topics such as micromanaging and mentoring, that we think will contribute to a healthy work environment.

- We also want to facilitate inclusion and diversity in FPM. We're currently brainstorming different strategies to do this, which may include working will HR about the hiring process (e.g., reviewing language in job descriptions to be inclusive).

- The last goal is to use suggestion boxes. We have suggestion boxes here, but we also want to have the suggestion boxes at other events for FPM, as well as in other neutral locations so everyone feels comfortable to make suggestions. On the FPM website, there's a tab for "FPM Feedback." This is another place where you can ask questions or comment on FPM Employee Engagement topics. You can include your name and email if you'd like, but you don't have to.
We have suggestions boxes and forms here so you can write your suggestions. Including your name and contact information is completely voluntary. On the form, you can indicate if your feedback is for a specific working group or just a general suggestion. We'll be hearing the goals of all the groups, so if you have a comment or question for one of the groups, please feel free to write it down and submit it to us. Our group, the Fair Expectations, Respect, and Inclusion working group, will go through the suggestion forms, and then share your suggestion with the appropriate group. We also have some questions for you, including where you think is a good place to put a suggestion box, what kind of training you would like offered at a similar FPM events, and if you have ideas for the Newsletter that is being done by the Communications group. We appreciate your input!
Communication and Transparency

Committee Goals

1. Create a newsletter (quarterly)
2. Price estimate and pilot monitors for communicating updates to FPM employees.
3. Identify critical information that senior leadership needs to effectively communicate on a routine basis.
Timeline of Communication and Transparency goals and expected completion dates.

<table>
<thead>
<tr>
<th>Fall 2019</th>
<th>Spring 2020</th>
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<tbody>
<tr>
<td>Newsletter pushed out in end of September 2019</td>
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<tr>
<td>Winter 2019/2020 newsletter out in December</td>
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<tr>
<td>We want you! Write an article, submit some pictures, share ideas and kudos.</td>
<td></td>
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<tr>
<td>Working on compiling information for best practices page and plan on having this completed in Spring 2020.</td>
<td></td>
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</tbody>
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End of 2019

Monitors being priced and hopefully piloted in 1-2 locations.
Safety & Trades

• Safety Committee Goals
  • OSHA Training
  • Scaffold Training (Madison)
  • Confined Space Training

• Recent Developments
  • Fall Protection
  • Budget Line Item for Safety
  • Trades Training for Licensing

• OSHA training is available for some topics. Be sure to listen for announcements of these training opportunities.
• Scaffold training has been coordinated to be offered with Madison this past year.
• Confined space training has also been offered.
• Fall protection will be installed on several buildings. Tours have been completed with the contractor. Timing may not be dependent on weather.
• There is now a small budget line for safety in FPM.
• Dawn is inquiring about training opportunities with Madison that may potentially be used for some trades' licensing requirements.
• **Committee Goals**
  - Coordinate Computer training for Environmental Services
  - Reward-based training opportunities
  - Facilitate spending of training dollars
  - Communicate training opportunities

• **Training website:**
  [https://uwm.edu/facilities-planning-and-management/training-development/](https://uwm.edu/facilities-planning-and-management/training-development/)

• **Training Tracker**

• One of the goals that this committee has achieved is the implementation of a "Computer 101" training for Environmental Services (ES) staff.
  - The pilot session for existing staff took place in September this year, and was successful. This training will be part of the ES Onboarding for all new hires.
  - Terese Bohn from UITS was instrumental in creating this training program.
  - The first session covers skills from turning on your computer up to logging in to check email and using duo-authentication.
  - Computer 101 was so successful that a Computer 102 training is being launched next week (November 18 – 22)

• Reward-based training for ES staff is in discussion with ES Supervisors. This is well received so far, but details as to the parameters of behavior to deserve this reward.

• Communicating training opportunities is being facilitated through the FPM training website, and the committee is researching other opportunities to share with supervisors.

• The training tracker is for staff and supervisors to utilize to keep track of training for evaluations and employment opportunities.
  - As you will see in the presentation, this tool can be used to any degree of detail you desire.
• Find a list of FREE Training Opportunities including many options right on the UW-Milwaukee campus.

• Use the yellow box at the top to access directions for using your LinkedIn Learning account.

• You can also find the Training Tracker in the yellow box.
• Find a list of General Training Opportunities, which are not free.

• Use the yellow box at the top to access directions for using your LinkedIn Learning account.

• You can also find the Training Tracker in the yellow box.
General Training Resources on FPM Website

- Paul Davis Restoration:
  Offers training & certifications in “property damage emergency services, restoration and reconstruction.” Courses are available at regional and local facilities, as well as online.

- Fred Pryor Training Seminars:
  Offers professional certifications and course credits in categories including computer skills & software, human resources, management, and workplace safety. Courses vary in length and are available online or on campus.

- University Recreation Safety Training & Certification:
  Offers on-campus instructional courses and programs for individuals or groups in need of emergency response training or certification including CPR/AED and First Aid.

Scholarships & Internships

- DEED Funding for Students:
  Scholarships, internships, grants, and project support for students working toward degrees or other technical careers that are in high demand by electric utilities. A DEED member utility must sponsor a student’s application.

- NFPA/APPA Development Opportunities:
  Scholarships for employees of NFPA/APPA member institutions. The goal is to support the professional development of personnel in the field of facilities operations, maintenance, design and construction.

- APWA Ambassador Scholarship Program:
  Funds registration and partial travel expenses for the annual APWA conference.

- Find a list of Scholarships & Internships, which are beneficial to both student workers as well as full-time employees.

- Use the yellow box at the top to access directions for using your LinkedIn Learning account.

- You can also find the Training Tracker in the yellow box.
Training Categories

### Supervisor Training Resources

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
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| Time Management Fundamentals | This course will cover:
1. Avoiding the pitfalls of multitasking
2. Planning ways to manage unassigned tasks
3. Effectively scheduling your time |
| New Manager Fundamentals | This course will cover:
1. Clarifying performance expectations
2. Distinguishing types of decision making styles
3. Advocating how to best assert authority |
| Communicating with Dexterity | This course will cover: |

### Environmental Services Training Resources

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<tr>
<th>Course</th>
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| Great Skills for Outlook in Office 365 | This course will cover:
1. Creating and sending a new email
2. Reading & searching for mail
3. Organizing mail with folders |
| Windows 10 Basics | This course will cover:
1. Sign in, shut down, and restarting the computer
2. Searching for files
3. Creating, renaming, and deleting folders |
| Leadership Development | This course will cover: |

- Find a list of training opportunities in specific categories. It’s not an all-inclusive list, but a place to get some ideas.
- Use the yellow box at the top to access directions for using your LinkedIn Learning account.
- You can also find the *Training Tracker* in the yellow box.
• The best place to start your LinkedIn Learning experience is through the CTS website (https://uwm.edu/technology/linkedin-learning/)

• If you run into problems or have questions that the above page does not answer, contact the UWM Help Desk for assistance.
Your log-on experience will change depending on whether you are a returning user, and if you connected your LinkedIn Profile or not.

You get 1 chance to do the initial onboarding, but all of the information you enter can be updated and modified through your 2 main InLearning menus.

For assistance contact the UWM Help Desk or InLearning customer support.
• Linking your InLearning and LinkedIn profiles allows you to highlight your completed coursework on your profile. This is a great way promote your development efforts, and convey they value you could bring to an organization!
InLearning has 3 categories of coursework to choose from. All interests you select in your initial onboarding can be updated and changed through your profile menu.
• Once you've signed in, click browse.

• Pick a learning path from the list or click see all to find more learning paths.

• Following a Learning Path can be really helpful if you have a goal you'd like to achieve, or are interested in a career but don't know how to get started.

• Each learning path has a number of courses that you will need to complete along the way. As you complete the courses, you will receive certifications along the way. Those certifications will be visible on your LinkedIn Learning account, as well as on your LinkedIn profile.
LinkedIn Learning Paths

- Click *start learning path*.
- Each time you sign in, you can continue where you left off.
- Complete all courses to earn a badge of completion.
LinkedIn Learning can be a powerful tool for supervisors. By becoming the administrator of a group you can:

• Add and remove members
• Suggest/assign courses
• Track course progress for each group member

Contact the Work Order Center for more information on becoming a group admin!
• The LinkedIn Learning app is so easy to use, and can be used with headphones during the work shift.
• The great thing is that you can turn off the screen and listen to the videos like you would listen to music, or a podcast.
• Download the app from the app store on your smartphone, and sign in just as you would on a computer.
• Your app and online portal will cross-update, keeping all your progress current across platforms.
• APPA webinars are a great resource. They are free and catalogued on the APPA website.
In-House and FREE

• UWM Police Department
  [https://uwm.edu/police/services/department-services/safety-training/](https://uwm.edu/police/services/department-services/safety-training/)
  • Active shooter
  • Self defense
  • Classroom & Campus Safety Training
  • AED/CPR

• Safety and Assurances
  • Occupational Safety Training
  • Material/environment specific training
  • Compressed gas safety, asbestos awareness, confined spaces, & more

• In person trainings are a great way to meet other University employees and get some useful information.
• Track your training
• List all training on your annual review or relevant skills list
• Use the FP&M Training Tracker online form

https://forms.office.com/Pages/ResponsePage.aspx?id=w3rKC7b8_U6j623pdgPP1X6RZYhFhxzlZL4sLJ2nf1UMTAxS0RFWkVIWFFYRzJZSlFRTVhDMDZNRS4u

• This is a way to log your training, after you have completed it.
• Come back and request a list of your completed trainings at the end of the year, when you want to spruce up your resume, or when you have your yearly review.
The form will record what you enter, so put in as much or as little as will be of value to you.
• Find the *Training Tracker* in the drop down menu at the top of the FPM website.
• You can also find the *Training Tracker* in the yellow box on any of the training resources pages.
Questions, Comments, Discussion, Participation