Engagement Encouragement

Engagement Excellence Success Stories – UNTHSC Central Services

The last step in the Engagement Action Planning Journey is to Spotlight success. To keep momentum, teams should celebrate small wins towards reaching team goals. To spotlight UNT World success, ODE will run a new series called Engagement Excellence Success Stories. This series spotlights departments across UNT World that are actively doing things to improve their team’s engagement levels. Each success story will show different avenues in which teams can focus on engagement outside of taking the annual Gallup Survey.

This week ODE would like to spotlight the UNTHSC Central Services Department.

The HSC Central Services team is comprised of Central Receiving, Mail Services, and Property Control. The staff is led by Karl Skaar who has been the department’s leader for 2 years. Karl credits spending quality time with team members and constant communication as the team’s key to engagement.

**Number of People:** 11 staff members

**Engagement Mean Score:** Direct Reports – 4.72, Department Roll Up – 4.50

**Interview:** Karl Skaar

**Interesting Fact:** Most team members stayed working on campus during the pandemic.

**How often do you normally talk about engagement with your team?**

**Skaar:** I don’t use the word engagement that much, but I try to visit all my groups. I try to visit at least three times a week and ask about what they are doing, how they are doing and what direction they want to go. We want everybody to excel either here or if we can get them into better positions than they are now because most of our positions are entry level.

**Is there an element of engagement your team is focusing on improving now?**

**Skaar:** The team is currently working on documenting processes to aid new team members when they join the central services team. There is a lot of training going on…everybody is learning everybody’s job. We do a lot of teaching each other what their job is and that really reinforces their own jobs.
What do you feel has been the one thing you have implemented to improve team engagement levels?

**Skaar:** Communication. What I found over the years, is just to go into somebody else's environment, so I'll actually go on a mail run with folks, and I'll go out on delivery so I'm in their world and they're not coming to the office per se so it's their comfort zone. Everyone rotates and gets to know what the other group does. When they spend enough time, talking and being interested and learning what the other group does, they realize what they do is important, and they get to share that with somebody else, everybody wants that attention. For me to go up there and take the time and learn what my team is doing, it kind of sets the tone for everyone else.

What advice do you have for other teams across UNT World about improving the level of engagement on the team?

**Skaar:** The biggest thing you can give people is time and your ears. When I meet with people I don't sit behind my computer, I intentionally walk over to where they are or to my conference table and have a conversation with them.

The other thing is people hoard knowledge. Give everybody more tools than they need. Instead of making decisions for them, say, “Well here is how I got to it and here are the resources you need to make the decision in the future.” People are really receptive of not just being told but being shown how to do things.

We are here for you! Contact us by sending an email to Organizational Development and Engagement at ode@untsystem.edu.

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**Upcoming Live Sessions via Zoom**

There is no time like the present to participate in professional development! ODE offers a variety of virtual professional development options such as the Live Training Via Zoom. Our live Zoom training gives you an opportunity to interact with the presenter and participants in real time. Please see our upcoming Live Trainings Via Zoom below:

**Leading Change for Supervisors**  
**When:** Wednesday, May 12, 2021 • 2:30 PM – 4:00 PM

**Perception Checking**  
**When:** Wednesday, May 19, 2021 • 10:00 AM – 11:30 AM

**Resume Tips**  
**When:** Wednesday, May 26, 2021 • 11:00 AM – 12:00 PM

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**Mental Health Awareness Month**

To recognize Mental Health Awareness Month, ODE recommends the following pre-recorded webinars:

**Strategies for Flourishing in the New Normal: Is it even possible?**  
For many of us, the past year has been a turbulent year where we have faced extensive challenges and shifts in how we respond and relate personally and professionally. This pre-recorded webinar will acknowledge these challenges as well as provide practical strategies and resources as we return to what some are calling the “new normal”.

**Engaging with Empathy**
This session is based on Empathy. In order for employees to connect and communicate with each other successfully, they must be able to recognize each other’s emotions and respond appropriately.

The Engaging with Empathy pre-recorded webinar introduces three types of empathy and identifies how empathy can be displayed inside of the workplace.

**How to Manage Your Emotions**

Emotions guide our behavior (sometimes productively and sometimes not). Emotions, even positive ones, can cause us to make impulsive and sometimes irrational decisions.

Emotions are often a signal, however, they don’t solve problems. If not expressed constructively, emotions can drain energy and damage relationships.

It is important to learn how to handle emotions effectively, controlling one’s thoughts about a situation, and creating healthy work relationships.

[Click here](#) for a full Schedule of Events being offered by UNT World Human Resources.

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**Featured 5 Minute Wisdom**

**Leading Teams with Paula Welch**

Paula Welch, Associate Vice Chancellor for Finance & System Controller, UNT System, talks about leading teams in the "Leaders on Leading" audio clip series. This series features quick, entertaining, and motivating Q&As with organizational leaders on having an impact and developing people. Listeners will get real-world advice, learn practical tips, and hear inspirational stories to help improve their own leadership skills.

Paula Welch
Associate Vice Chancellor for Finance & System Controller
UNT System

*The ODE 5 Minute Wisdom Podcast is available on Spreaker, Spotify, and Apple podcast platforms.*

[CLICK HERE](#) to view all of our podcasts on the ODE website.

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**ePAR Electronic Payroll Action Request Training**

Do you need to know how to submit an ePAR (electronic payroll action request)? Not sure when an ePAR is required, or where to go access the ePAR system? ePAR is the method to enter and/or update employee and position details in the HR/Payroll system.

**This training will cover:**

- What is an ePAR?
- When is an ePAR used?
• Demonstrate how to create: Salaried hire, hourly hire, employee change within, termination, vacant position change

Please see our upcoming Live Trainings Via Zoom below:

**Introduction to ePAR**
*When:* Tuesday, May 25, 2021 • 10:00 AM – 11:30 AM

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**Family Medical Leave / Sick Leave Pool Parental Leave Training**

The Family and Medical Leave Act (**FMLA**) provides certain employees with up to 12 weeks of unpaid, job-protected leave per year. Sick Leave Pool provides up to 720 hours of paid leave for catastrophic injuries or illness. Parental Leave provides up to 12 weeks of unpaid leave for birth and adoption for those who do not qualify for FMLA.

Join us to learn more about these leave types and what you as a supervisor/manager need to know and do.

**In this session you will cover:**

- What is Family Medical Leave, Sick Leave Pool, Parental Leave?
- Who is FMLASource?
- What is My Role as a Supervisor?
- What is Human Resources Role?
- What Responsibilities do my Employees Have?

Please see our upcoming Live Trainings Via Zoom below:

**Manager Overview of Family and Medical Leave, Sick Leave Pool and Parental Leave**
*When:* Tuesday, June 8, 2021 • 2:00 PM – 3:00 PM