Engagement Encouragement

Engagement Excellence Success Stories – UNT Human Resources

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’s success, ODE is running a 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 HSC Correctional Medicine

**Number of People in Department:** 29

**Engagement Mean Score:** Direct Reports- 4.70, Department Roll Up- 4.64

**Interview:** Kristi Wright, Senior Director of Clinical Operations and Stephen Robertson, Associate VP for Contract Operations, Business Operations and Correctional Medicine

UNT HSC is under contract to provide health care for approximately 3000 inmates. HSC Correctional Medicine is in charge of providing In-patient, out-patient, hospital services and specialty services for highly acute and chronic health needs of male and female inmates for the Federal Medical Center Fort Worth and Federal Medical Center - Carswell. The Federal Medical Center - Carswell, which is a female facility, is the only medical center in the U.S. that supports chronic health care for female inmates.

**How often do you talk about engagement?**

**Stephen Robertson:** We talk about Gallup during our management and group MS Teams meetings. Even before Gallup happened we had a poster in the breakroom that listed each one of the questions and it’s right there by the refrigerator. So, everybody sees it every day, if they go in the refrigerator and get their soda or their water they see it right there on the wall so they know the questions.

I also think it’s important to share results. Not only seeing what their comments were, but that the comments they provided are pretty much like everybody else, that way they can see that this is a pretty good gig here.

**What do you feel has been the one thing you or your team has implemented to improve team engagement levels?**
Stephen Robertson: I have daily MS team updates where I give a 10,000-foot level summary of, “hey here’s what’s going on,” I highlight office projects, information from HSC Daily News, success and challenges, and I even have an uplifting meme or GIF at the end of my message. I will have a Monday meme and a Tuesday meme, I even had a David Hasselhoff meme week.

Kristi Wright: Because we have people in the prisons and working remote locations they were feeling disconnected, so with the daily updates we try to make them feel included because they are there doing what nobody else wants to do right now.

Stephen Robertson: In those daily updates, because other peers get a copy of that update, they see that we try to recognize good work and accomplishments and I think that has helped with morale.

Last fiscal year, we also developed a monthly staff newsletter called “The Correctional Way” to highlight big wins, office news, employee birthdays, upcoming wins and recipes. We also spotlight one randomly chosen employee who answers fun and innovative personal questions and shares photos of family and friends. It has been really nice and people seem to enjoy it.

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

Stephen Robertson: Every single one of the Q12 questions is important to reinforce. Our goal is to continue to identify opportunities and innovative methods to engage our staff. Just because we are at the top of the scorecard we can’t be complacent.

Kristi Wright: I tell my team, “even though something is working, how can we do it better?” I want to work smarter not harder, so they’re constantly saying, “hey can we do it this way, can we try this?” 100% we want to make things better and we’re constantly looking at that and reevaluating how we can do better for our people.

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

Stephen Robertson: Things that have been successful for us is being a “people person”, all of our managers are “people persons”. You have to empathize, be interacting, sit there and talk to people…manage on your feet. And we’re here to recognize people for the efforts that they provide in terms of their performance and in their contributions…you have to value people.

Kristi Wright: I think just with the people that we’ve hired, we just do a really good process of vetting because we work in the prisons. I have to be very careful, who I recruit because not everybody’s cut out for that. I’ve got to make sure that they are “people people” that they can engage and have conversations because I’ve got to really depend on my staff to be able to communicate with our contractors to make sure that our jobs are done and I think, since I’ve been here six years, that people that we’ve brought in, have just been wonderful.

Stephen Robertson: Also, you have to have an all-inclusive environment. We get ideas feedback and suggestions from our staff and consider those suggestions in order to improve the efficiency of operations and support we provide to our external and internal customers. Ideas from our staff have resulted in different volunteer opportunities, a softball team, gardening together, and a BBQ.

If you have any questions, send an email to Organizational Development and Engagement at ode@untsystem.edu.

Featured Webinar of the Week
Perception Checking

Perception Checking: Have you ever heard the notion: “Perception is reality”? Are you willing to engage in an intentional, strategic process to ensure that the way you perceive and are perceived by, others, is actually an accurate assessment?

Perception checking is a process that helps individuals decode messages more accurately and reduces defensiveness and the potential for conflict. This is significant in both personal and professional relationships.

Our goals during this session are to:
1. Gain insight into the process of perception checking and the benefits of engaging in it
2. Recognize the potential of perception checking to improve relationship quality
3. Practice perception checking through reflecting on, and creating, scenarios

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Featured 5 Minute Wisdom

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.

These trainings 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

Live Training
Please see our upcoming live trainings via Zoom below:

**Introduction to ePAR**
**When:** Thursday, July 29, 2021 • 2:00 PM – 3:30 PM

Online Training
Please access the on-demand trainings now available via UNT World Learning for an introduction to the ePAR process and several of the most commonly-used tasks:
FLUID Training

Employees will have tile-based access to personal information, payroll, benefits, employee resources, etc. In addition, the new Fluid platform will give you the ability to personalize tile location, and is easier to navigate on mobile devices.

These courses will provide an overview of the Employee Self-Service home page, Manager Self-Service home page, and time and labor functions in the new PeopleSoft Fluid environment. At the conclusion of these courses, users will know:

- What is Fluid
- Important terminology
- How to access and navigate the platform
- How to use Time and Labor functions
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, August 10, 2021 • 2:00 PM – 3:00 PM