



SPRING 2024

HR LISTENING SESSIONS

OVERVIEW

- Staff were invited to participate in Listening Sessions with Alison Miller, Interim AVP HR
- Sessions took place in May 2024
 - 4 virtual sessions, each with capacity for 25 staff members
- Goals:
 - Increase staff access to HR leadership and promote direct connections between HR leadership and staff
 - Hear feedback on what HR programs/services are working well and where we can improve, including providing ongoing opportunities for staff to share feedback with HR

MAIN TAKEAWAYS

What is working well?

- Flexible work arrangements
- Culture of care & appreciation
- Benefits & leave

Where can we improve?

- Career development
- Performance management
- Recruitment & retention

HR ACTION STEPS

- Keep the lines of communication open via a feedback form, Manager Town Halls, and HR listening sessions once/semester
- Continue the good work with providing flexible work arrangements (FWAs); encourage managers to leverage FWAs equitably and in ways that support employee success
- Share exit feedback with Exit Survey Program Manager. Move forward with project to standardize exit interview questions to provide comparable insights on key retention metrics across departments
- Share parking feedback with Parking & Transportation
- Share career development feedback with Career Development Program Manager; identify ways to improve clarity of the purpose and process behind career development, including providing support for employees and managers to clarify what action steps can be taken after an employee completes a career development plan
- Share performance management feedback with the Performance Management Program Manager. Continue to review the performance management process and review staff feedback about their experiences
- Continue to support units with recruitment challenges through individualized and systems-based resources. Create forums for HRPs to share best practices, including leveraging workplace flexibility.