



Fall 2024

HR LISTENING SESSIONS

OVERVIEW

- Staff were invited to participate in listening sessions with Alison Miller, Chief Human Resources Officer
- Three one-hour sessions were hosted in October 2024, with 24 staff participating
- Goals:
 - Increase staff access to HR leadership and promote direct connections between VCU HR and staff
 - Hear feedback on what VCU HR programs and services are working well and where we can improve

MAIN TAKEAWAYS

What is working well?

- Appreciation and workplace culture
- Flexible work arrangements
- Career development

Where can we improve?

- Career development
- Manager resources and training
- Consistency of practice

HR ACTION STEPS

- Strengthen training sessions and engagement opportunities for managers; consider ways to enhance the current leadership offerings and create new options based on employee feedback while streamlining marketing and communication in the HR course catalog. New options include:
 - a workshop about onboarding best practices
 - Crucial Influence, a course about leadership and change, from the Crucial Learning folks
 - two eLearnings: feedback for improved performance and having 1:1 supervision meetings
 - a book club for new managers based on The First 90 Days by Michael Watkins
 - access to individual and team strengths coaching using the Clifton Strengths assessment
- Strengthen training and engagement opportunities for managers; consider ways to enhance the current array of manager trainings based on employee feedback
- Research and determine feasibility of creating badges or micro-credentials in identified areas of need in alignment with VCU performance competencies and Quest 2028 goals
- Keep the lines of communication open via a [feedback form](#), Manager Town Halls, staff surveys three times per year, and AVP listening sessions twice per year