DSL Staff Engagement Survey –
Focus Group Results and Next Steps
Survey results: DSL Employee Engagement

1. Supervisor Credibility & Competency
2. Supervisor Fairness & Respect
3. Supervisor Support
4. Shared Leadership
5. Recognition
6. Prospects for Personal Growth
7. Challenge/Job Fit
8. Communication
9. Excellence
10. Teamwork
11. Pride in Job & Employer
12. Resources
13. Performance Measurement
14. Inclusive Environment

Scores range from -100% to 100%:
-100% indicates extreme dissatisfaction,
0% indicates neutral,
100% indicates extreme satisfaction.
Today’s Goals

- Share Focus Group results

- Suggested Action Steps

- Explore Shared Role in Driving Engagement
Focus Group Results

- Recognition
- Communication
- Teamwork/Collaboration
Focus Groups - Methodology

- Led by 2 members, 2 sessions per topic
- Representation from across DSL, average of 8-10
- Action Items Specific to Each Topic
- Overlapping Themes
Recognition - Definition/meaning

- Opportunities to provide input in decision making/access to timely information
- Personalized/individualized recognition
- Recognition from others outside immediate work group
- Being Mentored
- Professional Development Opportunities
- Career Growth/Financial Rewards
Recognition- Suggested Actions

- Timely “thank you” from supervisors and peers
  - Verbal, On-the-Spot, Thank you Card
- Stories of accomplishment on DSL News Blog
- On-the-Spot awards recognized in perf. reviews
- Professional development opportunities
- Flex time/Comp time
- Development for Managers: Recognition, Feedback (two-way), How to Value Employees, Being a Mentor/Coach
Teamwork/Collaboration – Easier to Collaborate if:

- Encouraged by supervisor/explicitly part of my role
- Explicitly valued
- Know each other better
- Feel a part of something together
- Understand colleagues’ work
Teamwork/Collaboration- Suggested Actions

- Bi-annual Division meetings
- D&D- type events by group/role/function
- Community building events
- Speaker series
- Inclusive approach to cross-department projects
Communication- What does it mean to you?

- Being informed/Better informed than students
- Two-way communication
  - Opportunities for feedback
  - Input in decision-making
- Clearer success measures relative to performance
Communication- Suggested Actions

- DSL Brand Enhancement
- Division-wide meetings
- Communication shared from D&D mtgs.
- Strengthen DSL Digest/MIT Yammer Group
- 3 minute video of each office*
- DSL-wide calendar
- DSL President Report- possible to share?
- Developing Managers- Communicating w/ Staff
Heads up! MIT Family Weekend starts tomorrow! The hashtag is #mitfamily. To see other MIT hashtags that are in use, view the "MIT Hashtags" Yammer note. If you have one to add, comment here and I will add it.

MIT Hashtags

*General hashtags: #MIT #GeneralMIT #onlyatMIT When you see it, you would say, "Wow. Only at MIT would you see this." - do not abuse this hashtag.*
Nseabasi Esema
To MIT Social Media
Does anyone have any experience or ideas around conducting a bilingual google hangout? I’m curious to see what this could look like...Thanks in advance for any insight anyone can share!
Like · Reply · Share · More · Wednesday at 4:52pm

Stephanie Eich
To MIT Social Media
Today’s MIT homepage features... the Fall2014 issue of MIT Spectrum! This issue celebrates 100 years of achievements in aeronautics and astronautics, and more great ideas that have launched at MIT. Please let me know if your group would like hard copies of the issue. Enjoy!
http://ow.ly/Dat3A

MIT Spectrum
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The MIT Spectrum is a newsletter distributed without charge to friends and supporters of the Massachusetts Institute of Technology by MIT’s Office...
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Stephanie Hatch Leishman
To MIT Social Media
Hot news today: HootSuite has a new look – http://bit.ly/1s3Nf1B
Overlapping Themes

- One DSL
  - Shared Purpose, Community, Understanding, Alignment
- Clearer success measures
- Opportunity for input, feedback, being informed promotes Trust
- Immediate Supervisor- Key in advancing Engagement
Employee is responsible for taking ownership for those things that will help them feel more engaged in their work.

Manager supports employee engagement and is responsible for taking action that engages their staff.

Organization defines needs and provides the tools and resources that lead to increased employee engagement.

Shared Responsibility
Discussion

What is the role in advancing Engagement for:

- Employee
- Manager
- Organization
Next Steps- DSL All

- Use this information to proactively engage staff
- Learn from your staff what engages them
- Use this information to have a constructive dialogue with your manager
- Periodic updates from the organization level
- Share with rest of DSL
Thank You!

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