# Employee Satisfaction Team

**Meeting Agenda And Minutes**

**PURPOSE:** To create an atmosphere focused on recruitment, retention, satisfaction and dedication that promotes the development and well-being of quality employees.

## 1 Meeting Logistics

<table>
<thead>
<tr>
<th>Title</th>
<th>Employee Satisfaction Team Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Florida SBDC Downtown Center, 401 East Chase Street, Suite 100</td>
</tr>
<tr>
<td>Date</td>
<td>Friday, December 16, 2005</td>
</tr>
<tr>
<td>Time</td>
<td>8:30 a.m. to 10:00 a.m.</td>
</tr>
</tbody>
</table>

## 2 Attendees

<table>
<thead>
<tr>
<th>Participants</th>
<th>Betsy Bowers, Barry Brighton, Lucy Davison, David Faircloth, Marie Glass, Vinesta Lyles, Sylvia Maxwell, Karen Seals, and Shelly Trimm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not in Attendance</td>
<td>Donna Fluharty</td>
</tr>
</tbody>
</table>

## 3 Agenda & Minutes

<table>
<thead>
<tr>
<th>Topic</th>
<th>Owner</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Items</td>
<td>All</td>
<td>See Below</td>
</tr>
<tr>
<td>Decision Items</td>
<td>All</td>
<td>See Below</td>
</tr>
</tbody>
</table>

## 4 Attachments

1. Approved PAT Guidelines
2. “Supervisor/Manager to Staff Reward and Recognition: Needed Philosophies, Processes, and Procedures”
3. Jan 6, 2006 Homework Questions

## 5 Decisions – Approved PAT Guidelines

## 6 Action Items

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Owner</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAT Instructions</td>
<td>Seals and Trimm</td>
<td>Dec 16</td>
<td>Team agreed to adopt PAT guidelines as presented by K Seals and S Trimm. It was suggested that PATs consider developing Purpose statements and that “completing homework” be considered as a membership ground rule.</td>
</tr>
<tr>
<td>Report on PAT Team Organizations</td>
<td>All</td>
<td>Dec 16</td>
<td>Staff-to-staff: co-chairs: Lucy and Vinesta. Team is organized and has met two times. Presented and discussed staff-to-staff recognition and reward survey. Management-to-staff: Chair: Sylvia. Kick off meeting last week. Sylvia handed out Rewards and Recognition Feedback document from the team meeting. Both reports generated much discussion about numerous issues related to moving the EST and PAT activities forward.</td>
</tr>
<tr>
<td>PAT: Mgmt2Staff questionnaires</td>
<td>Maxwell</td>
<td>Dec 16</td>
<td>It was decided that the EST will provide some standardization and guidance on multiple issues. See action items.</td>
</tr>
<tr>
<td>Next Meeting DATE</td>
<td>All</td>
<td>1/27/2006</td>
<td>1/27/2006 @ SBDC Downtown. 3+ hour meeting anticipated. Team needs to be prepared to spend the morning consolidating completed homework assignments. See action items below. Lunch afterward.</td>
</tr>
<tr>
<td>Recorder for next meeting</td>
<td>??</td>
<td>Jan 27</td>
<td></td>
</tr>
</tbody>
</table>

**New Action Items**

| Homework Assignment #1       | All   | 1/6/06 | Email B Bowers with your feedback on the following 6 questions plus your answers to the 10 questions attached to these minutes. These questions are from the Baptist “On the Spot” Reward & Recognition Program. Our six “egg” questions are: |

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We are going to become the number one regional comprehensive university in America, leading the nation in student satisfaction, employee satisfaction and leadership development.

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<th>Action Items</th>
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</tr>
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<tbody>
<tr>
<td>How do we administer the UWF rewards and recognition program?</td>
<td></td>
<td></td>
<td>1. How do we administer the UWF rewards and recognition program?</td>
</tr>
<tr>
<td>How do we promote standards?</td>
<td></td>
<td></td>
<td>2. How do we promote standards?</td>
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<tr>
<td>How do we training managers?</td>
<td></td>
<td></td>
<td>3. How do we training managers?</td>
</tr>
<tr>
<td>How do we track awards?</td>
<td></td>
<td></td>
<td>4. How do we track awards?</td>
</tr>
<tr>
<td>When and how we recognize? What are the levels and frequencies of recognition?</td>
<td></td>
<td></td>
<td>5. When and how we recognize? What are the levels and frequencies of recognition?</td>
</tr>
<tr>
<td>How do we know if EST efforts are a success?</td>
<td></td>
<td></td>
<td>How do we know if EST efforts are a success?</td>
</tr>
<tr>
<td>Consolidated answers from Homework #1 sent to EST. Additional questions that need answers listed. This will be Assignment #2.</td>
<td>Bowers</td>
<td>1/13/06</td>
<td></td>
</tr>
<tr>
<td>Homework Assignment #2</td>
<td>All</td>
<td>1/16/06</td>
<td>Email B Bowers with answers to questions in Homework Assignment #2</td>
</tr>
</tbody>
</table>
GENERAL
Keep PAT (Process Action Team) membership diverse and limit size to functional need.

Select a PAT chairperson or co-chairs; set membership ground rules.

Have an EST (Employee Satisfaction Team) member to serve as communication liaison/mentor who facilitates functions.

Develop a Purpose Statement that is aligned with the EST purpose and details the PAT focus and scope of responsibility.

Establish a recorder or rotate the responsibility among members. Within two (2) work days after a meeting, submit PAT or sub-PAT minutes to EST leader.

Ensure each member is committed to doing their PAT homework.

PURCHASING
Request PAT purchasing projections to the EST (so it may be included in the EST 90 Day Action Plan, which is a living document).

Submit a MWE Budget Request to EST for all expenditures; only use MWE funds for items predetermined on approved yearly EST budget.

Anticipate a 5-7 work day lead time for expenditure approval. *(PAT Chair must receive expenditure approval notification before purchases can occur.)*

REPORTING AND COURTESY
Submit a quarterly report of PAT accomplishments to EST leader.

Send a written report of PAT accomplishments to each focus group member.

Send a written thank you to each PAT member when roll-off occurs or when PAT tasks are accomplished.
1. **What is the goal of the award?**

Possibilities:
- Immediate on the spot feedback as soon as possible after the display of favorable action. (same day minimum)
- Recognition of monthly or quarterly accomplishments
- Recognition of a new completed task that exceeded expectations
- Reward only for behaviors that we want to encourage. Provide positive re-enforcement for desired behaviors.
- Value each employee and each employee’s contributions
- Foster, promote and improve communication between managers and employees

2. **What behavior should it take to receive an award?**

Possibilities:
- University core value
- MWE Standard (someone who really shines)
- Departmental essential characteristics
- Customer comment or customer survey
- Observed customer behavior by a manager
- Going Above And Beyond

3. **When someone identifies that an employee deserves an award, how should that supervisor/manager give the award? What tools will be available to managers? Will the process to obtain the award support the intended goals previously outlined in Section I?**

Possibilities:
1. The immediate supervisor will possess the personalized award for the first couple of tiers. Higher level awards will be accessed from the appropriate Associate Director through the supervisor.
2. An automated online award system will exist that is used by managers
3. A university office of awards will exist that provides direct support to managers

4. **How employees feel about their manager has a great deal to do with their own satisfaction. To build a relationship of trust and**
create a nurturing environment, how is the employee’s leader going to be informed about the employee’s contribution and performance?

Possibilities:
- Staff meeting Reward & Recognition report cards. Each supervisor will report via the report card on thanks you notes etc. that were handed out.
- Reward & Recognition electronic message boards.
- Employee will present hand written notes etc. from supervisors and management to immediate supervisor. After multiple recognized acts (number not yet determined) the supervisor will request lunch voucher, gift card, UWF shirt and other items identified as desirable by the employee group. At that time written notification of the employee’s awards will go to the Director.

5. Are awards going to be based on a tiered approach, collection of a certain number of awards, or a random drawing? What is going to be the number of awards that need to be collected to redeem a gift? What is the gift/award going to be?

Possibilities:
- This will be a tiered approach and the gift or reward will be personalized for each individual at multiple tiers.
- Ratios will be developed for departments and/or divisions based on the current ratios used for annual awards (ie: Apple, Administrative Affairs awards, Student Affairs awards)
- Management to staff initiatives can emphasize non-monetary rewards and university to staff initiative can emphasize monetary rewards

6. Once the specified number of awards is collected, what are the steps in the transaction that will take place for the employee to redeem their gift?

Possibilities:
The employee will present thank you notes etc and recognitions to the immediate supervisor to initiate the tiered reward scheme.

7. Where will the award (the actual tablet of paper certificates) distribution centers be located? Who will reorder? Where will the gift redemption center be?

Possibilities:
• The acquisition will be handled by an assigned person in the Human Resources Department.
• The distribution will be handled by each department at the Associate Director and Supervisor level.
• Gift redemption, depending on the level will be at the offices of the supervisor, Associate Director and Director.
• Initially the requests for all items and re-orders will be submitted to the Employee Satisfaction Team Leader on the MWE request form for review and then forwarded to the MWE Coordinator for approval and procurement.

**Additional Considerations for the Employee Satisfaction Team**

**How is the team going to track awards?**
**Weekly? Monthly? By Department number?  By Department Manager?**

Possibilities:
- Via reporting at bi-weekly staff meeting of supervisors and coordinators.
- Maintain/track via a web based database.

**How is award utilization going to be communicated and to whom will the information be communicated?**
**Monthly report, quarterly report, as well as annual utilization and dollars spent?**

Possibilities:
- Monthly report to the Employee Satisfaction Team & annual data for budget submission
- Managed through an HR Awards Office.

**How will utilization of the award be celebrated?**

Possibilities:
- Photo and recognition article in Argus
- The awards that are given should somehow be reflected in the official personnel record for the employee and would follow the employee from department to department.
- It should not be the employee’s responsibility to keep track of any awards received.
- Awards should not be based on length of service. Once an employee is off the probationary period they should be eligible for anything

**What will be done for managers with low or no utilization of the award?**

- Tie it into the managers’ performance evaluation. If the manager doesn’t follow through, then indicate that on the annual performance evaluation
How will the award and accompanying policy be rolled out to the UWF Leaders? What are the key points for managers and employees?

- With cabinet and MWE leadership team approval, why not roll out at the beginning of the Fiscal Year. That should motivate everyone.

  **Key points for managers and employees:**
  1. Communication is like baseball – work together to win.
  2. Learn to give and receive constructive criticism.
  3. Managers aren’t gods...they are just people.
  4. For every one of us, there are four or five people looking jobs. Do it or get off the pot.
January 6, 2006 Homework

Our “eggs”:
1. How do we administer the UWF rewards and recognition program?
2. How do we promote standards?
3. How do we training managers?
4. How do we track awards?
5. When and how we recognize? What are the levels and frequencies of recognition?
6. How do we know if EST efforts are a success?

From Baptist Reward/ Recognition Workbook:
1. What is the goal of the award?
2. What behavior should it take to receive an award?
3. When someone identifies that an employee deserves an award, how should that supervisor/manager give the award? What tools will be available to managers?
4. How employees feel about their manager has a great deal to do with their own satisfaction. To build a relationship of trust and create a nurturing environment, how is the employee's leader going to be informed about the employee's contribution and performance?
5. Are awards going to be based on a tiered approach, collection of a certain number of awards, or a random drawing? What is going to be the number of awards that need to be collected to redeem a gift? What is the gift/award going to be?
6. Once the specified number of awards is collected, what are the steps in the transaction that will take place for the employee to redeem their gift?
7. Where will the award (the actual tablet of paper certificates) distribution centers be located? Who will reorder? Where will the gift redemption center be?
8. How is award utilization going to be communicated and to whom will the information be communicated? (e.g., monthly report, quarterly report, as well as annual utilization and dollars spent?)
9. What will be done for managers with low or no utilization of the award?
10. How will the award and accompanying policy be rolled out to the UWF Leaders? What are the key points for managers and employees?