



People Pulse

Linda Matzigkeit

SVP, Strategic Planning and Human Resources

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Agenda

- People Journey
- Our 2011 System Goal: Refocus on people
- Our Successes
- Our Opportunities
- Q&A



Our People Journey



The People Journey

1998 – 2002

Integration
Culture
Definition

2003 – 2004

People Strategy
Employee
Promise
People
Programs

2005 – 2008

88%
Engagement
Fortune's 100
Best
Working
Mothers
*Employer of
Choice*

**2009 –
Today**

*Strong Enough
to Care Enough*

Achieved
target.

Environmental
Shift

*What's
Next?*



Our 2011 System Goal: Refocus on People



Refocusing on people

System goal: Create and implement a plan to ensure we refocus on people

Who do we want to be as an employer?

How do we live this?



Our Successes



Employees Like Our Unique Environment

**EXCITED
TO COME
TO WORK**

“FAMILY”

EXCELLENCE

**ALL IN THIS
TOGETHER**

TEAMWORK

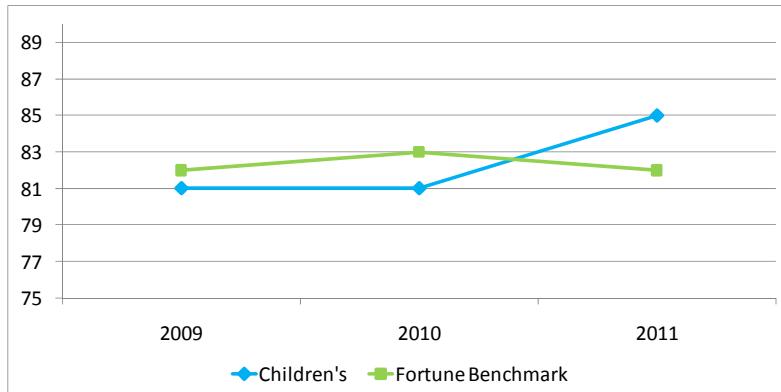
**WORK/LIFE
SUCCESS**

PRIDE

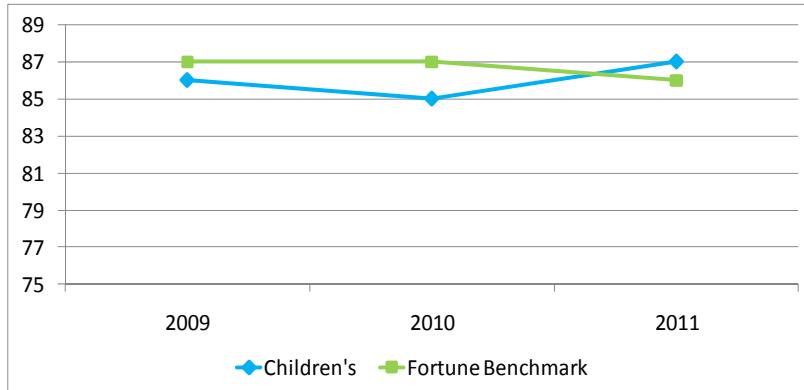


Survey Results

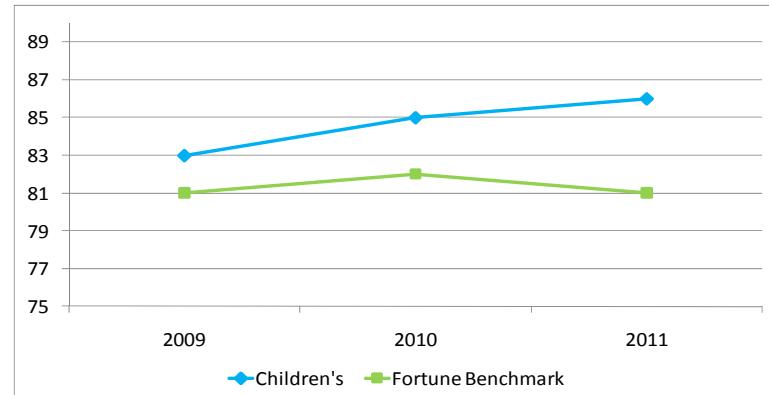
People look forward to coming to work



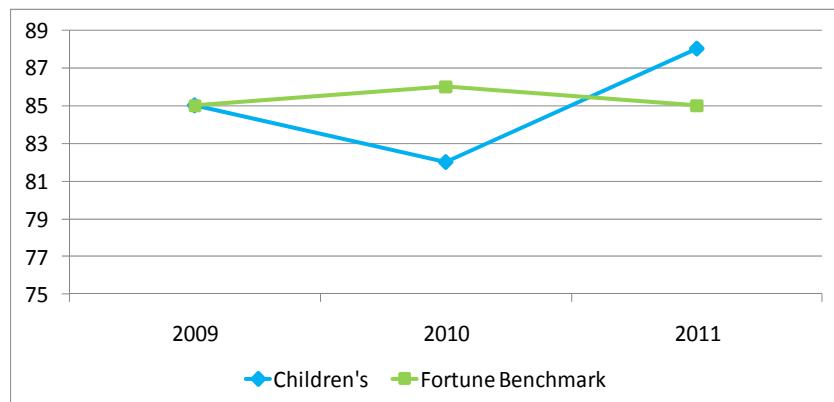
There is a “family” or “team” feeling



People are encouraged to balance their work life and their personal life



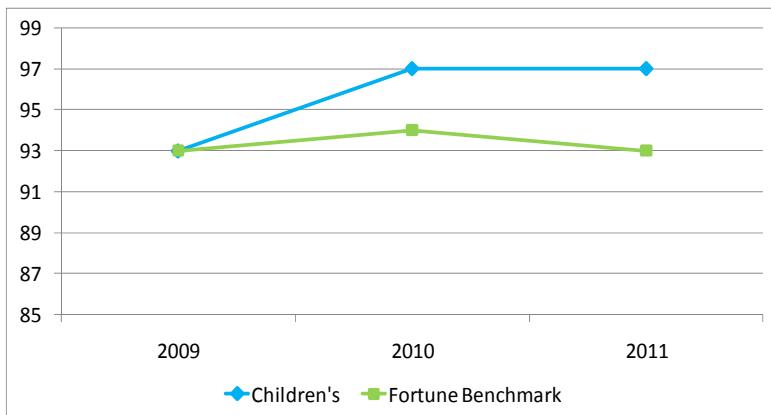
We're all in this together



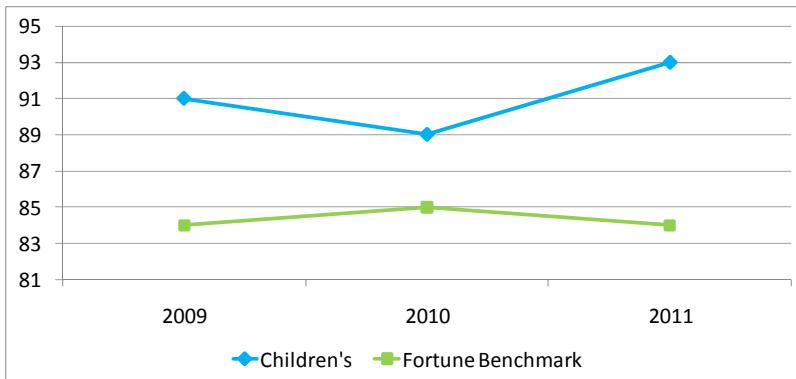


Survey Results

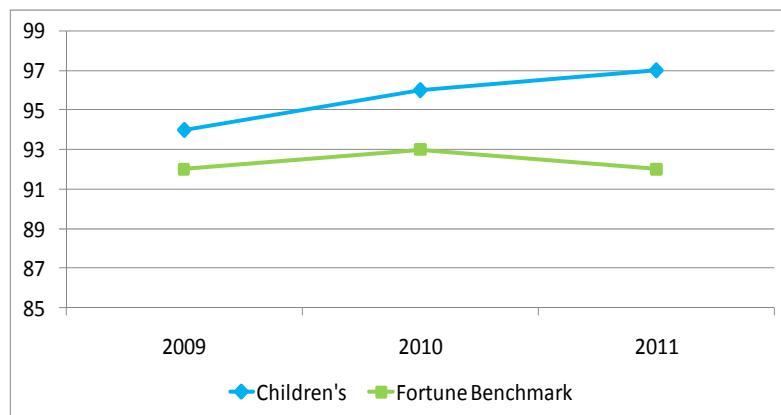
I am proud to tell others I work here



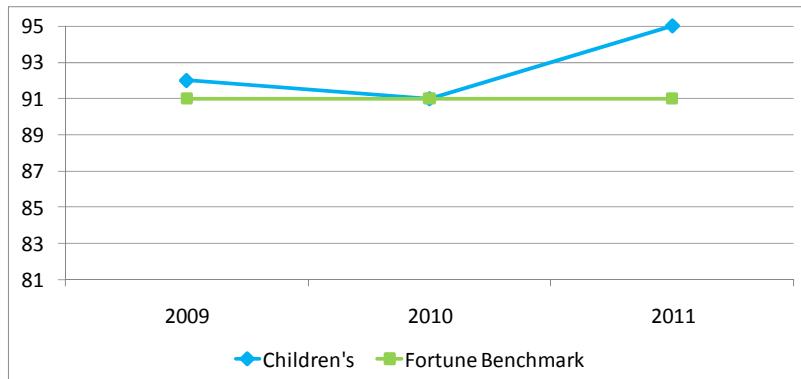
My work has special meaning: This is not “just a job”



I feel good about the ways we contribute to the community



When I look at what we accomplish, I feel a sense of pride





What Employees Are Saying

This a friendly,
helpful
atmosphere.

We are in this
together and we
are all here for
the kids and their
families.

Thanks to the support
of my manager, I can
balance my role as a
working mother and
nursing student.

When I tell people I
work here, I do so
with great pride
and honor.

I feel at home when I come to
work. Everyone works together,
and the people I work with truly
feel like they are my family.

The love and support
from my team when my
son was injured will
never be forgotten.



How you live this...



ICE CAN'T ROCK THIS HOUSE
Team Code White 2011





Our Opportunities



What Employees Want: To Feel Valued

You value my contributions

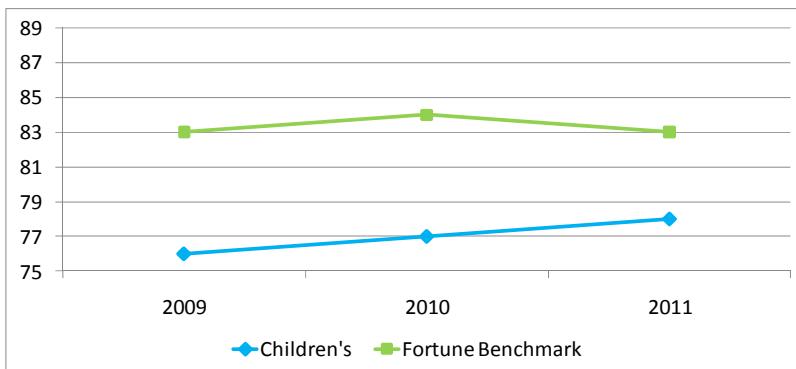
You trust me to do my job

I feel appreciated

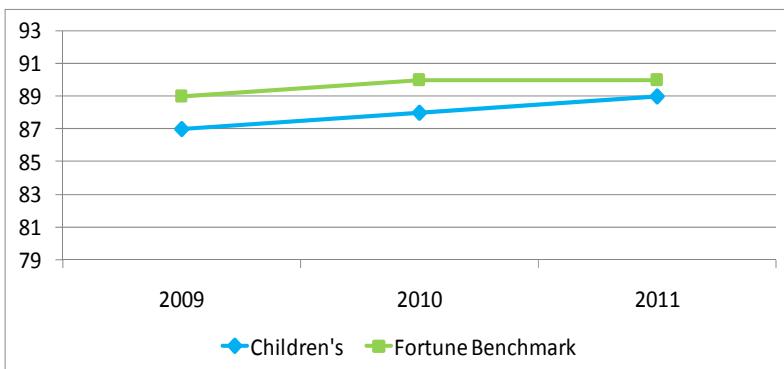


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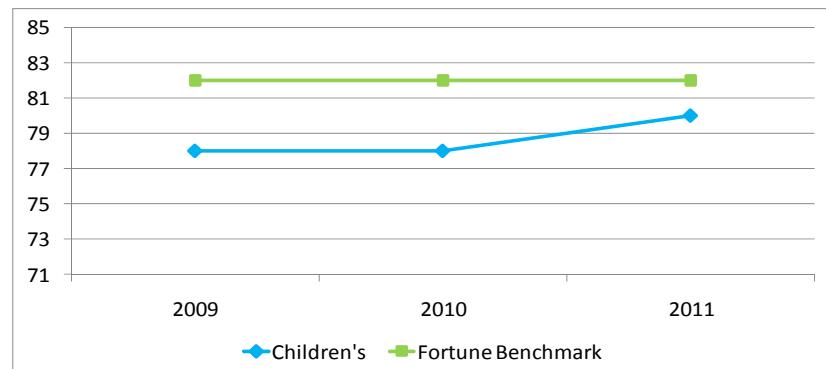
Management shows appreciation for good work and extra effort



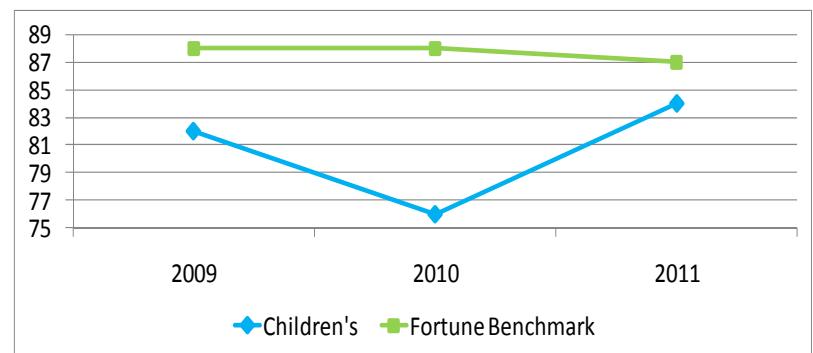
People here are given a lot of responsibility



Everyone has the opportunity to get special recognition



Management trusts people to do a good job without watching over their shoulders





Examples of Showing Value

Thank often and be specific

Pause and recognize before moving to lessons learned

Delegate challenging assignments

Connect contributions to the big picture



What Employees Want: A Voice

I can approach
you no matter
what

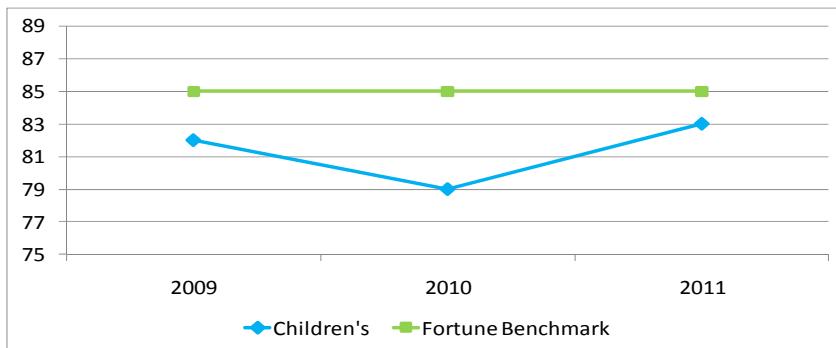
I feel like I am
heard

You ask for
my input and
ideas

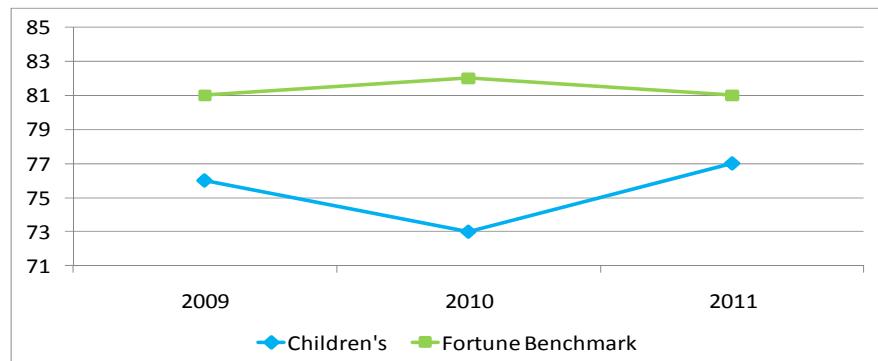


Survey Results

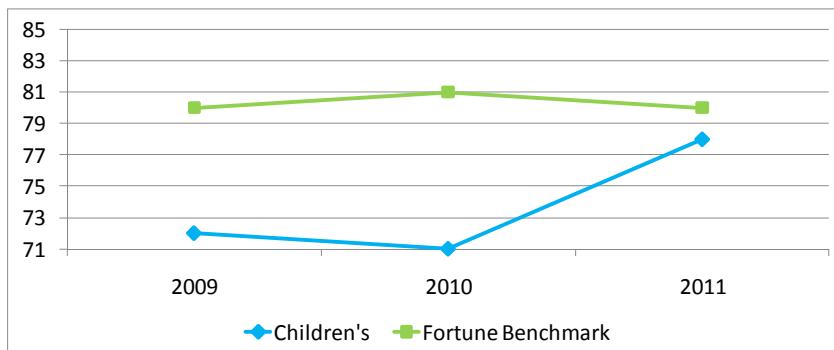
Management is approachable and easy to talk with



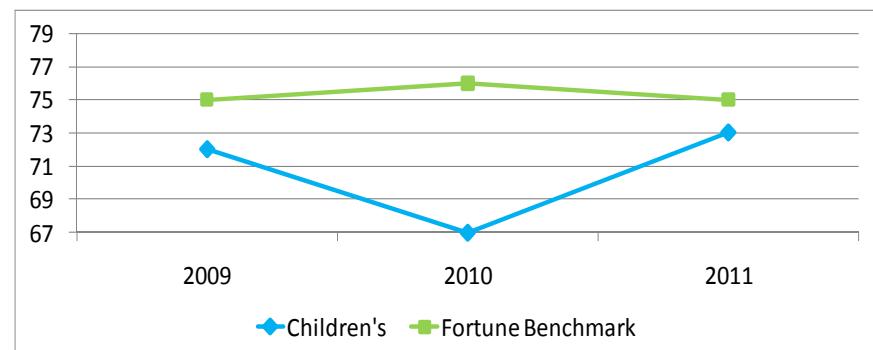
I can ask management any reasonable question and get a straight answer



Management genuinely seeks and responds to suggestions and ideas



Management involves people in decisions that affect their jobs or work environment





Examples of Giving Employees “a Voice”

Informal

- “Plant your feet” during hallway conversations
- Listen first and talk second
- Genuinely follow through on suggestions

Formal and Structured

- Hold open office hours
- Conduct staff meetings with time reserved for recognition and ideas
- Utilize Employee “voting”



We Want Your Input

Following this webinar, you will receive an email with additional questions to discuss with your leadership teams in the coming weeks.

Please submit your responses by Friday, July 1st to internal.communications@choa.org.



Summary

In general, *employees are engaged and happy*. To improve engagement, employees would like to feel valued for their unique contributions and to feel like they are listened to by their direct supervisors.





Q&A