



BUILDING WORLD-CLASS EMPLOYEE ENGAGEMENT

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WHAT WE'LL COVER

- What employee engagement is – and why it matters
- Results from a national survey
- Roadmap to improving engagement
- Keeping a remote workforce engaged
- Building world-class engagement in Henderson



CPS HR CONSULTING

- Independent and self-supporting government agency
- Mission – promote excellence in public sector
- Full range of HR solutions for government
- 1,200 clients



Robert J. Lavigna

Engaging Government Employees

Motivate and Inspire Your People
to Achieve Superior Performance



WHAT IS EMPLOYEE ENGAGEMENT?

Heightened connection

Personal meaning:

- Pride
- Organization values me

“Discretionary effort”



ENGAGED EMPLOYEES

- ✓ Have strong relationships in organization
- ✓ Go extra mile for customers
- ✓ Volunteer ideas
- ✓ Work hard – and smart
- ✓ Will stay – even for less money
- ✓ Recommend organization as good place to work
- ✓ Show up for work
- ✓ Get things done

WHY DOES ENGAGEMENT MATTER?



THE WALL STREET JOURNAL.

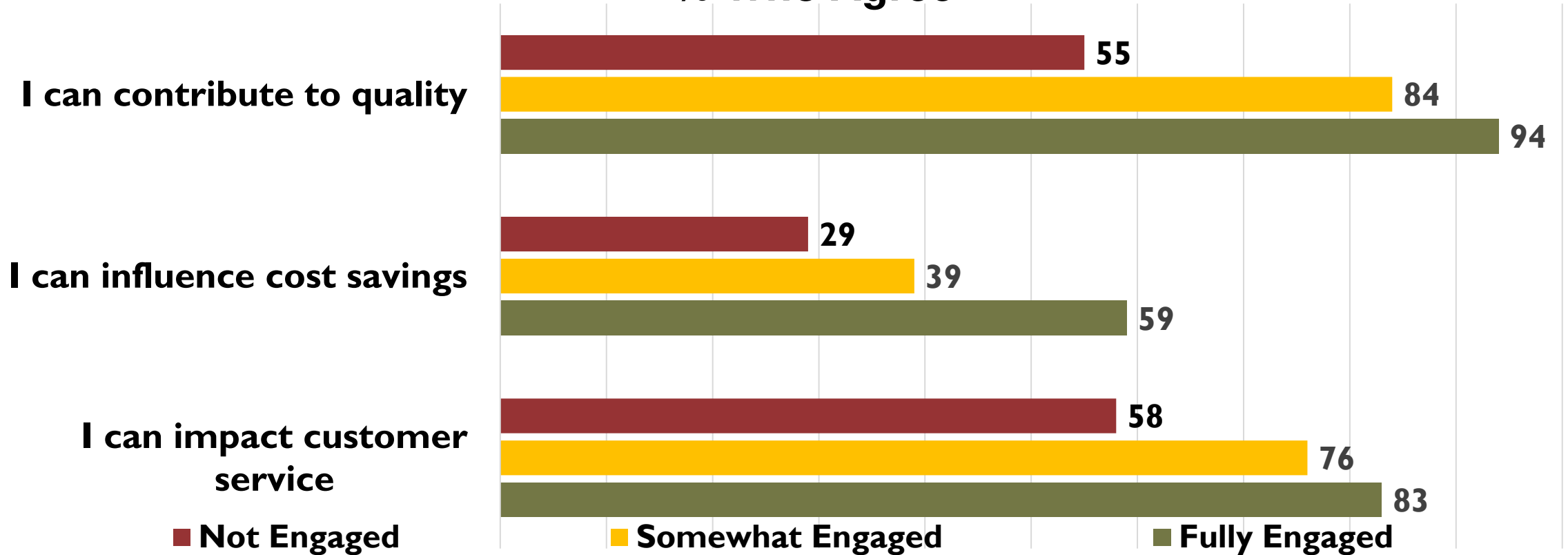
BUSINESS | LEADERSHIP

A Company's Performance Depends First of All on Its People

The biggest jumps in the Drucker Institute's ranking of best-managed businesses were at companies with big gains in employee engagement and development.

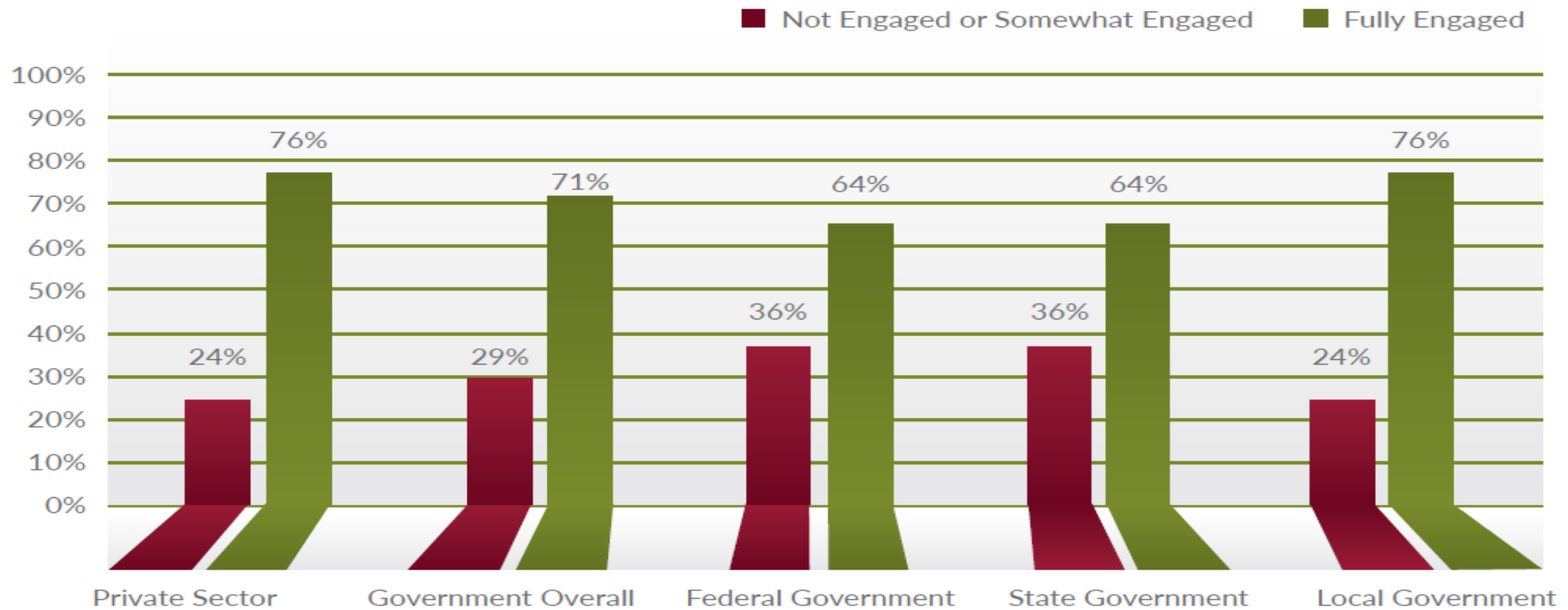
PUBLIC SECTOR

% Who Agree



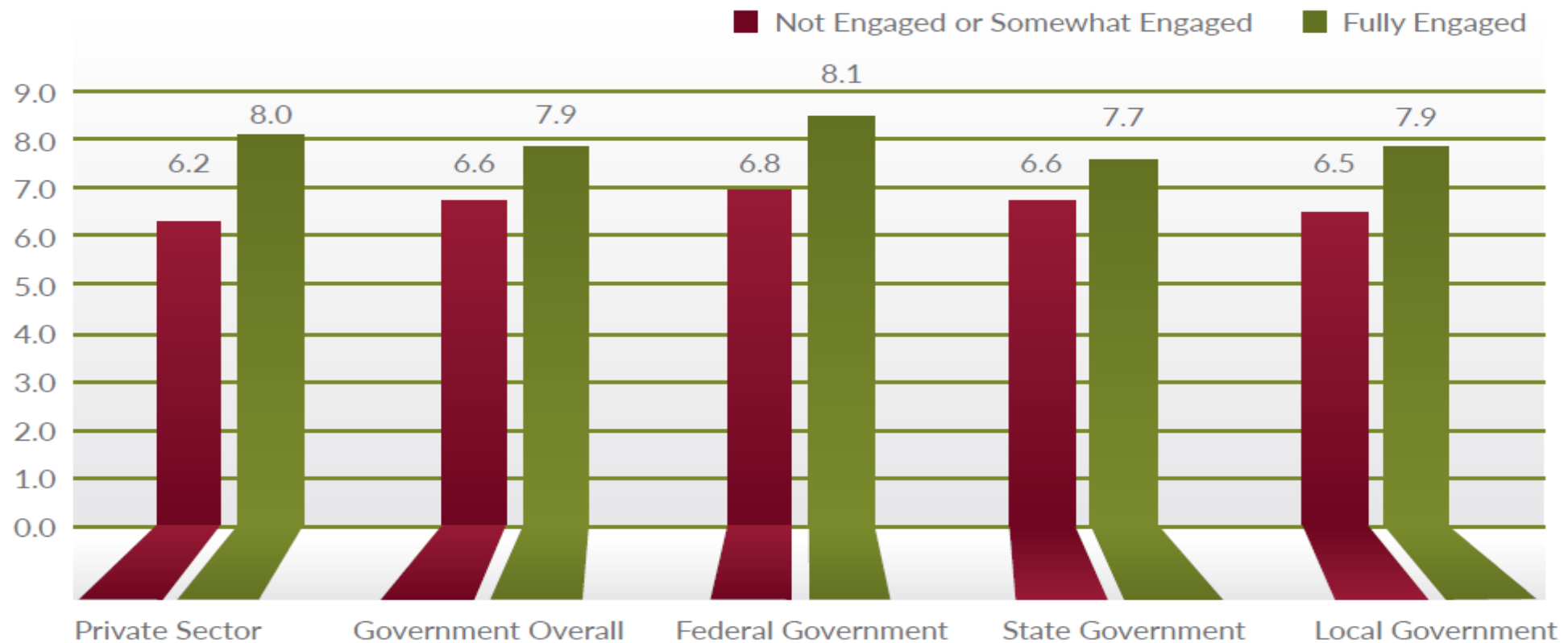
ENGAGEMENT AND MISSION SUCCESS

My Organization is Successful at Achieving its Mission (% Agree)



ENGAGEMENT AND LIFE SATISFACTION

Overall, How Satisfied are You With Your Life?

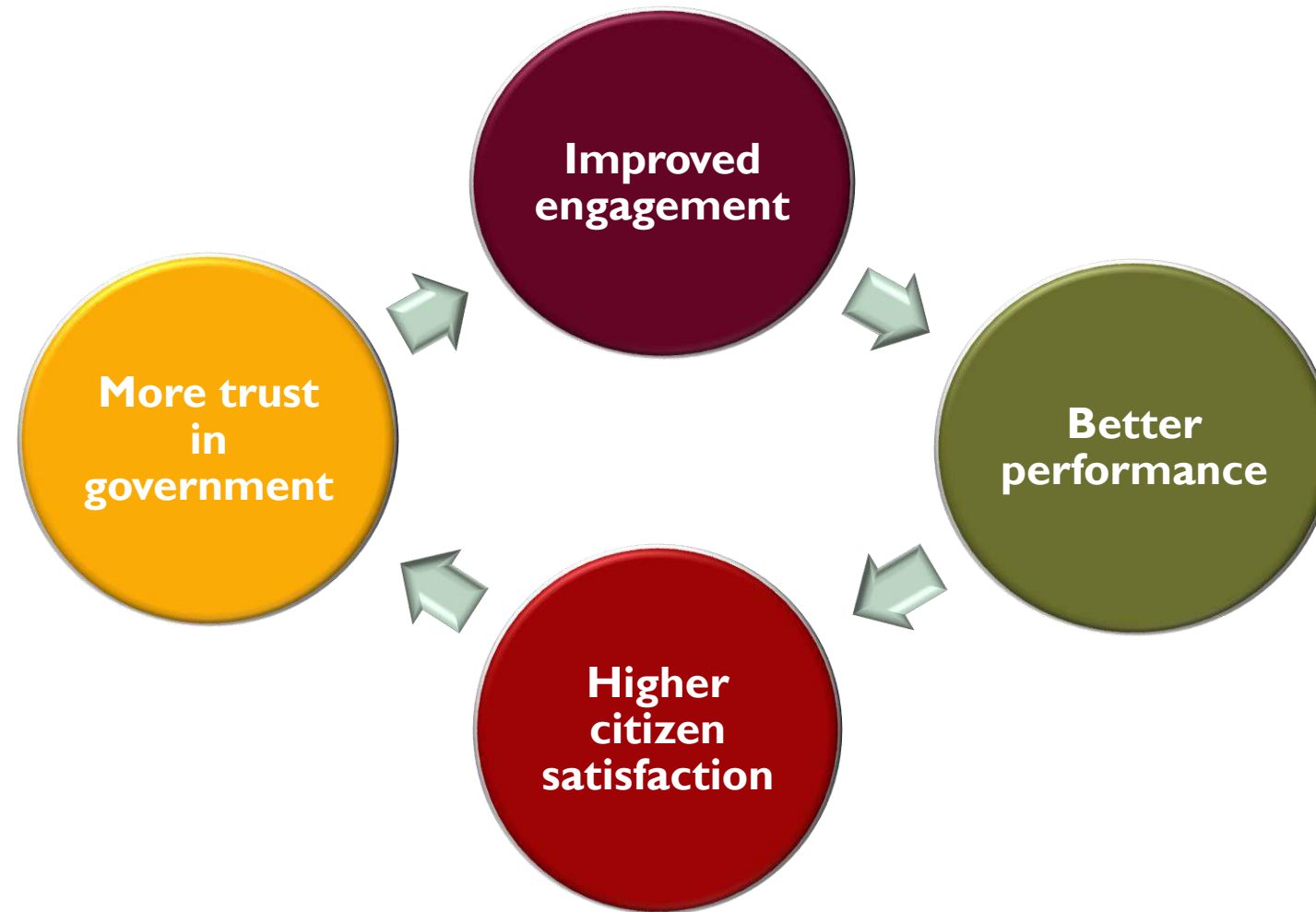


IN PUBLIC SECTOR, ENGAGEMENT LINKS TO:

- Strategic goal achievement
- Innovation
- Performance
- Customer service
- Employee retention
- Collaboration and teamwork
- Attendance



ENGAGEMENT VALUE CHAIN

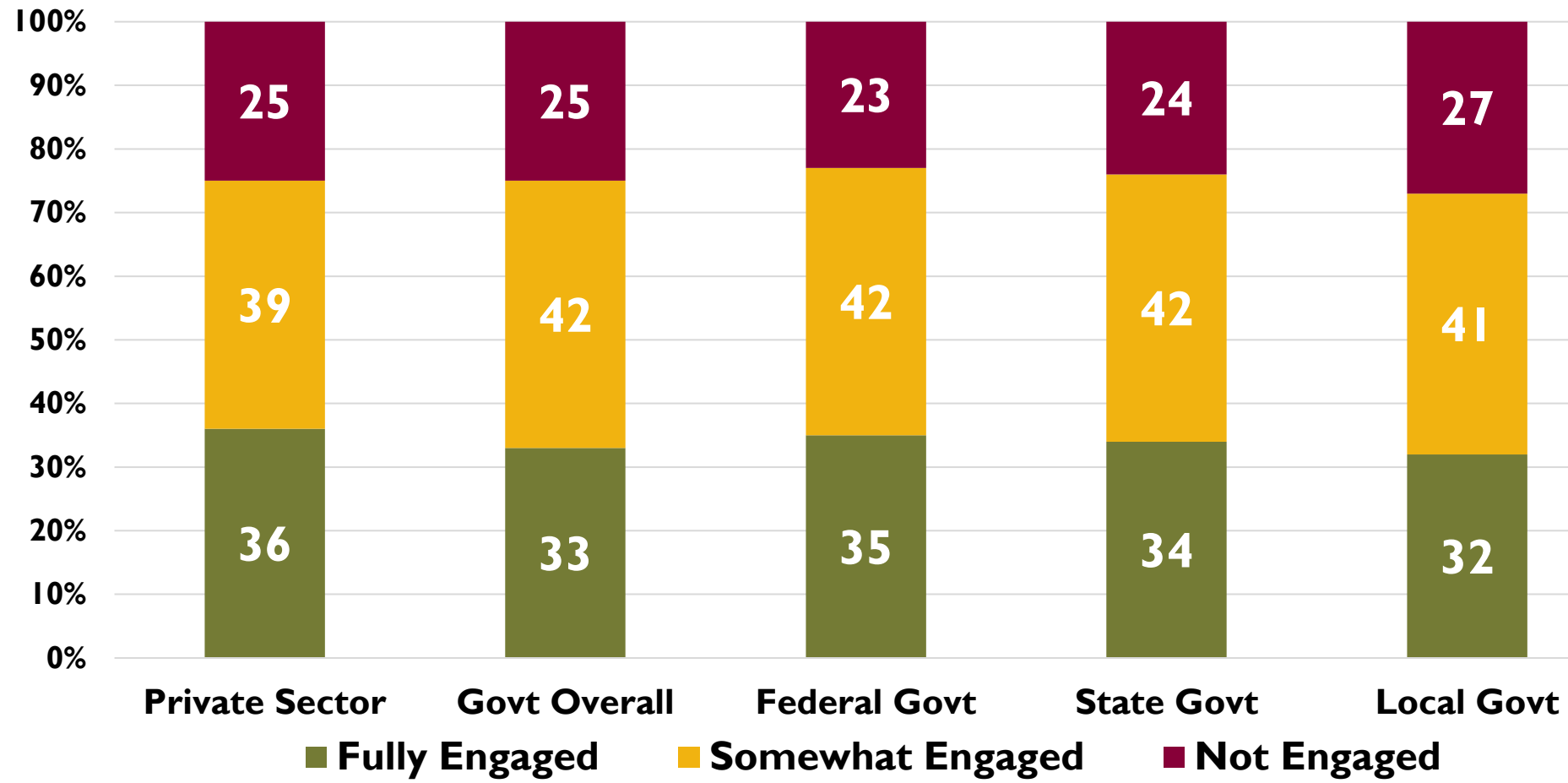


CPS INSTITUTE NATIONAL POLL

- Engagement levels – public and private sectors
- Conducted online annually
- 2,000 respondents from across U.S. – variety of occupations
- Quota sampling to match U.S. key demographics
- Weighted estimates



HOW ENGAGED IS THE U.S. WORKFORCE?



INTEREST V. ACTION

Engagement Interest vs. Engagement Measurement (% Who Agree)

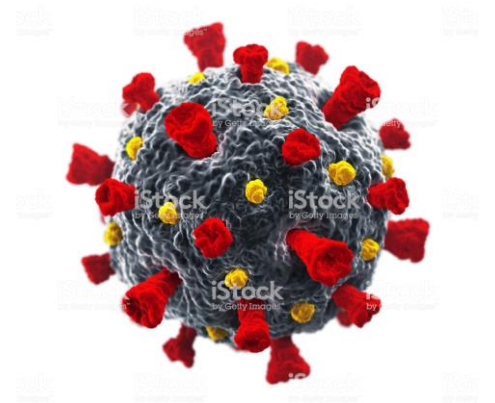
	2018	2019
Employee engagement is an important issue	79%	84%
Employee satisfaction surveys are used	30%	29%

CPS INSTITUTE ROADMAP



MAINTAINING ENGAGEMENT IN PANDEMIC

- Provide strong and visible leadership
- Communicate, communicate, communicate
- Don't neglect training and development
- Appreciate and recognize
- Set expectations and provide tools
- Ask for feedback





PUBLIC SERVICE
RECOGNITION WEEK

MAY 3-9, 2020

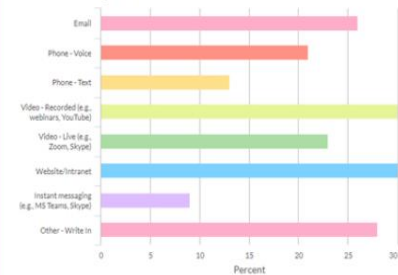
<https://psrw.ourpublicservice.org/>

Employee Connection Survey

Understand the impact of COVID-19 on your organization.



Please select the TWO communication approaches you have found to be most useful during this time?





Value	Percent	Responses
Email	26%	12
Phone - Voice	21%	10
Phone - Text	13%	6
Video - Recorded (e.g., webinars, YouTube)	9%	4


The coronavirus (COVID-19) has caused a tremendous shift in how public sector employees approach their work lives. To give back to our clients and partners in the public sector, the Institute for Public Sector Employee Engagement at CPS HR Consulting created a survey and report tool that provides insight into the impact of COVID-19 on the employee experience.

We are offering this survey and analysis **FREE** of charge. If you are interested, we invite you to explore the **sample survey** and **sample report**. Ready to get started? Simply click the link below and fill out the form. We will provide you with a link to your secure survey and a link to the report. Of course, everything is just as secure as the employee engagement surveys that you may already use.

[Get Started »](#)

For more information, visit [www.cpsshr.us/IPSEE/Employee Connection Survey](http://www.cpsshr.us/IPSEE/Employee_Connection_Survey)

We May not be 
 able to hug you...

But we can play
tic tac toe 

through the window!

we  you!

Yes, your
window will
get a little
messy. Now!



HENDERSON, NV

“AMERICA’S PREMIER COMMUNITY”



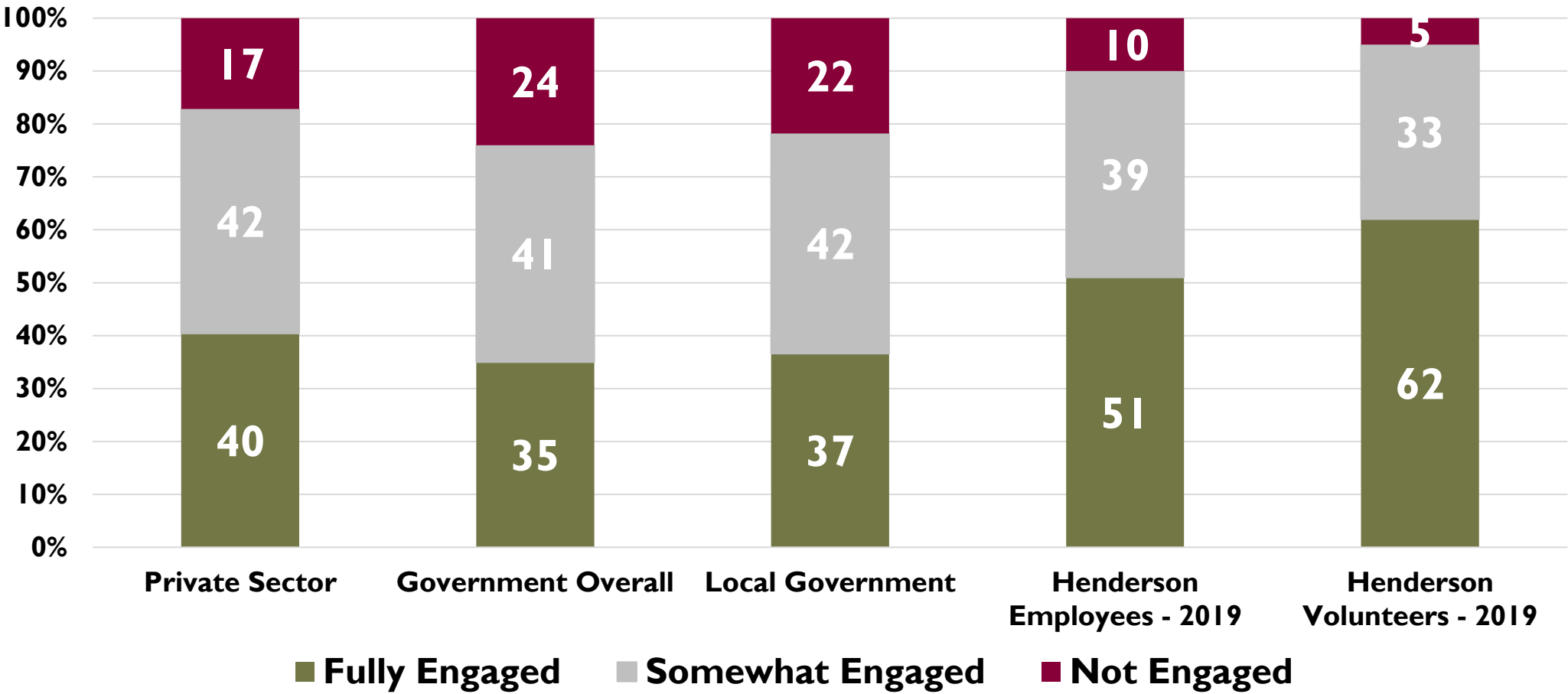
CITY OF HENDERSON

- **Southern Nevada, outside Las Vegas**
- **Nevada's second-largest city – population about 324,000**
- **Incorporated as city in 1953**
- **Industrial roots, basic magnesium plant, war effort**
- **City vision: “To Be America's Premier Community”**
- **Council/Manager form of government**
- **City Manager Richard Derrick (longtime city employee) – appointed April 2018**

ENGAGEMENT SURVEYS

- Henderson surveys employees annually to determine levels of engagement
- 2018 – added part-timers and volunteers (50% of workforce)
- 2018 – began partnering with CPS HR to administer survey and deliver results
- 2019 – reached target of 90% engagement with 54% participation rate

HENDERSON ENGAGEMENT LEVELS



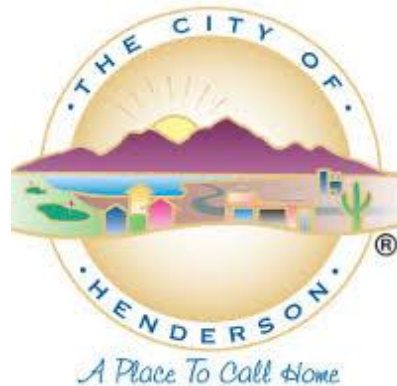
SURVEY HIGHLIGHTS

- Exceeds private and public sector benchmarks
 - Higher rate of engagement overall – 90%
 - Lower rate of disengaged employees – 10%
- World-class engagement
- Engagement varied by department: 74-100%



WE CONTINUE TO MOVE THE NEEDLE

- Action planning – required for all departments
- Training, transparency, tracking



PROGRAMS TO INCREASE ENGAGEMENT

- Brought back employee events in 2018
 - *Let's Give 'em Something to Taco 'Bout*
 - *Harvest High Fives*
 - *Celebrate and Tailgate*
 - *COH Knight Out*
- Tuition and certification reimbursement
- *High Fives* Program utilizing AwardCo platform
- Revamped new employee orientation

PROGRAMS TO INCREASE ENGAGEMENT

- Succession planning
- Leadership development
- Supervisor bootcamp
- Teamster conference



ENGAGEMENT IN TIMES OF PANDEMIC

- City Hall closed March 16 - May 18
- Essential staff working on site (minimal)
- Telecommuting whenever possible
- Some employees on paid leave
- 24/7 childcare for essential workers, 1st responders
- How do we engage and communicate with them?



ENGAGEMENT IN TIMES OF PANDEMIC

- Employee website to encourage participation and interaction
- Blog-like articles to support remote work and supervision
- FAQs for employees
- Wellness articles and information
- Virtual counseling information
- Onsite wellness activities



ENGAGEMENT IN TIMES OF PANDEMIC

- **Volunteer activities for community partners to keep employees in paid status**
- **Virtual supervisors' meetings**
- **Survey those working or telecommuting to determine resource and training needs**
- **Micro trainings and other resources to successfully transition employees to remote work and remote supervision**
- **Robust reopening strategy and department specific plans**

CELEBRATING PUBLIC SERVICE RECOGNITION WEEK



Let's celebrate Public Service Recognition Week, May 4-7!

Get ready to **Rise UP, Team Henderson**. Next week is Public Service Appreciation Week! We'll be celebrating **YOU** all week on the Team Henderson Employee Website. Be on the lookout for daily activities to show your Team Henderson pride and to win **PRIZES!**

.....
Start thinking about how you can participate! Each day the post with the most "likes" and one post drawn at random will win a prize. You can participate all week! Submit your posts and like others' comments for any day throughout the week. Entries will close at 12pm PST Friday.

Click here to download the Team Henderson employee app, or log in through your desktop at cityofhendersonemployee.com to join in on the fun!

Here's what you can look forward to:

Monday



Public Service Recognition Week

Give a shout out to team members that have kept the City of Henderson "UP and running!"

Tuesday



Public Service Recognition Week

Get in the spirit and wear your favorite sports team jersey, shirt, hat, etc

Wednesday



Public Service Recognition Week

Show us your best impression or talent!

Thursday



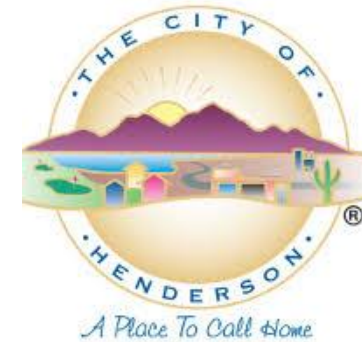
Public Service Recognition Week

What drew you to a career in public service?

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www.cpshr.us/IPSEE/Employee_Connection_Survey

