

## EMPLOYEE ENGAGEMENT 2015 ACTION PLAN

Our Employee Engagement Surveys provide employees with the opportunity to share their ideas, suggestions and concerns regarding what matters most in creating a positive employee experience. The survey data provides an opportunity for our schools and departments to interpret the results and recommend ways to improve individual and team engagement.

From these recommendations an engagement plan can be created to drive increased engagement with your individual School/ Department. These plans will be formally completed upon the receipt of new survey results, and should be reviewed throughout the year to ensure we remain on track with achieving planned activities or making appropriate adjustments as things evolve.

School/ Department	Date Completed By:	Date last updated By:
Student & Academic Services	31 March 2016	June 2016

The focus will be on 2 priority engagement areas and 1 quick win where you have the potential to influence real change within the next year.

### Areas for Continued Focus, Expansion and Growth

List key actions which have been successful to date, and should continue to build, evolve or expand to continue to have impact within your School/department

Priority Engagement Areas of Focus	What are we trying to address	Recommended action(s)	Who will lead activity?	Expected Impact	Timeline
PDRs	Improve the value of our PDRs.	Roll out new PDR policy, process, online tools and training to all staff	Director to lead with line managers - all staff to contribute to PDRs.	<ul style="list-style-type: none"> <li>Improved staff feedback on the usefulness of PDRs</li> <li>Meaningful conversations take place through PDRs</li> <li>We all understand what is expected of us in our jobs</li> <li>90% PDR completion rates achieved</li> <li>Joint ownership of objectives and learning/development</li> </ul>	<ul style="list-style-type: none"> <li>April – June 2016</li> <li>October – December 2016 (interim PDRs)</li> </ul> <p>June update: PDRs are taking place with the expectation that all PDRs are completed by the end of June.</p>

For all general HR enquiries, please contact  
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Learning & development	<ul style="list-style-type: none"> <li>Align our development to Strategy 2020</li> <li>Enhance our competences and future career development</li> <li>Enhance our performance</li> <li>Develop our leadership and management capability</li> </ul>		Assistant Director to lead with shared responsibilities for taking forward agreed learning and development plans	<ul style="list-style-type: none"> <li>Increased satisfaction with learning and development</li> <li>Increased awareness of career progression routes</li> <li>Increased satisfaction with development and retention of talented staff</li> <li>Greater consistency in leadership and management across S&amp;AS</li> <li>Improved staff feedback on dealing effectively with poor performance</li> </ul>	<p>June update: Focus on learning development across S&amp;AS evidenced through work on values and behaviours, training for line managers, S&amp;AS away day, Professional Service standards and development sessions to align team priorities to Strategy 2020.</p> <p>Impact and progress will be assessed after the round of PDRs.</p>
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Quick win	What are we trying to address	Recommended action(s)	Who will lead activity?	Expected Impact	Timeline
Roll out training and development on value and behaviours and Professional Service standards to all staff	All staff to demonstrate the University's values and associated behaviours at all times and to put customer service at the heart of their role and activities	<ul style="list-style-type: none"> <li>Development for Heads on cultural change, values and behaviours and high performing teams</li> <li>Management training and development on capability, employee support and flexible working</li> <li>Roll out value and behaviours to all staff</li> <li>Launch new Professional Service Standards to all staff</li> </ul>	Director of Student & Academic Services with active staff engagement	<ul style="list-style-type: none"> <li>Behaviours are challenged and managed to support our values</li> <li>We treat one another with trust and mutual respect</li> <li>We deliver excellent services to our students and customers</li> </ul>	<ul style="list-style-type: none"> <li>S&amp;AS Heads development day held 27 January 2016</li> <li>Two line managers training and development sessions held February 2016</li> <li>Development day for all staff held March 2016</li> <li>Line managers briefings on Professional Service Standards held March 2016</li> <li>Professional Service Standards session for all staff end May 2016</li> </ul> <p>June update: delivered.</p>