HR Be Nimble: Work/Life and Well-Being

March 7, 2017

Presenters

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MASON BY THE NUMBERS

Largest public research university in the Commonwealth of Virginia

Received R1 Carnegie status in Spring 2016 Colleges, Schools, and Institutes

57% Increase in Flexible Work Agreements between 2013 and 2015

14,323 W2s issued

4,800+ employee contacts by Reward & Recognition and Life-Work Connections

300+ Trainings and Organizational Development Events

30,000+ Job Applications

587 New Hires

Approximately

34,000 Students Enrolled

10,000 Total Workforce

4,000 Benefited Faculty/Staff

2016 DISTINCTION

Universal Work-Life
AGENDA

• Welcome
• Outside/Inside
• Your HR Tool Kit
• Collaboration
• Well-Being
• Be a Culture Turner
• Questions

POLL QUESTION #1: GETTING TO KNOW YOU

Are you from a public or private college or university?

A. Public
B. Private
POLL QUESTION #2: GETTING TO KNOW YOU MORE...

Are you from a small, medium or large institution?

Based upon student enrollment
A. Small (<3000)
B. Medium (3000-9999)
C. Large (>10,000)

Nimble

Oxford Dictionary
• Quick and light in movement or action; agile:
  1. (of the mind) able to think and understand quickly

HR Be Nimble
• Flexible, agile, working with continuous/constant change

https://en.oxforddictionaries.com/definition/nimble
OUTSIDE: IMPACT OF CHANGING HIGHER ED

- Constantly-changing legislation
- Compliance issues
- Pace: Faster, faster, faster
- Increase in stress and mental health issues
- Leadership changes
- Shifting financial paradigm

INSIDE: WHAT’S GOING ON

- Strategic versus Operational HR
- Resource-constrained environment
- Doing more with less
- University focus on students
- HR focus on faculty/staff
- Everyday fires
POLL QUESTION #3: WHAT’S ON FIRE?

What is your biggest challenge?

A. Faculty/Staff Stress
B. Faculty/Staff Mental Health Issues
C. Morale/Engagement
D. Recruitment and Retention
E. Uncertainty at the State and/or Federal Level
F. Workload (Institution)
G. Workload (HR)
HOW DO WE MANAGE THE FIRES WHILE STILL EVOLVING STRATEGICALLY?

Focus on People

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<thead>
<tr>
<th>THEN</th>
<th>NOW</th>
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<tr>
<td>Operational</td>
<td>Strategic</td>
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<td>Event driven</td>
<td>Holistic/Integration</td>
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THE EVOLUTION OF YOUR HR TOOLKIT: HOW TO BE NIMBLE

- Find your natural partners inside and outside
- Support each others’ interests
- Be at the table
- Cost share
- Collaborate, collaborate, collaborate
- Be flexible
- Try, try, again
POLL QUESTION #4: WHO ARE YOUR PARTNERS?

Who are you currently partnering with on well-being?

A. Community partners
   • TiAA, Fidelity, Credit Unions, etc.
   • Community vendors
   • Local government
   • Associations/Organizations

B. Academic departments

C. Student Affairs

D. University Athletics

E. Campus Fitness and Recreation Centers

F. University Dining

COLLABORATION: WELLNESS

Who’s Walking Wednesday

What is it?
• Online sign-up to lead a weekly campus walk

How does it work?
• Partners
• Marketing and Promotion
• Integration
COLLABORATION: DMV2GO

What is it?
• On-site Department of Motor Vehicle services

How does it work?
• Partners
• Marketing and Promotion
• Integration

COLLABORATION: ADULT CAREGIVER SUPPORT GROUP

ARE YOU CARING FOR A SPOUSE OR ADULT LIVING WITH YOU?
WANT TO CONNECT WITH OTHER CAREGIVERS?
NEED EXTRA RESOURCES?

MEETING DATES:
JANUARY 27, 2017
FEBRUARY 10, 2017
MARCH 9, 2017
MARCH 23, 2017
APRIL 6, 2017
MAY 4, 2017
JUNE 8, 2017

MONTGOMERY HALL
GEOFF S. CULLUM ROOM
4:00 PM - 6:00 PM

ADULT CAREGIVING SUPPORT GROUP
Monthly On-Campus Meetings
If you are a family member or personal caregiver to an adult with needs (e.g., widow/widower, spouse, partner, parent), please join us for a monthly information session. Sessions will provide information about resources to ease stress, reduce isolation, and increase coping with the unique challenges of adult caregiving.
Riding the Wave!

Current Wave: Well-Being

At Mason, we define well-being as building a life of vitality, purpose, resilience, and engagement.

Part of Mason’s Strategic Plan – Goal #7 is to:

“Become a model well-being university that allows all of its members to thrive.”
WELL-BEING LENS

Who’s Walking Wednesday: Physical Well-Being

DMV2Go: Community Well-Being

Adult Caregiver Support Group: Social Well-Being

POLL QUESTION #5: DO YOU USE THE TERM “WELL-BEING” AT WORK?

Is the term well-being a part of your work/life initiatives?

A. Yes  
B. No  
C. It’s in discussion  
D. We’re doing it under another name
Survey of 200,000 workers around the world ranked the top three contributors to happiness on the job:

What do you think the top three were?

A. Salary  
B. Benefits  
C. Appreciation for their work  
D. Good relationship with supervisor  
E. Good relationships with co-workers  
F. Good work-life balance  
G. Meaningful work
RESEARCH ON EMPLOYEE HAPPINESS

Survey of 200,000 workers around the world ranked the top three contributors to happiness on the job:

C. Appreciation for their work
E. Good relationships with co-workers
F. Good work-life balance

Boston Consulting Group Survey

WELL-BEING: MOVING TO CULTURE

PERKS vs CULTURE

Material investment, short-term happiness
Easy to add
Attracts talent
Easy to compare and “catch up” to competitors
Employees will leave as soon as they are offered a higher paycheck elsewhere

Emotional investment, feelings created by tangible actions
Difficult to build
Retains talent
Hard to replicate, unique to time and place
Positive culture makes it hard for employees to leave, driving retention
PERKS VS. CULTURE

“Too often, companies confuse perks and culture...If a company only focuses on adding flashy perks, they may attract an employee but they won’t retain them.” – Wall Street Journal, 11/20/16

71% of employees in companies with misaligned cultures are either “Passive” or “Actively Disengaged” – Aon Hewitt

CULTURE BUILDING

COMMON TRAITS OF HIGH-PERFORMING CULTURES

- Open/Transparent - leadership owns up to decisions and their consequences
- People-oriented - investing in professional and personal development
- Long-term-oriented - culture takes time, it is not a 1-month or 1-year initiative
STRATEGIES FOR ENGAGING WORKERS

The Organization

• Trustworthy, visionary executive leadership
• Competent, respectful managers
• Fair, equitable, and flexible compensation practices
• Ethical, admirable overall image and reputation

The Job Itself

• Job security
• Understanding duties and how they relate to the organization’s mission
• Meaningful work
• Opportunities for career growth and development
• Reasonable workload
• Manageable stress levels


POLL QUESTION #7: IS YOUR SENIOR LEADERSHIP ENGAGED IN WORK/LIFE ISSUES?

A. Yes, they are actively involved
B. Somewhat, they seem to understand but haven’t taken action
C. Occasionally, but something else always seems to take priority
D. Still trying to get their attention
BE A “CULTURE TURNER”

- Engage senior leadership, faculty, and staff
- Continuous focus on listening
- Collaborate
- Keep track of results
- Be patient, flexible, nimble

POLL QUESTION #8: WHAT IS YOUR NEXT STEP TAKEAWAY?

Next step; select one thing:

A. Reach out to a potential university partner
B. Reach out to a potential community partner
C. Survey faculty and staff on what they need
D. Create a working group to look at well-being options
E. Have a conversation with senior leaders
F. Brainstorm low cost/no cost options that are easy to do
CLOSING THOUGHTS...

“We need to do a better job of putting ourselves on our own “to do” list.”
- Michelle Obama

“Most of us spend too much time on what is urgent and not enough time on what is important.”
- Stephen R Covey
Don’t forget to submit your questions to our presenters.

How? Click on the Q & A tab at the top of the presentation and select Ask New Question.

Thank you for joining us today!

SOURCES


Oehler, K. “Getting Real About Creating a High-Performance Culture,” Aon Hewitt, December 2016. (slide 26/27)

THANKS FOR COMING!

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Thank You!

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