



The ROI From Employee Engagement: A Case Study From the University of Wollongong

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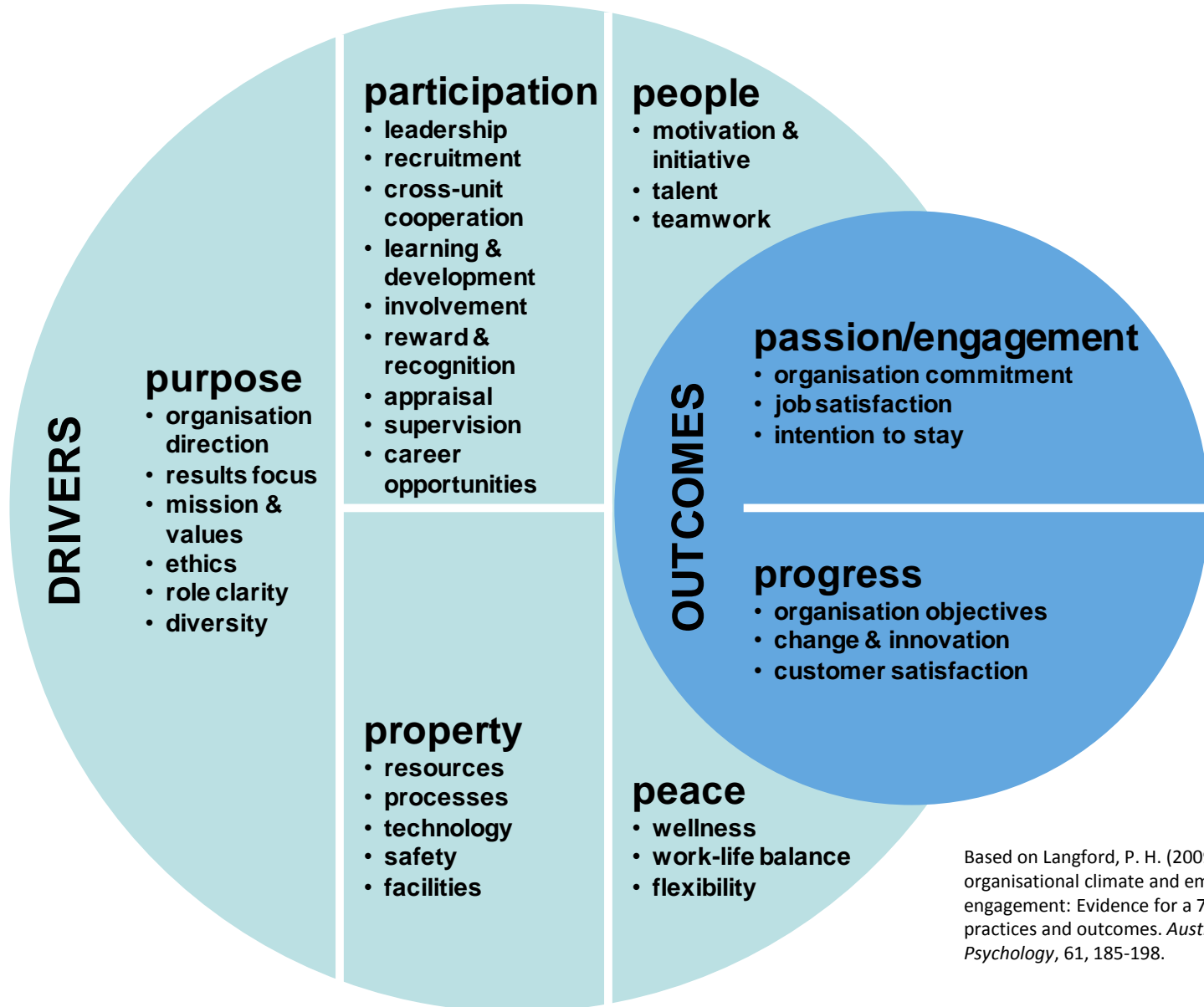
**voice
project**

Agenda

- What is the link between engagement and performance at UoW and elsewhere?
- How has UoW achieved the highest levels of engagement among the 33 Australian & New Zealand universities surveyed by Voice Project?
- What have been the benefits and challenges of high engagement at UoW?

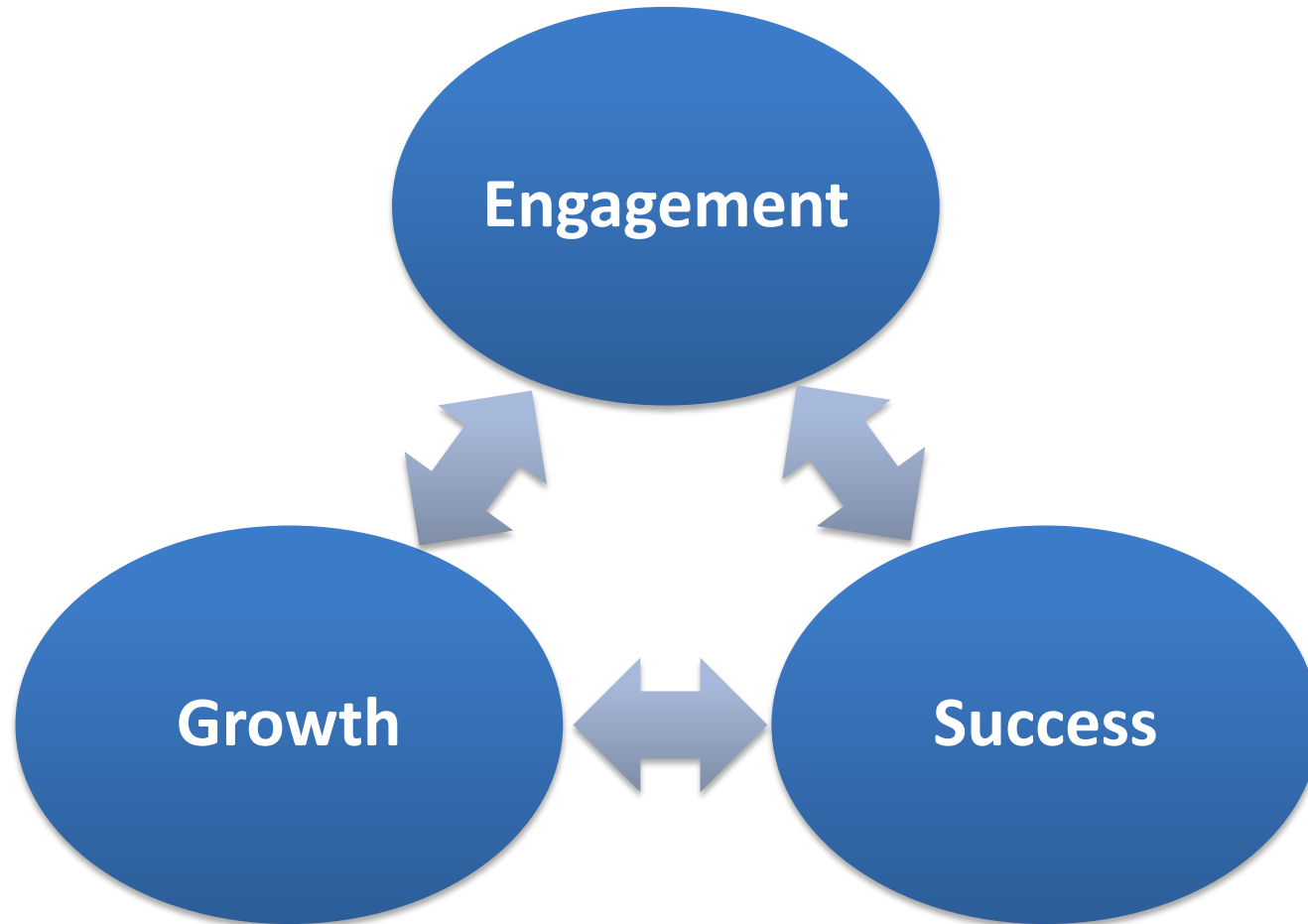


Passion & Progress

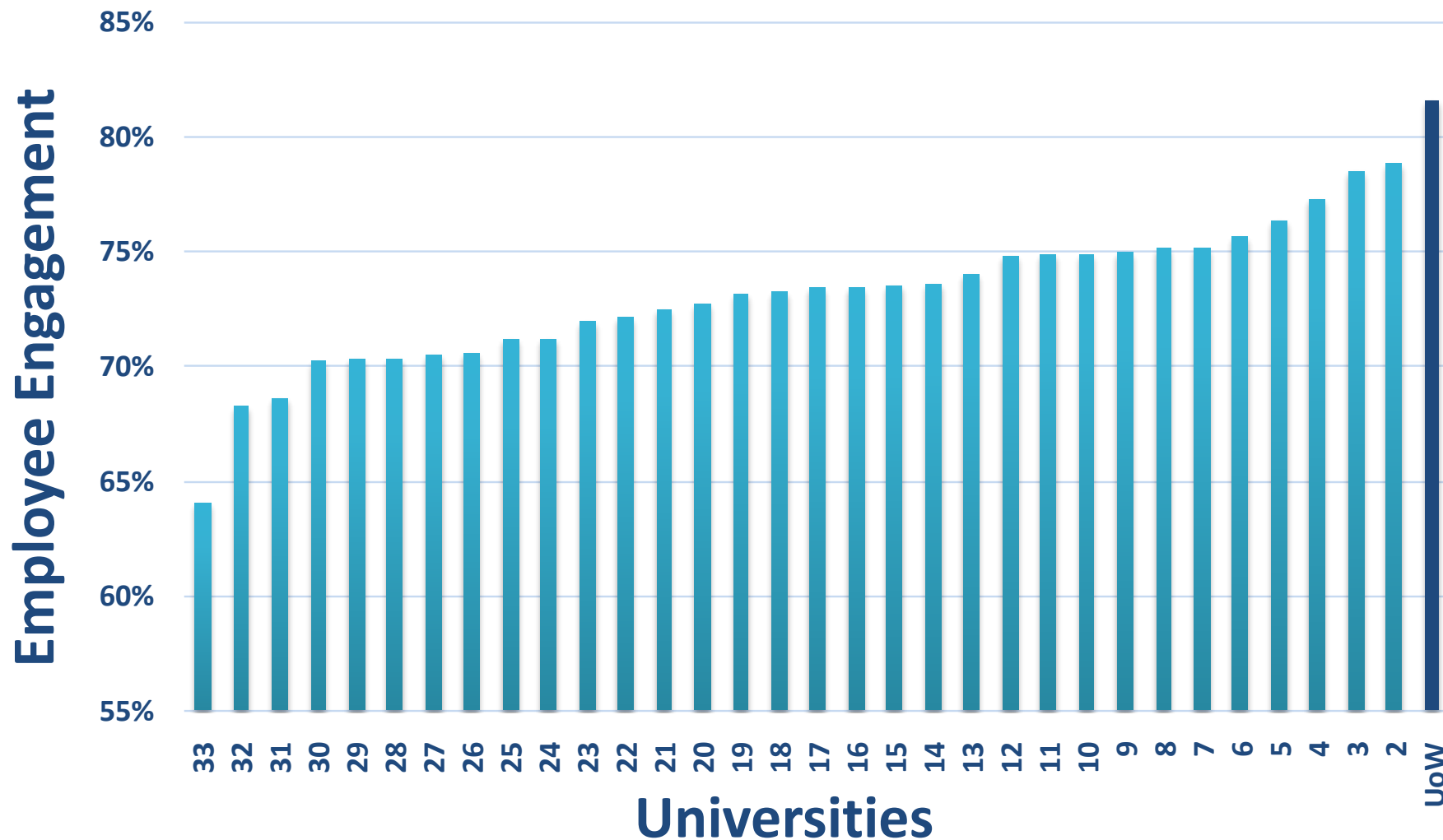


Based on Langford, P. H. (2009). Measuring organisational climate and employee engagement: Evidence for a 7 Ps model of work practices and outcomes. *Australian Journal of Psychology*, 61, 185-198.

Passion & Progress



Overall ANZ Engagement Levels



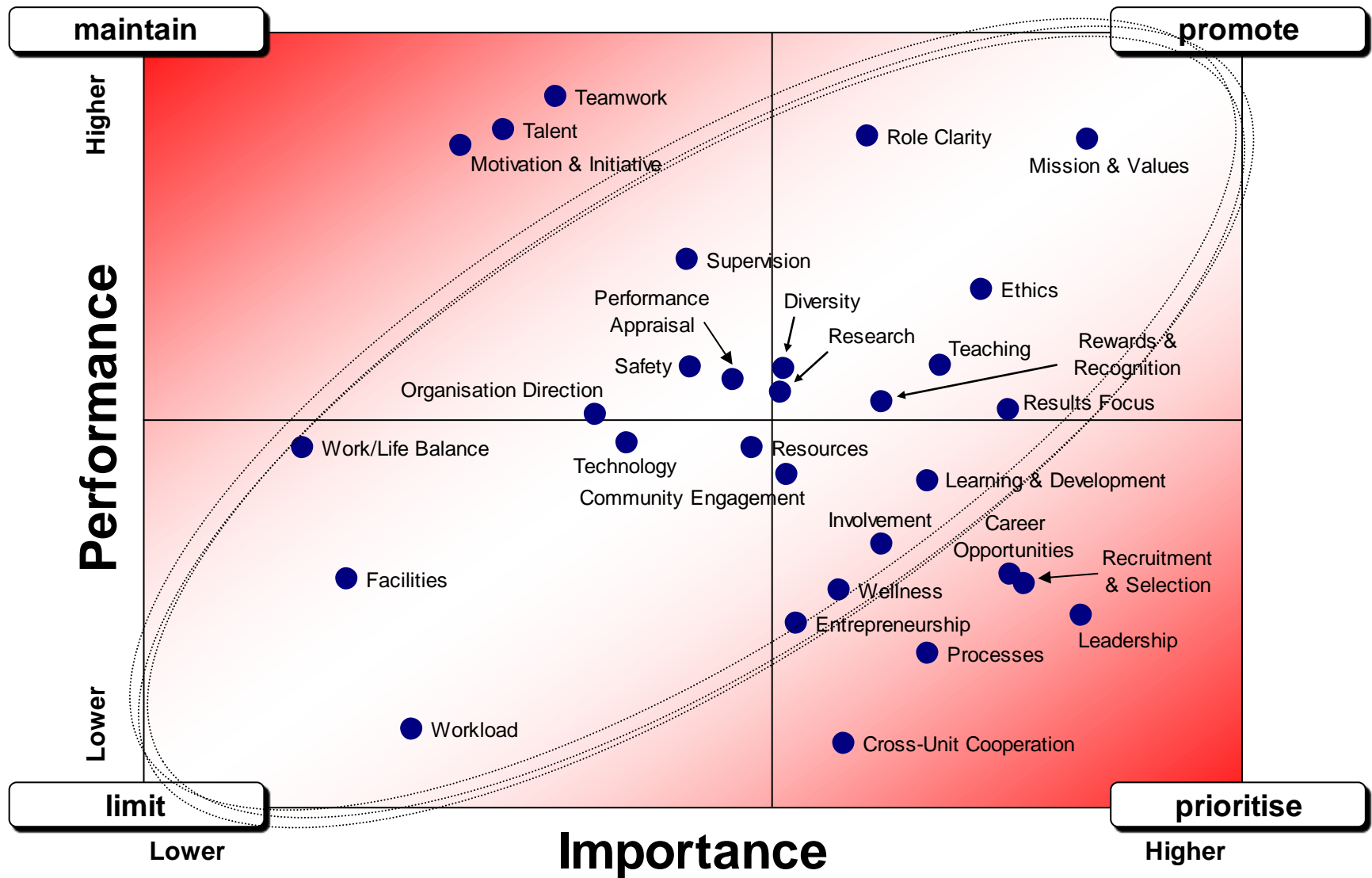
Engagement Within Universities



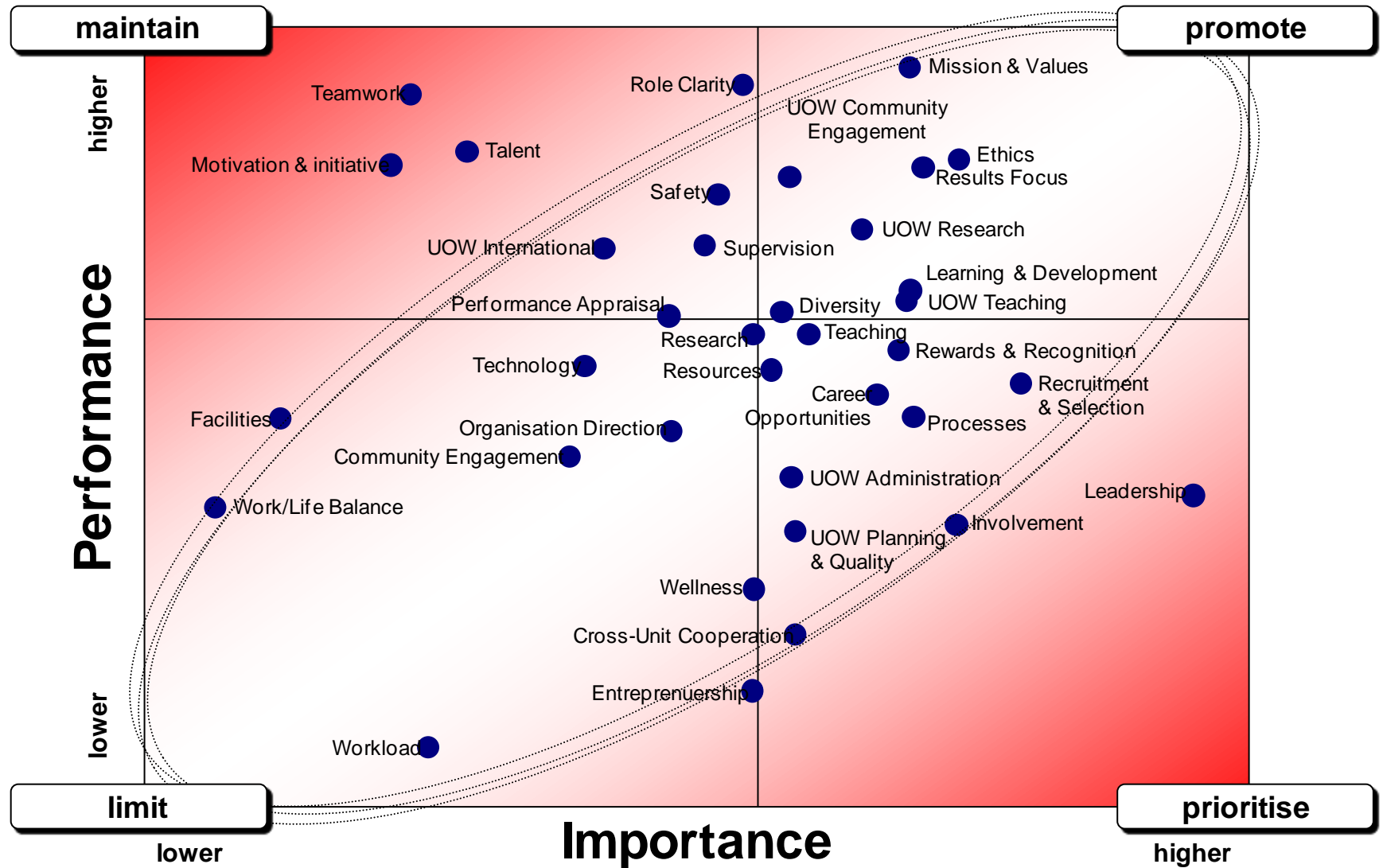
Progress at Wollongong

- Major Achievements
 - Research Performance (Top 10 in ARC Grant Income)
 - Teaching and Learning (A1 rating)
 - Student Satisfaction
 - Graduate Outcomes
 - Innovation
 - Infrastructure Development

Drivers of Engagement – Uni's



Drivers of Engagement - UoW



Drivers of Engagement

- Evolved culture - “the Wollongong way”
- Leadership style
- Establishing trust; the way people experience the organisation
- Conscious Shift: IR to HR
- proactive/collaborative HR

OVER TO YOU

Questions?

What is your experience in trying to build engagement?

Benefits & Challenges

- Demonstrating benefits of high engagement
- Gaining support for future HR initiatives
- Ability to use data to attract talent
- Performance can be self reinforcing
- Possible plateauing of engagement
- Losing focus because no crisis to drive action

Responding to Results

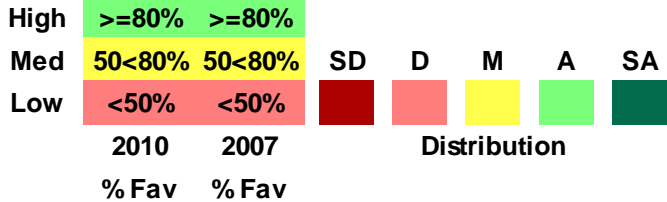
- How do you choose what to work on?
- Organisation-wide vs localised action?
- UOW 2007: Cross-Unit Cooperation & Involvement



What We Did

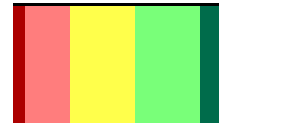
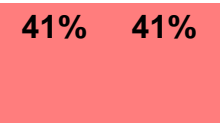
- University wide consultation process
- Document best practice models
- Feedback to Deans & Directors; Executive Officers

Communication Results

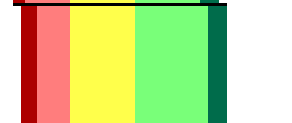
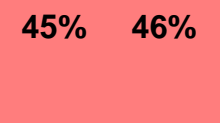


Cross-Unit Cooperation

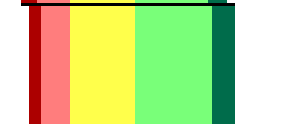
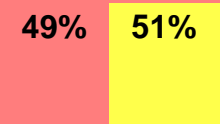
43 There is good communication across all sections of UOW



44 Knowledge and information are shared throughout UOW

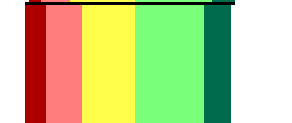
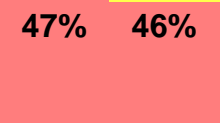


45 There is cooperation between different sections in UOW

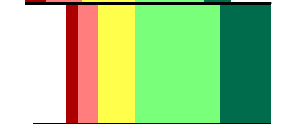
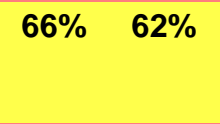


Involvement

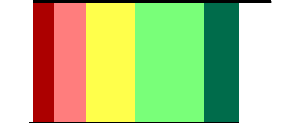
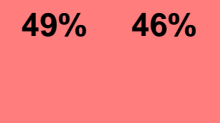
49 I have input into everyday decision-making in UOW



50 I am encouraged to give feedback about things that concern me

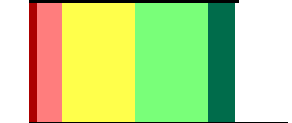
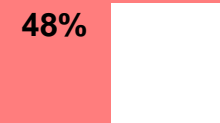


51 I am consulted before decisions that affect me are made

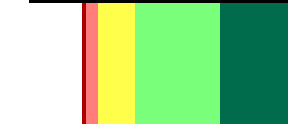
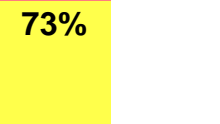


Survey Experience

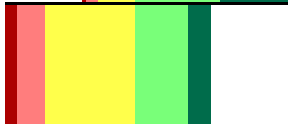
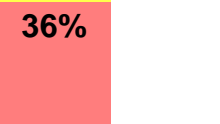
143 Feedback from employees is acted upon at UOW



144 I received feedback about the results of the 2007 Workforce Survey (answer "N/A" if you were not at UOW for the 2007 survey)



145 I have seen improvements in UOW resulting from the 2007 survey



Over To You

- Questions?
- What strategies have you seen that are effective in getting people and work units on board with a response action initiative?