Employee Engagement at CUIMC

Employee engagement is the connection and commitment employees have to an organization. It’s the emotional state where people feel passionate, energetic, and dedicated to their work. Research has shown that engaged employees are happier and healthier than their peers, and this happiness translates to their personal lives.

Engaged employees are 17% more productive than the average employee; they are more loyal, demonstrating higher retention rates and less absenteeism. Engaged employees provide better customer service, increase in sales, and safer work environments, with 70% fewer safety incidents occurring in highly engaged workplaces. Engagement is especially important in healthcare, where studies have linked engaged employees to better clinical outcomes. At CUIMC, we are committed to creating engagement for employees so that we can be a destination campus and a great place to work.

<table>
<thead>
<tr>
<th>Employees are engaged when...</th>
<th>They are able to make Valued Contributions</th>
<th>They work in a Positive Work Environment</th>
<th>There are Opportunities for Development &amp; Growth</th>
<th>They are supported by Exceptional Managers</th>
<th>They believe in the Organizational Mission</th>
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</thead>
<tbody>
<tr>
<td>Things leaders and managers can provide to engage employees</td>
<td>Autonomy</td>
<td>Inclusive, diverse work environment</td>
<td>Training and support on the job and in formal learning settings</td>
<td>Candid, complete, clear, timely communication</td>
<td>Inspiring mission and vision</td>
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<td>Small, empowered teams</td>
<td>Flexible work environment</td>
<td>Coaching and feedback</td>
<td>Clear, transparent expectations and affirmation of employee/team progress</td>
<td>Rules people believe in</td>
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<td>Full range of people’s knowledge and talents utilized</td>
<td>Culture of respect, kindness and higher standards of conduct</td>
<td>Transparent promotional practices and career pathing</td>
<td>Continuous feedback and recognition</td>
<td>Powerful connection between personal and organizational values</td>
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<td>Meaning in daily activities</td>
<td>Employees hired for fit, not current skillset</td>
<td>Mentorship</td>
<td>Culture of continuous improvement</td>
<td>Trustworthy leadership</td>
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<td>Work-Life balance and focus on wellness</td>
<td>Accountability for your own success</td>
<td>Involving staff in decision-making</td>
<td>Collaborations and partnership encouraged</td>
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<td>Investment in manager development</td>
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Employees are engaged when...

- They are able to make **Valued Contributions**
- They work in a **Positive Work Environment**
- There are **Opportunities for Development & Growth**
- They are supported by **Exceptional Managers**
- They believe in the **Organizational Mission**

**Things CUIMC currently does to engage employees**

- Customized team retreats available through CUIMC-HR Talent Management
- Public Safety events, e.g. Shred Fest, self-defense training
- Mindfulness workshops
- Tours of Washington Heights
- Walk to Wellness
- Tai Chi @ work
- WW @ work
- Fitness Buddy or Squats Challenge
- Unplugged events
- Hired & Connected events
- StressBusters

**Pending programs at CUIMC to engage employees**

- Rewards and recognition tools
- Social Media engagement, including websites, discussion boards, chat platforms, CUIMC announcements

**CUIMC-HR mission, vision, and values created; HR to share lessons learned to help others create theirs**

- Links to volunteer opportunities
- Velocity Fundraiser challenge
- Hope for Heroes
- CU Giving
- Annual food and toy drives
- Enhanced on-boarding program to include CUIMC history and culture

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These articles provide more information on engagement in the workplace:

- [https://hbr.org/2013/05/creating-the-best-workplace-on-earth](https://hbr.org/2013/05/creating-the-best-workplace-on-earth)
- [https://hbr.org/2011/05/the-power-of-small-wins](https://hbr.org/2011/05/the-power-of-small-wins)