

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 workplaces¹. Engagement is especially important in healthcare, where studies have linked engaged employees to better clinical outcomes². At CUIMC, we are committed to creating engagement for employees so that we can be a destination campus and a great place to work.

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 leaders and managers can provide to engage employees	Autonomy Small, empowered teams Full range of people’s knowledge and talents utilized Meaning in daily activities	Inclusive, diverse work environment Flexible work environment Culture of respect, kindness and higher standards of conduct Employees hired for fit, not current skillset Work-Life balance and focus on wellness	Training and support on the job and in formal learning settings Coaching and feedback Transparent promotional practices and career pathing Mentorship Accountability for your own success	Candid, complete, clear, timely communication Clear, transparent expectations and affirmation of employee/team progress Continuous feedback and recognition Culture of continuous improvement Involving staff in decision-making	Inspiring mission and vision Rules people believe in Powerful connection between personal and organizational values Trustworthy leadership Collaborations and partnership encouraged Investment in manager development

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
<p>Things CUIMC currently does to engage employees</p> <p>Pending programs at CUIMC to engage employees</p>	<ul style="list-style-type: none"> • Customized team retreats available through CUIMC-HR Talent Management 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Formal training available through ColumbiaDoctors, CUIMC-Talent Management, CU, Lynda.com, etc - all to be available on SABA, Enterprise Learning Management system • ColumbiaDoctors Mentoring program • CUIMC-HR Lunch and Learn sessions • CUIMC HR Professional Development Program • EAP workshops 	<ul style="list-style-type: none"> • Rewards and recognition tools • Social Media engagement, including websites, discussion boards, chat platforms, CUIMC announcements 	<ul style="list-style-type: none"> • 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

These articles provide more information on engagement in the workplace:

- <https://hbr.org/2018/11/9-out-of-10-people-are-willing-to-earn-less-money-to-do-more-meaningful-work>
- <https://hbr.org/2013/05/creating-the-best-workplace-on-earth>
- <https://hbr.org/2011/05/the-power-of-small-wins>

Sources:

¹ <https://news.gallup.com/businessjournal/200108/damage-inflicted-poor-managers.aspx>

² <https://www.kingsfund.org.uk/sites/default/files/employee-engagement-nhs-performance-west-dawson-leadership-review2012-paper.pdf>