

Thank you to the 2,400 employees who completed the 2012 Employee Engagement Survey!

EMPLOYEE ENGAGEMENT



PROGRESS REPORT

Tips for Staying More Engaged

Be a Team Player. Find ways to support your co-workers. Offer to help when you have time available. Recognize your peers for doing good work or for being helpful.

Share Positive Stories. Your positive focus can be infectious and will help to create a workplace that people want to be a part of.

Moving the Needle:

2012 Employee Engagement Survey Highlights

The 2012 Employee Engagement Survey overall response rate increased by 27% over 2011! The good news is that the survey results indicated a consistent and notable increase in the favorable scores for questions related to the employees' direct manager/supervisor, suggesting that these important relationships are strengthening.

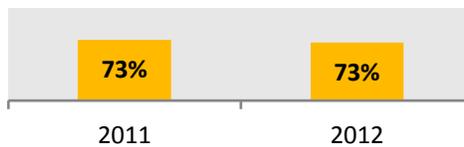
The areas with the highest favorable ratings and comments related to individual sense of accomplishment, connection to co-workers, and respect for the commitment and quality work of fellow employees. These positive ratings were consistent with the 2011 survey results.

The lower rated areas primarily related to senior department management and the desire for more open communication about how individual work aligns with departmental goals. The survey also indicated there is room for improvement for how line staff can provide more

feedback and suggestions to senior management regarding policies and decisions.

View the PDF of the [2012 Survey Results](#) on the Employee Engagement Committee website.

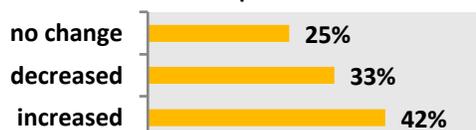
Percent of employees rating their experience working for the County as Very Good or Good.



Percent of employees who would recommend the County to a friend as a great place to work



Percent of questions with favorable response



The purpose of the Employee Engagement Committee is to:

- Develop and support countywide strategies
- Report information and progress
- Guide analysis, future surveys and evaluation of engagement outcomes
- Create resources to support department efforts

Feel free to contact your department's Employee Engagement Committee Member, or Human Resources, for more ideas and information about how you, your unit or your department can inspire some new thinking and actions to continue to encourage employee engagement.



Who's Engaging: Department Engagement Highlights

Creative engagement activities continue to spread throughout the County. Here are a few examples of what some departments are doing to help employees be more involved and enthusiastic about the work they are doing.

Information Services Department

- Formed departmental Employee Engagement Committee and four sub-committees to review and implement recommendations in the areas of communications, recognition, budget, and training.

San Mateo Medical Center

- Established an annual Gratitude Month for employees to share their gratitude in a variety of ways including, Food Bank donations, thank you notes to colleagues, and grateful blog postings. Patients also participated by sharing their gratitude!

Controller's Office

- Created an Employee Engagement Bulletin Board to highlight Education, Resources and Opportunities.
- Held Quarterly Engagement Socials to share information, foster collaboration, and recognize employees.

Library

- Developed an Employee Recognition Program based on peer nominations for teamwork, customer service, innovation, community relations, and interdepartmental committee work.

Leading the Way Countywide Employee Engagement Committee

The Employee Engagement Committee has been very active and dedicated in finding ways to foster sustainable employee engagement strategies at all levels throughout the organization.

Here is an update on recent achievements:

Essential Supervisory Skills Program Update

Nearly 300 people have participated in the program since it was launched in June 2012! Participants said that they valued learning specific best practices and tools and hearing about the real-life experiences of their colleagues. They also appreciated the commitment of the County leaders on the training team. Thanks to trainers Reyna Farrales, Jean Fraser, Peggy Jensen, Iliana Rodriguez, Donna Vaillancourt, Nicole McKay, Kim Cagno, Michelle Kuka, Liz Caserza, Kim Ferrario, and Anne Weiss!

Supervisors Online Support

<http://intranet.co.sanmateo.ca.us/sos> provides a "one stop" site for new and experienced supervisors to access a variety of useful resources. Thanks to the committee members and Andrew Kenmore in Information Services for dedicated and talented support!

Employee Engagement Guide

Tips and tools to improve engagement for every level can be found online in the [Employee Engagement Guide](#).

Employee Engagement Committee

Member Roster:

Alex Perez	Library
Anne Weiss	Human Resources
Bonnie Tendencia	Tax Collector/ Treasurer's
Christina Thompson	Information Services
Donna Vaillancourt	Human Resources
Donna Wochoer	Human Services Agency
Karen Pugh	San Mateo Medical Center
Kim Cagno	Child Support Services
Lorena Gonzalez	Human Services Agency
Mark Duri	Sheriff's Office
Massanda D'Johns	Controller's Office
Reyna Farrales	County Manager's Office
Sosefina Pita	Health System
Vin Lucca	Public Works

Moving Forward...

The Employee Engagement Committee will continue to meet every other month to help lead and focus the effort. However, each and every County employee can help to find positive solutions to improving the workplace. Even small changes can yield big results, as long as we are moving forward.



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