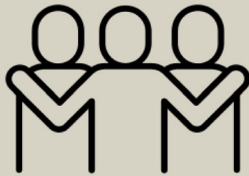


**SUPERVISORY NEWSLETTER** August 2022 | Issue 06

As we prepare to reengage with our students we must not forget that **ENGAGEMENT** is equally important for staff.

According to HR University, the most common indicators of employee disengagement are decreased productivity, social withdrawal, attendance issues, lack of initiative, and an increase in problematic behaviors. [Gallop](#) reports that approximately 71% of workers are either disengaged or actively disengaged, meaning that only about a third of workers are active contributors to their organization. Disengagement can be costly - not only for the bottom line but also for workplace culture.

If you have noticed any signs of disengagement in yourself or others on your team, it may be time to develop a plan to get back on track. In this issue you'll read about various ways you can create an environment conducive to engagement. Now, you could spend a lot of time trying each of these out and hoping something works, or you could simply ask. Yes, you can do that! Actually, we recommend it. Taking the time to speak to each of your team members about the things that motivate them, and finding out what you can do to help, can go a long way to build rapport and trust.

Remember, you are not responsible for your team, you are responsible to your team. Motivation is intrinsic, multi-faceted, and complicated. It's also an individual choice. It is NOT your responsibility to force someone to feel engaged but it IS your responsibility to uncover the root cause of the disengagement, and create conditions that are conducive to reigniting a spark.

Finally, don't forget about the team members who are thriving. It's easy to focus the majority of our time managing those who need more guidance; however, we shouldn't forget that all of our staff (including those who are actively engaged) are equally deserving of our time.

Until next month!

### HRS Employee Relations

This newsletter is for YOU, so feel free to reach out with any questions, comments, suggestions, thoughts or concerns you may have that we can address in upcoming issues.

## STARTER BITES

"When people are financially invested, they want a return. When people are emotionally invested, they want to contribute."

- Simon Sinek

"The grass isn't greener on the other side. It's greenest where you water it."

- Neil Barringham

"Engaging the hearts and minds of talent is the most sustainable source of competitive advantage."

- Greg Harris



## FEATURE BITE

# 7 MYTHS ABOUT EMPLOYEE ENGAGEMENT AND THE FACTS BEHIND THEM

**#1 MYTH: ENGAGEMENT IS ABOUT PEOPLE WORKING HARDER**

**FACT:** Engagement is about people being **INSPIRED** and working **SMARTER**, more **CREATIVELY**, more **MINDFULLY**, and more **EFFICIENTLY**. Although for some this may mean working longer hours, the true result of engagement is greater overall contribution.

**#2 MYTH: ENGAGEMENT IS ABOUT HAPPY EMPLOYEES**

**FACT:** Happiness and satisfaction are transitory because they're dependent on external factors: how much you're paid, if you like the people on your team, and so on. Engagement is about both **FEELING** and **ACTING**. Having happy employees is a great objective, but engagement means doing something as a result.

**#3 MYTH: ENGAGEMENT IS ABOUT EXTRACTING MORE FROM WORKERS**

**FACT:** Employees are not a strip mine. Engagement is about **EMPOWERING** and **INSPIRING** employees to dedicate more of their own accord. It's a departure from the traditional command-and-control structure, which is why so many managers find it difficult to implement.

**#4 MYTH: THE SAME THINGS WILL ENGAGE EVERYONE**

**FACT:** People (and organizations) engage differently based on what matters to them. That's why it's a fool's errand to create engagement programs based on specific incentives or activities. Effective engagement initiatives **CREATE THE CONDITIONS** in which employees can find and **EXPRESS WHAT MATTERS** to them.

**#5 MYTH: EVERYONE WANTS TO ENGAGE**

**FACT:** Though we believe that most healthy human beings want and need to engage, some people will always refuse. **ENGAGEMENT IS A CHOICE**, and in every organization there will always be people who choose to remain disengaged, regardless of the environment created by the organization.

**#6 MYTH: DISENGAGED EMPLOYEES WILL LEAVE**

**FACT:** Many disengaged employees will stay but experience burnout, a prime symptom of disengagement. It's not just working hard and feeling overwhelmed. It's where you actually **FEEL DETACHED** and depersonalized from your work. You're on automatic pilot most of the time, **EMOTIONALLY SPENT**, and your anxiety level is off the charts. Burned-out employees may sleepwalk through their duties, decline to share information, or detract from the effectiveness of those around them.

**#7 MYTH: ENGAGEMENT MAKES LEADERS OBSOLETE**

**FACT:** Engagement requires **LESS MANAGEMENT** but **MORE LEADERSHIP**. Engaged employees are self-starters who don't need coercion or managers looking over their shoulders in order to produce excellent work. In fact, **LEADERS ARE KEY** in creating an environment in which employees choose to engage.

Click [HERE](#) to view PDF.



**Welcome New UNI Supervisors!**

- Jesse Heath, Residence Life Coordinator, Noehren Hall
- Mitch McAlister, Assistant Manager Dining, Rialto
- Pete Moris, Director, University Relations
- Elisabeth Soliz, Director, CB Professional Distinction Ops.

We want to feature YOU! Do you have any supervisory tips/tricks you'd like to share? Burning questions about supervision you'd like to ask? Are you a new UNI supervisor? Do you have a cool or unique workspace? If so, reach out to be featured in our upcoming issues.

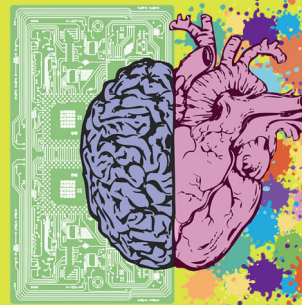
**SMALL BITES**

# 10 Data Driven Ways to Improve Employee Engagement



## ARTICLE OTM

[33 Easy Ways to Motivate Your Creative Employees](#)



### Why Emotions Drive Engagement

WATCH this video by Elizabeth Lotardo and Lisa Earle McLeod

To access this video, click on the purple button above and enter your UNI email address when prompted. If your personal email address populates, please ensure you click on the "change" link first to update your email address. Once entered, click on "Continue to the University of Northern Iowa LinkedIn Learning account" to access content.

### How to Measure Employee Engagement with the Q12

There are 12 needs that managers can meet to improve employees' productivity. This approach to engagement is simple, and it works.

- Q01. I know what is expected of me at work.
- Q02. I have the materials and equipment I need to do my work right.
- Q03. At work, I have the opportunity to do what I do best every day.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q05. My supervisor, or someone at work, seems to care about me as a person.

Q06. There is someone at work who encourages my development.

Q07. At work, my opinions seem to count.

Q08. The mission or purpose of my company makes me feel my job is important.

Q09. My associates or fellow employees are committed to doing quality work.

Q10. I have a best friend at work.

Q11. In the last six months, someone at work has talked to me about my progress.

Q12. This last year, I have had opportunities at work to learn and grow.

Click [HERE](#) to learn more about the science behind these powerful statements.

## BIG BITE



### Book Club

We hope you've enjoyed reading along with us so far. This month, we are excited to start **Dealing with the Tough Stuff: How to Achieve Results from Key Conversations** by Darren Hill, Alison Hill, and Dr. Sean Richardson.

[UNI Rod Library Link](#)

"Avoiding the tough stuff can be extremely costly for managers, staff, and the business as a whole. No one enjoys these conversations, but they are inevitable - and the right set of skills goes a long way toward making them run smoothly, with greater results out the other side. Dealing with the Tough Stuff is your indispensable primer on human behavior, and effectively navigating tough conversations at work."

Chapter 1: What's your tough stuff?

Chapter 2: Dealing with the tough stuff.

Chapter 3: Dealing with the fluff stuff.

Chapter 4: Dealing with the unsaid stuff.

Chapter 5: Dealing with the remote stuff.

Chapter 6: Dealing with the gruff stuff.

Chapter 7: Dealing with the huff stuff.

Chapter 8: Dealing with the rapid stuff.

Chapter 9: Dealing with the rough stuff.

Chapter 10: Dealing with the bluff stuff.

Chapter 11: Dealing with the off-the-cuff stuff.

Chapter 12: Dealing with enough stuff.

**If you would like to read along and share any thoughts or reactions to Chapters 1-3 for our next issue please be sure to contact us!**

## LEARNING & DEVELOPMENT



Supervisor Development Series: Fundamentals of Supervision

**September 13th from 8:30 a.m. to 1:00 p.m.**

Registration closes September 6th



Supervisor Development Series: FLSA/Time Reporting

Recommended for supervisors with non-exempt (overtime eligible) staff.

**September 22th from 1:30 p.m. to 3:00 p.m.**

**October 18th from 10:30 a.m. to 12:00 p.m.**



Supervisor Development Series: Addressing Performance Deviations

**Coming soon!**



Supervisor Development Series: Leaves, FMLA & Workplace

Accommodations

**Coming Soon!**

Click [HERE](#) to register for any of these upcoming trainings.

## ADDITIONAL TRAINING OPPORTUNITIES

### Supervisor Series: Leading from a Coach Approach

HRS will host a session for supervisors to share the reasons behind why leading from a coach approach is effective. Coaching is a skill all successful supervisors leverage. Learn how to use coaching skills to lead your team to positive outcomes. Therese Callaghan, Employee Well-being Coordinator, will lead this in-person session as follows:

**November 9th from 2:00 p.m. to 3:00 p.m. in Gilchrist 009**

Space is limited and advanced registration is required.

Click [HERE](#) to register for this training.

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**HRS** is excited to announce we will be partnering with our Employee Assistance Program to host four (4) Lunch & Learn webinars for supervisors this year. All sessions will take place during the lunch hour from 12 p.m. to 1 p.m. If you are able to step away from your desk we highly encourage you to bring your lunch, and maybe even a colleague, and join us to watch in-person at the location noted next to each of the sessions.

**Register**

**Effective Communication and Listening**

October 12th: GIL 007

**Register**

**Giving Effective Feedback**

December 1st: GIL 009

**Register**

**Addressing Employee Performance Issues in a Supportive Way**

February 21st: GIL 009

**Register**

**Initiating Difficult Conversations**

April 5th: GIL 009



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**(319) 273-6219**

**Our Vision**

All employees will be positively engaged in achieving their greatest potential while contributing to the success of the university.

**Our Mission**

Human Resource Services fosters an environment of integrity and collaboration through innovative solutions and communications contributing to the successful recruitment, development, and retention of university employees.