

## Executive Summary

### Standard 1 Report

The People Strategies Council (PSC) is committed to increasing employee engagement by increasing our collective autonomy, mastery, and purpose. During our 22 Standard #1 workshops “Together we are with you from start to finish” that were held primarily in the TLC during Fall Term 2015, we asked for your input concerning ways in which we can improve our ability to meet Standard #1.

You responded with a huge catalog of suggestions, 586 in all, that we spent the last two months organizing and analyzing in order to come up with an initial list of 19 suggested activities that we (i.e. everyone at MHCC) can undertake in 2016 - 17. We are calling this list our Call to Action. The catalog of suggested improvement illustrates that even though Culture of Excellence work will keep us busy for years to come, we have already seen, and we will continue to see improvements in the very short term.

You spoke and we listened. The suggested list of 19 activities is based upon how frequently people mentioned a specific course of action (during the 22 Culture of Excellence Standard #1 sessions or afterwards in feedback forms) and that were deemed to be the most impactful.

This list is not exclusive. If you, or a group of you, are interested in undertaking an improvement activity that is not listed below, let the People Strategies Council (PSC) know and we will support your activities to the extent that we can. For example, in response to requests from two groups, the PSC is already working on Continuous Improvement Processes with the Scholarship Award Improvement Process team and with the Behavioral Intervention and Threat Assessment (BITA) team.

If you want to get involved with any of these initiatives or are committed to a specific improvement activity not listed below:

1. Inform your supervisor (they have been instructed to arrange workloads to free you up to participate in these types of activities),
2. Send us an email at [people.strategies@mhcc.edu](mailto:people.strategies@mhcc.edu) and tell us which initiative (either suggested below or otherwise) you would like to be a part of, and
3. Once a large enough group coalesces around a proposed activity, PSC will convene the interested people to create a work group to make it happen.

For people who are interested in participating but who are concerned that they do not know how to engage in a continuous improvement activity, we’re designing Standard #3 (*Together, we are always looking for ways to do things better*) workshops for the Fall Term. In these workshops, you will learn about how to engage in continuous improvement activities (get used to hearing Plan/Do/Check/Act [PDCA] as we move forward).

Since we have a list of 586 suggestions for improvement, we will have plenty of practical examples to draw from during the workshops and afterwards as we put PDCA into practice.

A quick note about the suggested activities. We included three headers below each activity:

- “Possible Participants” indicates stakeholder groups that are already undertaking or would like to undertake this, or similar, activity. We also included groups whose purview would include the proposed activity. The participant list will expand when you volunteer to participate in a specific

activity. **In order for any initiative to be successful, the participants need to be the employees who work with this information or process on a daily basis.**

- “Champion” denotes the President’s Council member who will ensure that each improvement activity has the full support of MHCC’s senior management. Champions will not be expected to do the work but rather serve as a support person when the team needs assistance overcoming barriers within the organization.
- “Outcomes” indicates specific deliverables or improvement that will be generated as a result of the improvement activity.