



**Working together to
advance our workplace**
Presentation to M-Forum

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McGill

Vision for our Workplace

An employer of choice for staff & faculty who thrive on being part of, and supporting, McGill's leadership and excellence



Vision for our Workplace cont'd

Support to staff in realizing their aspirations

Attract, recognize, develop and retain outstanding people

Promote health & well-being in a stimulating environment



"That's our mission statement?
I was expecting something more."

Shared Values



We work together as a community

Our values:

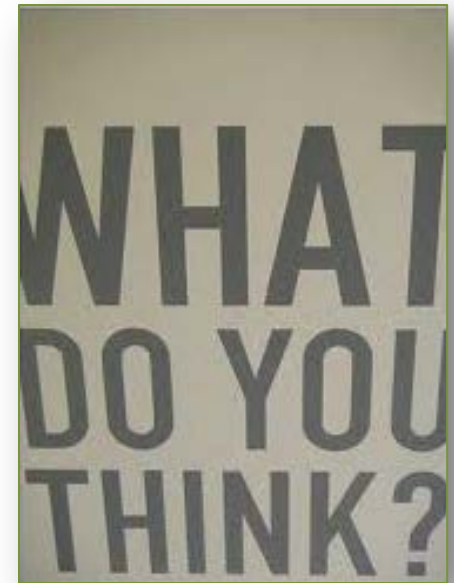
- Respect, openness, and collegiality
- Commitment to diversity
- Excellence in all that we do
- Continuous learning and innovation
- Adaptability and agility

Working in partnership

Realizing our vision depends on the leadership and engagement of all of us

Managers input is critical

- How do we engage you?
- How do we combine forces to reach our aspirations?
- What are we doing right?
- Tell us where we need to improve



~~My~~ ^{Our} Priorities

Talent Management

Workforce Planning

Community Satisfaction

Continuous Learning & Innovation

Responsibility & Accountability

Talent Management

Objective: introduce best practices in recruitment, onboarding, development and retention of employees

Long-term focus

New technology

Life-cycle approach recruitment to retirement

Workforce Planning initiative



"Our employees are our greatest asset. I say we sell them."

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"With all due respect, sir, I think you're an idiot. Would you be willing to listen to my ideas on how you could achieve greater idiocy with less wasted effort?"

Workforce Planning

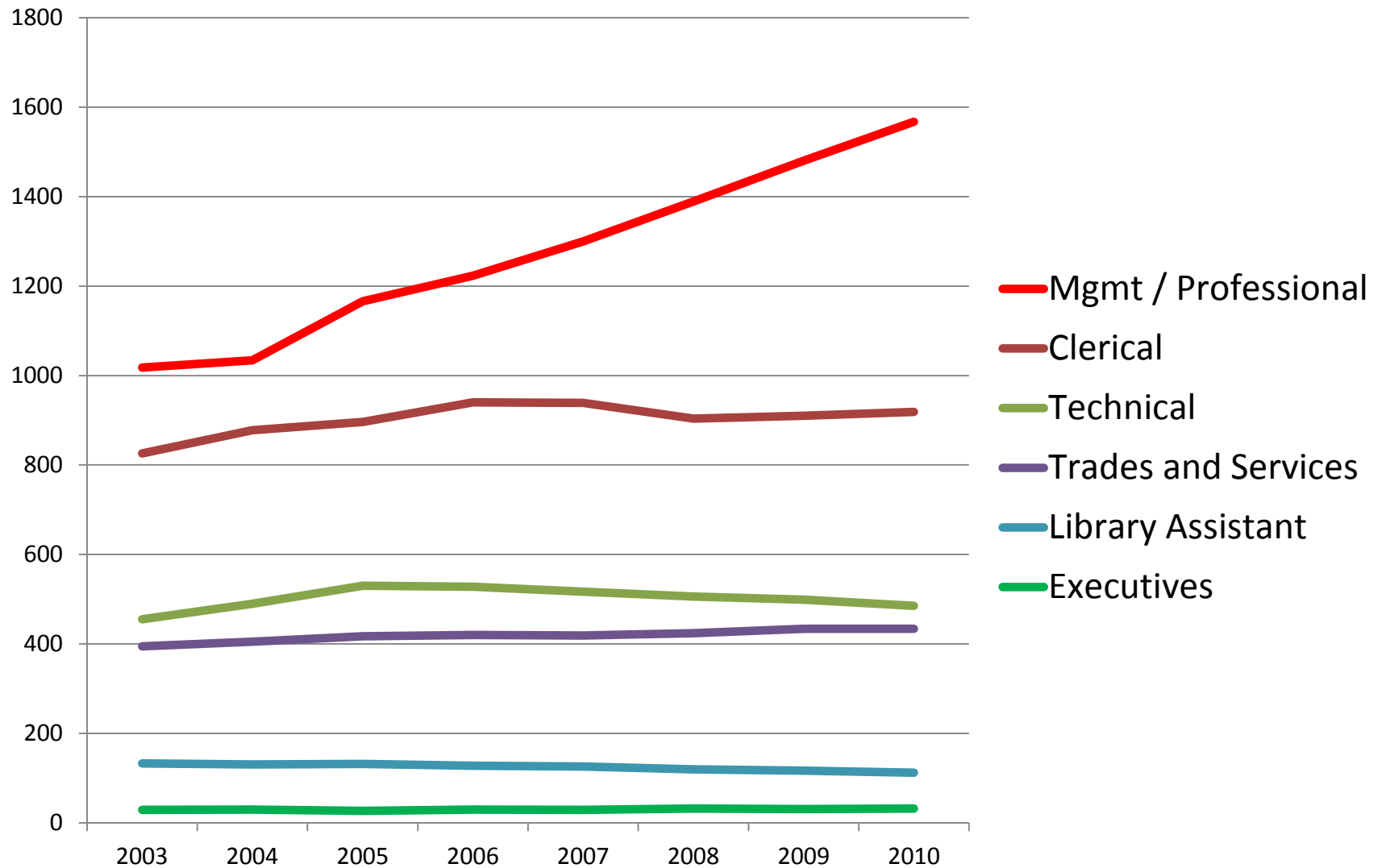
Objective: enhance processes, develop and support employees, build an effective organization

Process:

- Identifying knowledge gaps
- Developing managerial skills and competencies
- Re-organizing as necessary to achieve staffing efficiencies



Growth in Administrative Staff



Source: Banner HR – includes both full-time and part-time staff , May 31st, 2011

Workforce Planning

Next steps:

- HR will develop tools and resources to roll out program May 1, 2012
- Communicate goals and plan to engage community at the local level



Community Satisfaction

How we get to “best-in-class”

A&F delivers services to support McGill’s core mission.
We need to be:

relevant, responsive, cost-effective, flexible, and adaptable to changing priorities

Measure
current
satisfaction
rating

Diagnose/
analyze and
act

Establish
stretch goals:
improve
annually to
reach 80%
within 5 yrs

Implement
the changes
to get there

Continuous
improvement
and
consistency

Continuous Learning & Innovation

How can the University support this?

- Career development programs (e.g. LDP)
- French language training
- Technology and systems
- Individualized training programs
- Performance Dialogue



Responsibility, accountability & recognition

What does “success” look like?

- Taking ***ownership***
- Striving for excellence
- Using performance dialogue
- Recognizing and rewarding
- Collaborating and partnering
- Recognizing that we are a “community”



So back to those questions....

Your thoughts....

- How do we engage you?
- How do we combine forces to reach our aspirations?
- What are we doing right?
- Tell us where we need to improve

