

## Update from Business Services' EID Team

Last month, the Business Services' EID team held three division-wide focus groups in an effort to gather feedback, insights and ideas from Business Services supervisors and staff on what is going well and what opportunities there are for improvement and progress. These voluntary events were designed to begin the conversation about what we, as a division, can do to create and sustain a more cohesive and supportive environment for all of our employees while continuing to provide world-class service to the UW-Madison community.

Not surprisingly, all of the focus groups voiced similar themes in their discussion:

### What we value and find rewarding

- *Business Services overall has an enjoyable and friendly work environment that is filled with high quality, committed employees*
- *We find reward in that our work is important to the UW-Madison community and we enjoy hearing positive and appreciative feedback from the people we serve and with whom we do business*
- *We enjoy the job independence that our work provides*
- *We enjoy the daily challenges provided by unique projects and requests*

### Opportunities for Progress and Improvement

- *Build a stronger sense of community to strengthen professional and social interaction.*
- *Improve communication across the division--finding and implementing an improved communication flow that provides clear and accessible communication from leadership, and also provides avenues for supervisors and employees to communicate ideas and feedback from the bottom up*
- *Strengthen our employee orientation and onboarding process*
- *Identify a merit-based recognition system that rewards personal accountability and responsibility*
- *Create a professional development/career path structure for employees at all levels*

In the coming weeks and months, the EID team will work to identify practical, meaningful recommendations that will move the division forward on several of the themes suggested above. Remember, all of the themes will not be given life at once. Instead, the EID team will work with the division's senior leadership to prioritize efforts so that the EID process does not become fragmented and burdened under its own weight. We want to sequence our efforts in order to realize the greatest potential for success!

As these recommendations become actionable initiatives, many of you will have the chance to become involved in giving them life. We encourage you to seize that opportunity to take part in shaping the future of **YOUR** Business Services division.