



Division of Human Resources  
& Organizational Effectiveness

# Employee Experience

**USC – May 21, 2024**

Visit Our Website

[employees.tamu.edu](https://employees.tamu.edu)







# Employee Experience = A&M's Thriving Program

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The **Thriving Program** encompasses all aspects of an employee's interaction with Texas A&M, from the initial recruitment and onboarding process to their daily work environment, development opportunities, and ultimately their departure from the university.

It includes both tangible elements such as compensation, benefits, and physical workspaces, as well as intangible factors like company culture, leadership style, and the overall sense of belonging and purpose within the organization.





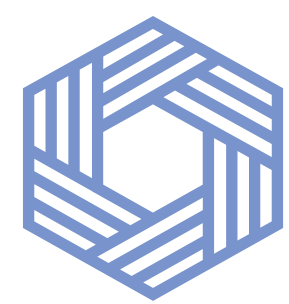
Fix the foundation



A constant in the national conversation



Nation's #1 student experience (and employees too!)



Graduate (and employ) great citizens



# Talent Management Services

- 
- Executive Searches
  - Recruiting
  - Onboarding
- 





# Executive Searches

**FY24- conducted 17 searches**



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- 3 Team members
  - Internal searches
  - Coordinating with search firms
  - Anticipated annual cost savings \$510,000
    - VP Marketing & Communication
    - COO Texas A&M
    - Assistant Provost, McAllen
    - DH in Maritime Transportation
-

# Recruiting

## FY24- Starting to offer Acquisition Services



- 
- 29 full-time team members
  - Consistent employer branding
  - Talent Specialist support thru entire process
  - Intake meetings with managers to plan
  - Tailored job advertisements
  - Direct sourcing of candidates
  - Preliminary phone screens
  - Managers focus on interview & selection
  - Reduced time to fill from 68 days ('22) to 35 days ('24)
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# Onboarding & Orientation

## FY23- Began centralized experience

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Quick Look  
Task Force  
meetings  
with  
stakeholders

Established  
weekly  
common hire  
dates

Centralized  
New  
Employee  
Welcome  
Experience

Increased  
compliance w/  
business  
process  
requirements

819 new  
hires from  
July 2023 to  
Jan 2024

94.2% rated the  
sessions'  
information &  
communication  
as valuable &  
impactful,  
preparing them  
for their roles at  
A&M



# Employee's Daily Work-Life

- 
- HR Liaisons --> Human Resources Professionals
  - Living Well
  - Employee Listening Program
  - First Year Employee On-boarding
  - Aggie Way Engagement Program
- 





# HROE Centralization

## FY23- Began centralized experience

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- Welcomed ~100 HR Liaisons into HROE
- Hired an additional ~100 HR staff & leadership
- Standardized business processes, created knowledge bank
- Partners with Assistant Deans for Business Services, Faculty Affairs
- Embedded professionals who offer strategic, proactive advising
- Centers of Expertise created & assigned, actively invested in the client



# Living Well

**for all staff, retirees, faculty & dependents\***

- Offerings focused on highest claims data on our Health Plan
- Intentional expansion to include remote locations
- Well Leaders
- Resource for managers, both for self & to refer for employee use
- Living Well App
- Year-round offerings

\*some events not available to dependents, based on location





# Employee Listening Program

**Fall 2024**

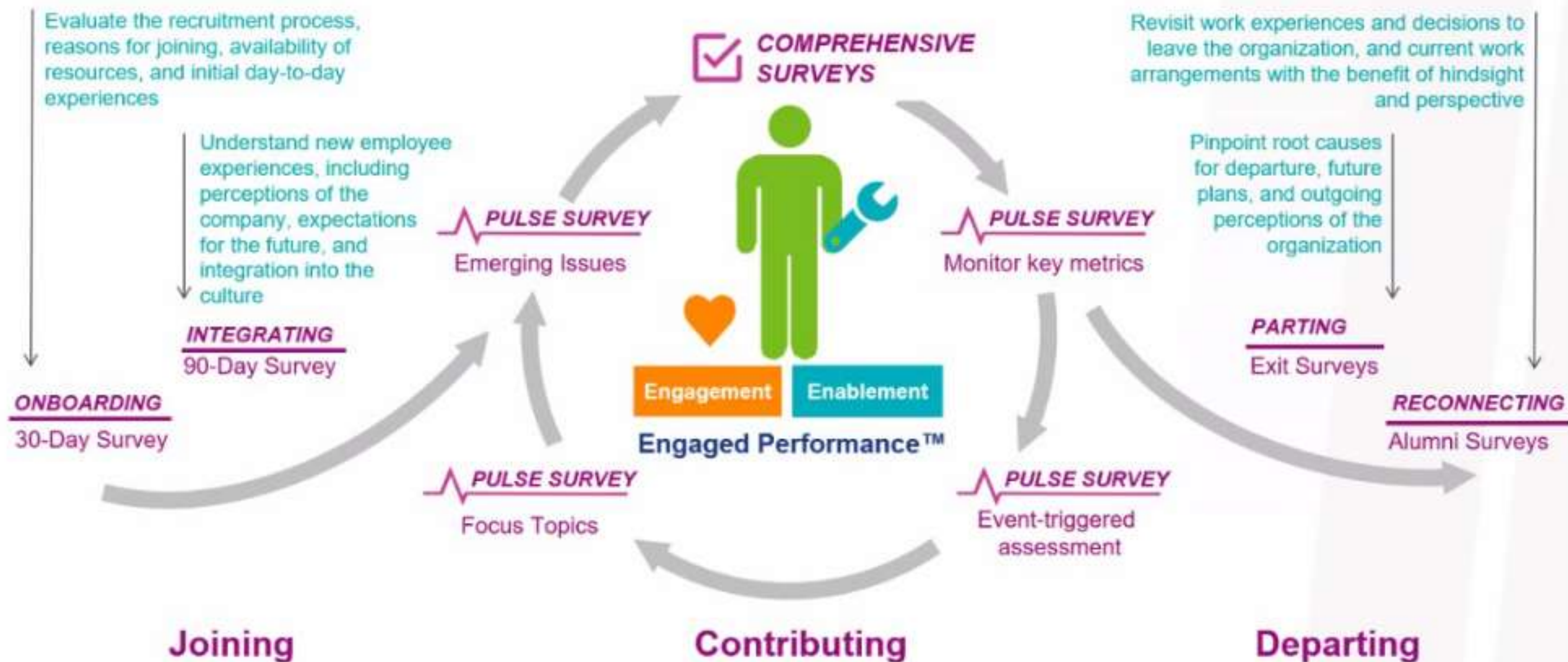


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- Engaged with Qualtrics & Korn Ferry to customize program for A&M
  - Includes multiple surveys for use in employee life-cycle
  - Planning for upcoming Employee Engagement Survey ~ October 2024
  - Results routinely shared with university leadership
  - Informs of opportunities to address employee concerns
  - Benchmarking ourselves amongst peers
  - Recommends targeted solutions based on proven practices
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# Listening throughout the Life Cycle

Solutions for continuous connections to employee experiences





# First Year Employee Onboarding

**for day 2- 365 -- Coming Summer 2024!**

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- Customizable guides for manager, employee, and HR professional
- Orients new hire to the employing unit, as well as A&M and our values
- Routine check-ins to monitor progress with ELP
- Goals for the effort:
  - Higher retention
  - Quicker readiness
  - Sense of belonging
  - Empowerment for positively impacting A&M





# Aggie Way Engagement Program

**for schools/colleges faculty, staff, and GA's**



- 
- Appreciative inquiry platform to recognize employees who are exemplifying our Core Values in their daily work.
  - Launched Fall '23 to schools/colleges
  - Launching soon to administrative/non-college units
  - Nominations are vetted, recognition delivered ASAP
  - Future of the program depends on funding being granted, pending
  - YTD we've received 101 individual incidents
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# Development Opportunities

- Career Development
- Managers' Minutes & Supervisor 101
- Leadership Development Programs
- Professional Enhanced Services
- Customized Services





# Career Development

**multi-year effort for one round**



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- All job families with career ladders will be addressed
  - Starting with job families that are most mission-critical, and those that have the highest # of employees
  - Competencies and skills are identified
  - Position descriptions and Workday to accurately reflect efforts
  - Training programs being developed in partnership with SMEs
  - Will be managed through LMS (coming soon!)
  - Assists with our ability to do internal workforce planning
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# Managers' Minutes

**biweekly Zoom for all people leaders**

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- Open to all people leaders, tell your friends!!
- Subscribe to our MM Listserv to receive news items & follow-up information
- Prizes, networking, professional development = all free!
- Still growing... Supervisor 101 coming Summer 2024



# Leadership Development Series

## A&M Leadership Programs

### Leading Self



#### Competencies:

Texas A&M Mission,  
Vision, Values  
Interpersonal Effectiveness  
Diversity & Inclusion  
Customer Service  
Problem Solving &  
Process Improvement  
Adapting to Change

18 months

### Leading Others



#### Competencies:

Ethic  
Adapting Interpersonal Style &  
Communication  
Valuing Differences  
People Management &  
Development  
Conflict Management  
Team Development  
Financial Management  
Project & Change Management

12-17 weeks

### Leading the Function



#### Competencies\*:

Interpersonal Effectiveness &  
Emotional Intelligence  
Conflict Management  
Organization, Team, & People  
Development  
Leading Strategic Change  
Business Planning  
Decision Making

12 months

### Leading the Organization



#### Competencies\*:

Emotional Intelligence  
Establishing Future Direction  
Working across Divisions,  
School/Colleges, and System  
Strategic Change  
Driving Accountability for  
Desired Outcomes  
Legal and Ethical Issues

24 months



# Professional Enhancements

via open enrollment or special requests

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- Myers-Briggs Type Indicator 4-Course Series \$277
  - Crucial Conversations for Mastering Dialogue \$380
  - Getting Things Done \$311
  - The 6 Types of Working Genius \$139
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# Customized Services

**for free or nominal fee**

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- Content Curation
  - Facilitation Services
  - Instructional Design
  - Consulting
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Full listing, with prices at  
[employees.tamu.edu/orgdev/customized-services.html](https://employees.tamu.edu/orgdev/customized-services.html)



ANY  
QUESTIONS?



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# Thank You!

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