Employee Experience = A&M’s Thriving Program

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.
HROE
Supporting A&M Goals

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

- 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)
## Onboarding & Orientation

### FY23 - Began centralized experience

| 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

• 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

- 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
Listening throughout the Life Cycle

Solutions for continuous connections to employee experiences

- Evaluate the recruitment process, reasons for joining, availability of resources, and initial day-to-day experiences
- Understand new employee experiences, including perceptions of the company, expectations for the future, and integration into the culture
- Onboarding: 30-Day Survey
- Engaged Performance™:
  - Joining
  - Contributing
  - Departing

- Revisit work experiences and decisions to leave the organization, and current work arrangements with the benefit of hindsight and perspective
- Pinpoint root causes for departure, future plans, and outgoing perceptions of the organization
- Parting: Exit Surveys
- Reconnecting: Alumni Surveys

- Comprehensive Surveys
  - PULSE Survey: Emerging Issues
  - PULSE Survey: Monitor key metrics
  - PULSE Survey: Event-triggered assessment
  - PULSE Survey: Focus Topics

- Integrating: 90-Day Survey
First Year Employee Onboarding

for day 2-365 -- Coming Summer 2024!

- 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
Development Opportunities

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

- 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

multi-year effort for one round
Managers’ Minutes

biweekly Zoom for all people leaders

- 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

• 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
Customized Services

for free or nominal fee

- Content Curation
- Facilitation Services
- Instructional Design
- Consulting

Full listing, with prices at employees.tamu.edu/orgdev/customized-services.html
ANY QUESTIONS?

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Thank You!

Visit Our Website
employees.tamu.edu