Culture of Service: Employee Engagement Discussion Guide

This is one of many tools that your organization may want to consider using to enhance your culture of service.

**A Culture of Service is defined as a shared purpose where everyone is focused on delivering value for others inside and outside their organization and across the university.** This kind of focus, or *engagement*, happens when employees' own values, goals, and aspirations align with those of the organization, achieving both maximum job satisfaction ("I like my work and do it well") and job contribution ("I help achieve the goals of my organization.")

This guide may help your teams discuss their level of engagement within your organization. Participants could discuss how much they agree or disagree with the statements, and then create strategies to address those of interest. If you would like more information or help facilitating this discussion, please contact [Celeste Duncan](mailto:cduncan2@uw.edu) at cduncan2@uw.edu or 1-1408.

**Category 1: Self**

***Staff and Leadership Discussion***

* My work is bringing me closer to my professional and personal goals.
* My values are in alignment with my department's values.
* My contributions to my department's work and success are appreciated.

Category 2: Department

***Staff Discussion***

* I have a clear understanding of my department's goals and direction.
* My department has been generally successful in meeting its goals.
* My work contributes meaningfully to my department's success.

***Leadership Discussion***

* I clearly communicate to staff my department's goals and direction.
* My department has been generally successful in meeting its goals.
* My staff’s work contributes meaningfully to my department's success.

Category 3: Leadership

***Staff Discussion***

* My leaders provide me with the support I need to succeed in my job.
* My leaders value my judgment with respect to my role and responsibilities.
* My leaders treat my mistakes as learning opportunities.

***Leadership Discussion***

* I provide my staff with the support they need to succeed in their jobs.
* I value my staff’s judgment with respect to their role and responsibilities.
* I treat my staff’s mistakes as learning opportunities.

Category 4: Co-Workers

***Staff and Leadership Discussion***

* My team has a strong sense of teamwork and cooperation.
* My team shares information and knowledge openly.
* My team pitches in to help each other succeed, as necessary.

Category 5: Resources

***Staff Discussion***

* I have received the training I need to do my job to the best of my ability.
* I have the tools and information I need to serve our department's customers well.
* My department's website and forms are easy to read and navigate.
* I usually know where to go for help when facing an unusual situation at work.
* I have a good understanding of the university's overall structures and processes.

***Leadership Discussion***

* My staff have received the training they need to do their jobs to the best of their ability.
* My staff have the tools and information they need to serve our department's customers well.
* My department's website and forms are easy to read and navigate.
* My staff usually know where to go for help when facing an unusual situation at work.
* My staff have a good understanding of the university's overall structures and processes