3rd Shared Services in
HIGHER EDUCATION

STRATEGIES

For Employee Engagement from our Speakers:

Carolina Aguilera, Ph.D., Director, Business Transformation, Enterprise Managed Services Division, Canon Solutions America, Inc.

Lisa London, Director Human Resources, Business Operations, University of Louisville

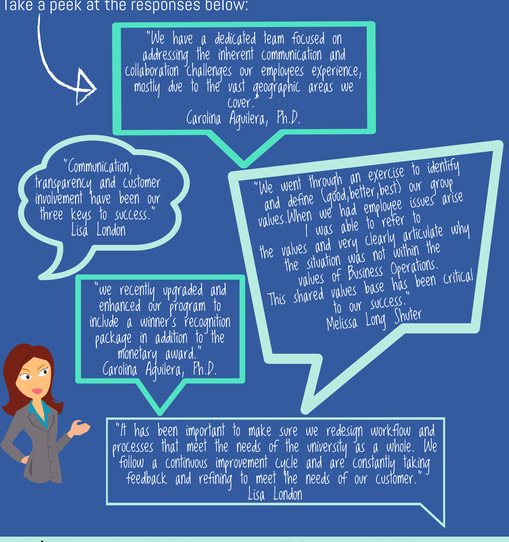
Melissa Long Shuter,Executive Director of Business Operations, University of Louisville

5 TIPS TO SUCCESSFULLY KEEP EMPLOYEES ENGAGED & SATISFIED

1	LEARNING & DEVELOPMENT	Training webinars, A cost effective way to: Further the learning process by increasing the opportunity for communication More frequent training sessions that help keep everyone focus
2	CORE VALUES	Sit down with your team to discuss & review the organization's values Employees are more likely to be engaged with values that align with their own values
3	COMMUNICATION	Day to day communication can help ensure employees understand business goals & objectives Listening to all perspectives allows businesses to explore new options and grow
4	TRANSPARENCY	Let employees know why they should trust their organization and leaders Share changes in company vision & values Allow employees to be part of the decision-making process process
5	ANNUAL MEETINGS & EVENTS	Encourage employee bonding Allows organization to show appreciation, consideration and recognition to employees

Ahead of the event, we interviewed our current speakers to find out how they tackle employee engagement and what successes they have seen.

Take a peek at the responses below:



HERE'S HOW TO SUCCESSFULLY RECRUIT & RETAIN ENGAGED EMPLOYEES

1 Qualities to look for when hiring

When going through the hiring process it is important that you look for the following qualities: a.) good work ethic- those that are dedicated to their work will overcome challenges they face and ensure that they perform well at their job, b) passion - they are excited about the type of work they will be doing and will remain driven, c) Integrity - trusted employees are the face of your organization's brand, d) resiliency - be able to recover from mistakes and of course e) positive energy!

2 The importance of leadership

Strong and empathetic leadership skills lead to employees who respond in a positive way. It is important that leaders are trustworthy, communicative, and bring positive energy to their team. Leaders encourage and motivate their employees to reach far beyond their goals. They sit down and identify goals & objectives.

3 Engaging & motivating employees

It is important to listen to what your employees have to say. Gather feedback from employees during team meetings. Employees want to feel valued. When employees feel that they are appreciated, they have better productivity and are happy to contribute. By prioritizing employee recognition- you can ensure a more productive, organizational, innovative organization.

Want to learn more?

If you enjoyed this piece and are looking for a lot more great content on Shared Services and how you can benefit from a SSO (regardless of your levels of maturity), please view the agenda for the ***3rd Shared Services in Higher Education*** summit. The event will take place in Phoenix, Arizona from April 23-25, 2018.

As an attendee, at the event you can expect to:
- Develop a Successful Plan to Start Up, Stabilize, Improve, and/or Expand a Cost-Effective and Efficient Shared Services Program
- Get the Foundations Right for Process Automation & Robotics
- Turn Your Stakeholders Into Leaders as Business Improvement Champions
- Develop a SSO on a Meager Budget
- Attract and Retain Top Talent

View Agenda

REFERENCES

"How to Successfully Recruit and Retain Engaged Employees." Sarah Peri. Brown University.