Employee Engagement

Connecting the Organization to the People Doing the Work
Who am I?

29 year employee for State of Washington. HR Director for Department of Licensing (DOL).
Driven to find better ways of engaging employees and developing leaders.

Laurie Milligan, SPHR
Who am I?

10 year employee for the State of California. Training Officer for the California DMV.
Delivering on the pursuit of happiness through professional development.
Passion for the great outdoors. Soccer Dad. Dog Lover.

Paul Stangis
Employee Engagement - The relationship between the organization and its people.
WHY WASHINGTON AND CALIFORNIA?

“
The word “engagement” often limits our thinking. It’s assumes that our job is to reach out and “engage” people, rather than to build an organization that is exciting, fulfilling, meaningful, and fun.

Josh Bersin
MISSION
With a strong commitment to great service, we advance public safety and consumer protection through licensing, regulation and education, and we collect revenue that supports our state's transportation system.

VISION
Proudly earning Washington's confidence every day through the highest level of service and commitment to public safety.

VALUES
Integrity
Inclusion
Respect
Results
Service Excellence
MISSION
We proudly serve the public by licensing drivers, registering vehicles, securing identities, and regulating the motor vehicle industry.

VISION
A trusted leader in delivering innovative DMV services.

VALUES
Honesty and integrity
Commitment to serve the public
Respect and consideration for each other, our customers, and the environment
Accuracy and quality in all our products and services
DOL Engagement Pulse Results Compared to Statewide Results

- **1)** I have the opportunity to give input on decisions work to learn and grow affecting my work.
  - DOL 2016: 68%
  - State 2016: 61%

- **5)** I have opportunities at work to learn and grow.
  - DOL 2016: 65%
  - State 2016: 61%

- **9)** I receive recognition for a job well done.
  - DOL 2016: 61%
  - State 2016: 55%

- **14)** I receive clear information about changes being made within the agency.
  - DOL 2016: 68%
  - State 2016: 48%

- **16)** We use customer feedback to improve our work processes.
  - DOL 2016: 62%
  - State 2016: 46%
CALIFORNIA EMPLOYEE ENGAGEMENT SURVEY

+ • Clear work expectations
  • Public service impact
  • Job security and stability
  • Benefits and compensation

^ • Management practices
  • Communications
  • Recognition for a job well done
ENGAGEMENT IN ACTION

Taking the pulse of the organization – vital signs!
I have the opportunity to give input on decisions affecting my work.

I have opportunities at work to learn and grow.

I receive recognition for a job well done.

I receive clear information about changes being made within the agency.

We use customer feedback to improve our work processes.
I have the opportunity to give input on decisions affecting my work.
I have the opportunity to give input on decisions affecting my work.

IN ACTION

• “We welcome input from those we impact.”
• Reducing Wait Times
• Superior Customer Service Initiative
• Consistency Meetings
I have opportunities at work to learn and grow.
I have opportunities at work to learn and grow.

IN ACTION

• New employee onboarding
• Manager and Supervisor training
• Leadership development and upward mobility
• Mentoring
• “We build great teams.”
I receive recognition for a job well done.
IN ACTION

- Employee Recognition Advisory Board

- Employee Recognition Program

- Employee of the Month Program

I receive recognition for a job well done.
I receive clear information about changes being made within the agency.
IN ACTION

- Hot Topics – Weekly Email Blast
- DMV/Spirit Record Newspaper
IN ACTION

- Director’s weekly message
- Employee and Supervisor Forums
- Incorporating organizational change management (OCM) principles
- “% of employees who say they receive clear information about changes being made within DOL.”
We use customer feedback to improve our work processes.
We use customer feedback to improve our work processes.

IN ACTION

• Strategic Goal: A Customer Focused Organization

• “We’ll be friendly and helpful – Everytime.”
We use customer feedback to improve our work processes.

**IN ACTION**

- **Customer Satisfaction Survey** - 3x per year, converting to at-the-counter or end-of-call survey

- Increased wait times = decreased customer satisfaction. Use wait time measurements and tracking to guide business decisions

- Use quick feedback tool on all online services

- **Customer Feedback Program** - “How are we doing?” Survey Cards
Customers will never love a company until the employees love it first.

SIMON SINEK

“Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.”

Richard Branson

"Always treat your employee exactly as you want them to treat your best customers."

Stephen Covey
INTENTION MATTERS

Be intentional about the type of organization you build.

How do you demonstrate respect and support for the people doing the work?

Model the behavior you want to see.
REFLECTION

What does your organization do to engage employees?

Any lessons learned you’d like to share?
CONTACT US

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THANK YOU