



Employee Experience

February 5, 2018

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2018 Employee Engagement Survey

- Survey is a listening tool
- More than 8700 responses
- Results shared widely on Jan. 24
- Preparation for the 2018 survey:
 - 3rd party to manage complaints and develop complaints process
 - Where there is hurt, there needs to be repair

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2018 Engagement Survey Highlights

- Overall engagement of employees is 67%
- Strong relationships with supervisors - 73% favourable overall
- Close to 82% believe their supervisors are looking out for their safety
- 83% said their work contributes to the success of the City of Edmonton
- More than 78% feel respected by their co-workers

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Respect in the Workplace

- No one should feel discriminated against or harassed
- 2.6% increase in discrimination
4.8% increase in harassment
- Reporting incidents more; people are more comfortable disclosing
- Increase in harassment from the public
- We must work on all our relationships

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Trust & Confidence in Leadership

- Leaders are remote, unknown
- Effects of past organizational change still felt by some
- Too many layers and a concern that career aspirations cannot be met

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Opportunities to do better

- Corporate plan of action to improve employee engagement and create a safe and respectful workplace
- All levels of leadership will participate in developing action plans
- *Listening, learning and leading* is the theme for future action

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Kim Armstrong

Deputy City Manager
Employee Services

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This is How We Work

- *This is How We Work* respectful workplace initiative
- Includes programs, services, processes, procedures
- Two main guiding tools: Respectful Workplace Admin. Directive and Procedure
- Directive defines harassment and discrimination; outlines responsibilities
- Procedure guides each of us in what to do if we see or experience behaviours; provides a path for resolution
- All staff must work to create a respectful workplace
- Education sessions and information materials

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Involvement and advice

- *This Is How We Work* Steering Committee
- Employee Advisory Committee
- Supervisor focus groups
- Union and association partners
- Community of practice with other local organizations representing over 200,000 employees

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Closing Remarks

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Thank you.

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