HR Rep Survey Objectives

- Determine if the HR rep meetings and communications are meeting the needs of the HR rep community
- Assess whether other formats or mechanisms should be used
- Get information on what types of training might be useful to HR reps
Survey Results

- Survey conducted in June, 2014
- 70 respondents
- Key findings:
  - Only 54% of respondents attend all meetings (most often cited schedule conflicts)
  - Most felt quarterly meetings were sufficient
  - 58% found the information in the meetings to be very useful and 34% found it somewhat useful
    - Comments: information is sometimes stale, most could be communicated by email, much information is “PR”
    - Interested in information that helps them do their job better and or functional knowledge of HR
    - Some interest in dialogue, or presentations from Emory leadership
Survey Results, continued

- 51% of respondents also attend unit HR rep meetings
- 87% reported passing HR information to staff/faculty via email; 33% use fliers/posters; 30% share at unit meetings; 10% via other methods (including sharing with leadership or via SharePoint/other online systems)
- Respondents see their HR Rep roles as:
  - Leading the HR function in the unit/part of unit leadership
  - Liaison between the unit and central HR
  - Support and/or resource for faculty and staff in the unit
  - Part of the information channel
  - Assisting leadership with HR tasks/educating leaders about HR
Survey Results, continued

- **Professional development interests noted:**
  - HR certification
  - Training on HR web/PeopleSoft
  - Sessions like HR Bootcamp
  - Public speaking/conflict resolution/feedback/mentoring
  - Diversity training
  - HR best practices
  - Networking

- **Formats respondents were willing to try:**
  - Webinar format: 62%
  - Small group discussions: 58%
  - Submitting questions ahead of time: 48%
  - Presentations from other HR reps: 45%
  - Social/celebratory: 30%

- **The monthly email was cited as the best way to get information by 80% of respondents, followed by meetings at 64% and News You Can use at 38%**
Input from Central HR

- Would like to:
  - Have more interaction in the meetings/less “one-way” communication
  - Tap into the knowledge and experience of the HR rep community
  - Find a way to help HR reps increase their expertise in the HR field
  - Help the HR reps feel like they are part of HR, in addition to being part of their division/unit/department
Suggestions Based on Survey Results

- Make the information more timely, relevant and interesting
  - Consider a monthly webinar and quarterly in person meeting; consider one “celebration” per year to encourage community and networking
  - Develop a calendar of topics
  - Keep the length at one hour
- Send information ahead of time and use the meeting time for questions/discussion
- Add professional development component
  - Presentations from Emory leaders
  - Brief presentations on topics of interest such as conflict resolution
- Develop mechanisms for more interaction
  - “Inside scoop” – best practices from other reps
  - Panel discussions
  - Small group discussions of issues
  - Ensure the meeting room supports discussion
Questions and Next Steps

- Your thoughts?