

MICHIGAN CUPA HR - ANNUAL CONFERENCE
2021

From Good to Great!

The Employee Experience - Fostering a Great Work
Culture through Human Resources Initiatives

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BIO

Education. Certification. Service.

Education:

- Bachelor of Science degree from Central Michigan University
- Master of Arts degree from Siena Heights University

Certifications:

- HRCI - Professional in Human Resources (PHR)
- Diversity, Equity, and Inclusion in the Workplace

Service:

- MI CUPA-HR Learning Committee Member
- MI CUPA-HR Board Member - President Elect - June 2021 - May 2022

#customerservice #alwayslearning



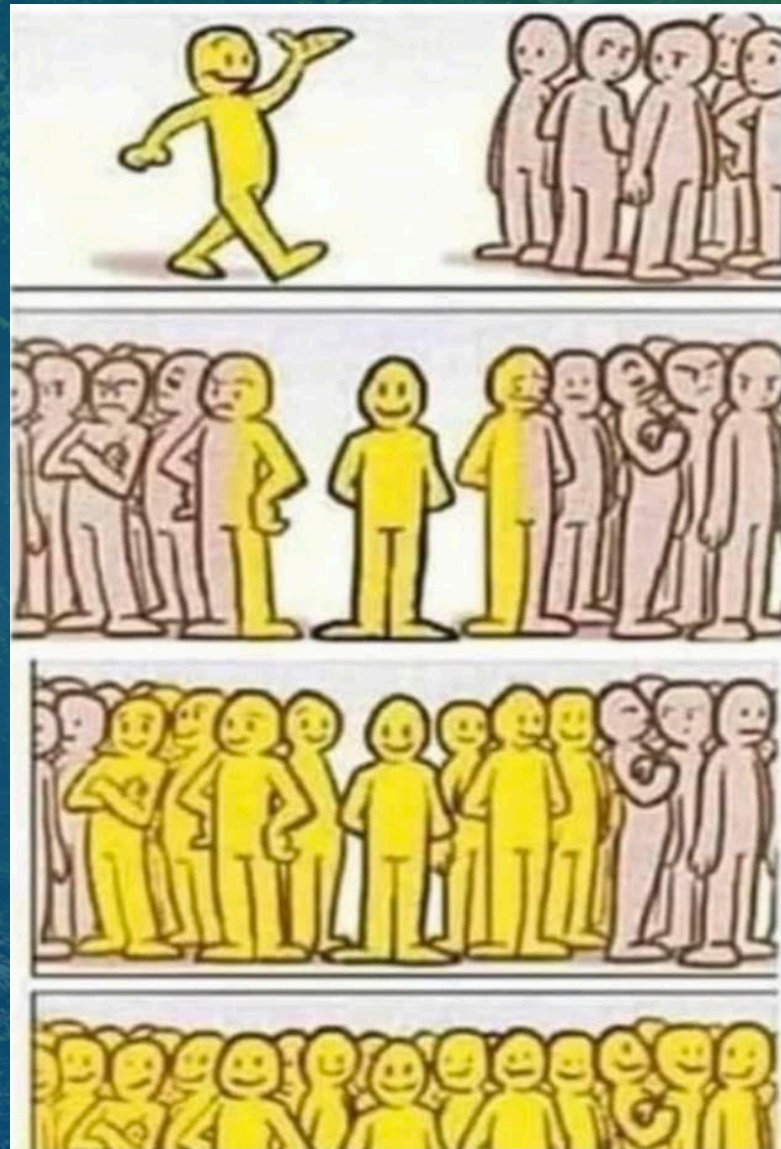


Leadership

If your actions inspire others to dream more, learn more, push more, become more, *YOU* are a Leader!

#bealeader #partnerwithleaders #make your mark

3



#spreadpositivity

POSITIVITY

A positive attitude will have positive results because attitudes are contagious!

- 2020 - The year of the graceful *PIVOT*
- 2021 - The year of *POSITIVITY*

#SPREADHAPPINESS

Indiana University Health

TRUE?

**Please take
responsibility for the
energy you bring into
this space.**

Your words matter. Your behaviors
matter. Our patients and our teams
matter.

Take a slow, deep breath and make sure
your energy is in check before entering.

Thank you.



Indiana University Health

#youmatter #energyiscontagious

EMPLOYEE EXPERIENCE

Why am I passionate about the Employee Experience and Culture?

- Essential to providing education and services to our students.
- Employees are the face of your institution.
- HR can make a significant difference.
- Unhappy employees contaminate the group.
- Unhappy employees can hurt the institution's performance and reputation.

#onebadapple

ONGOING HR INITIATIVES

#LEVELUP

HR OPERATIONS

- Implementing Standard Operating Procedures and Processes
- Updating and Improving Policies
- Streamlining HR and Payroll processes to increase efficiency and accuracy (eVerify, DocuSign, Paycor, Paycor Benefits)

EMPLOYEE EXPERIENCE

- GOAL - New benefit every year
- Perks Programs
- Birthdays and Anniversaries
- Great Place to Work Certification
- HR HUDDLE
- Meet with managers regularly
- Timing

#embracechange



Leadership

SUCCESS doesn't come from pie-in-the-sky thinking. It's the result of consciously doing something each day that will add to your overall excellence and to that of your team.

Nick Saban

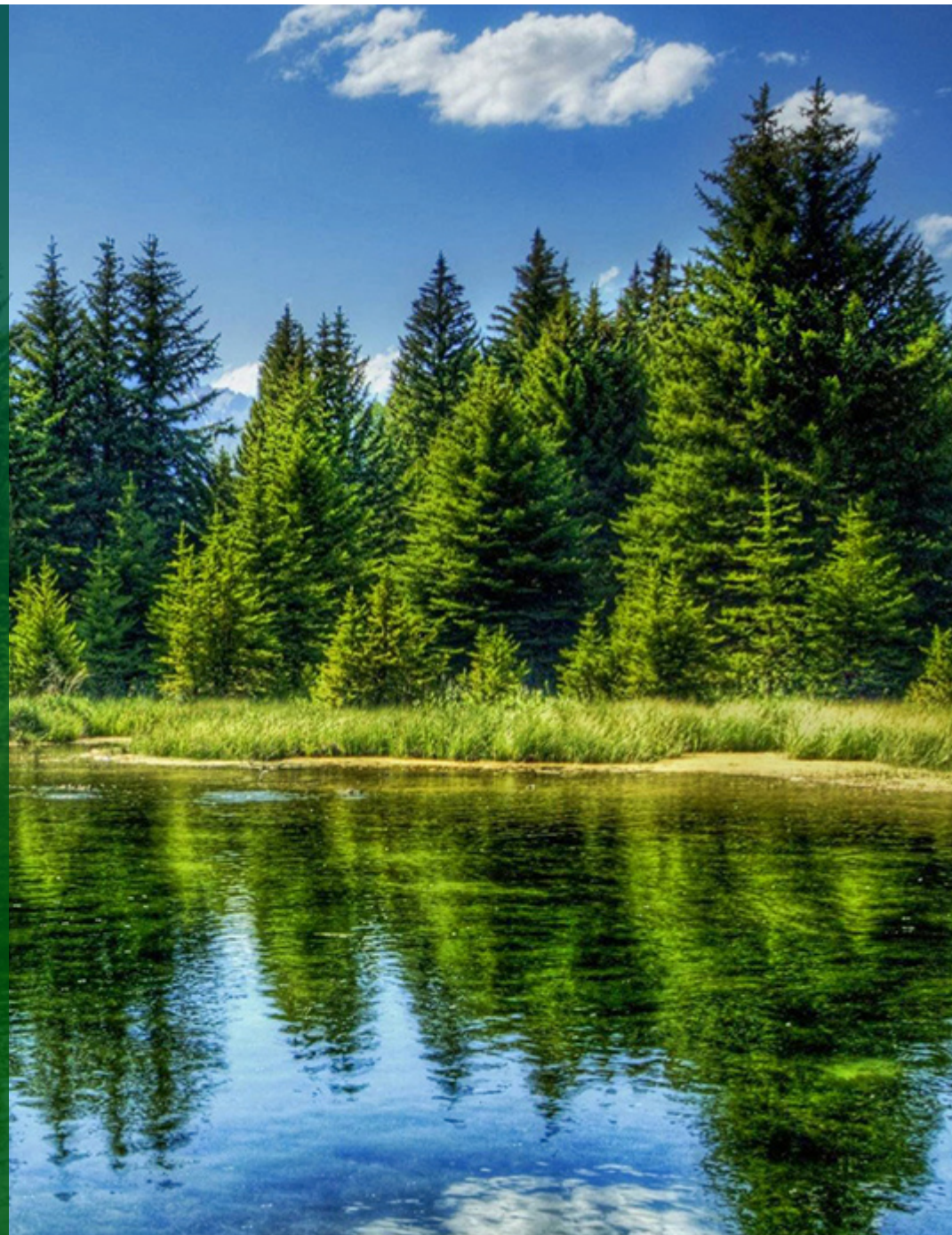
#bealeader #gptw #setthebarhigh

Question

What do you think is the most important asset of an organization?

#keytosuccess

10



EMPLOYEES

Employees are also the highest cost to an organization...

- Important to recruit and retain top candidates
- Provide an exciting workplace that includes challenges
- More time at work – Foster friendships with great people
- Give your employees reasons to have faith in the longevity of the company
- Yes, money matters but it's the whole package that needs to be considered and it isn't the top reason employees stay or go

What do you think motivates employees the most besides money?



#moneyisnoteverything

Motivation

#driveyourworkforce

Recognition

- Paycor Recognition
- Birthday and Work Anniversaries
- Food
- Don't wait for annual reviews – recognize often

Growth

- Something to look forward to
- Something to work towards

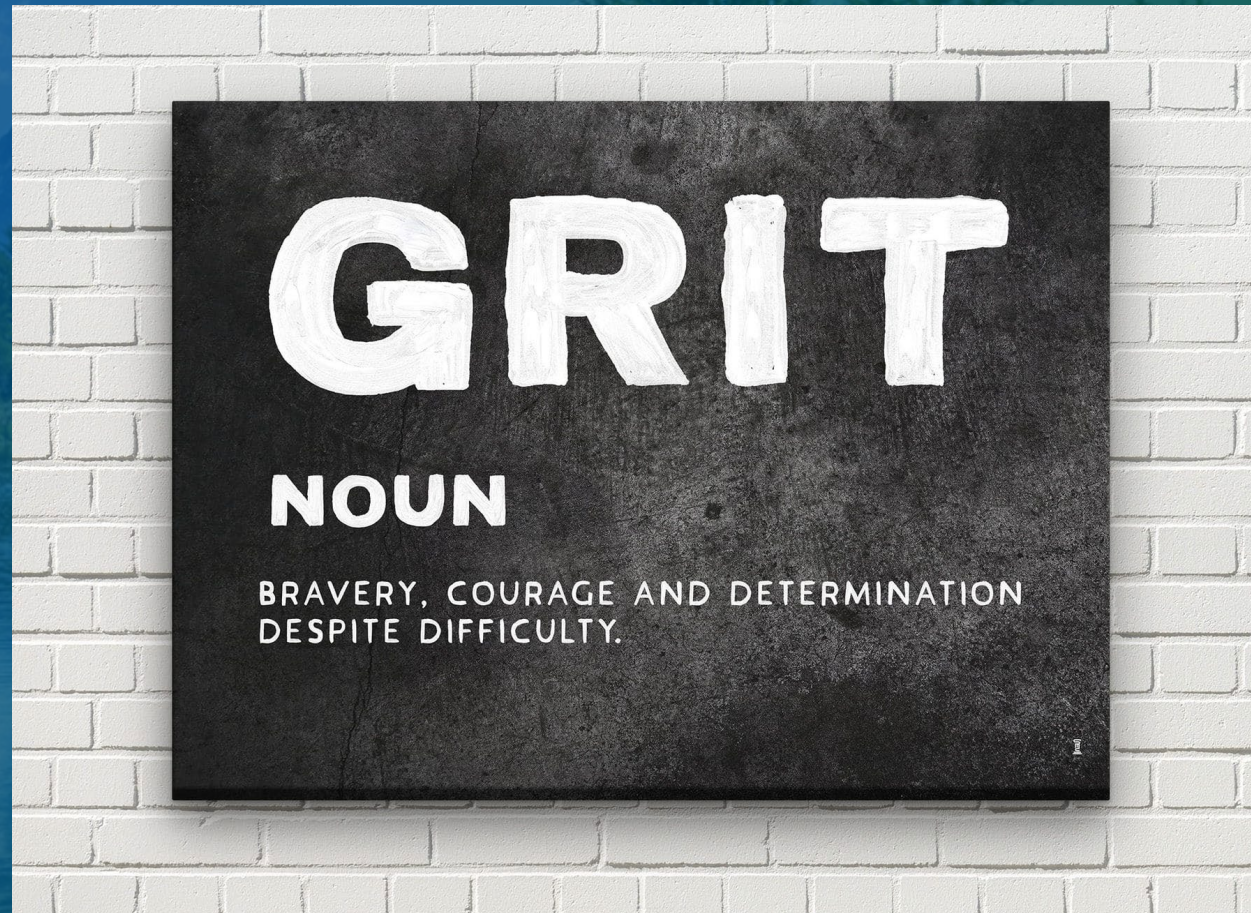
#empowerothers #recognizeothers #kindness



Best Predictors of Success

What do you think they are?

It is *GRIT*



#GRACE&GRIT

HR BEST LEADERSHIP PRACTICES

What do your employees want from you???

Manage down ↓

- Help your employees believe they are part of something special: Culture, team, environment.
- Help your employees believe in what they're doing, and it has purpose and meaning.
- Make sure their work is recognized and appreciated.
- Employees want to be appreciated and respected by their co-workers and leader.
- They want a leader who encourages them.
- They want to have trust in the senior leaders.

HR BEST EMPLOYEE PRACTICES

What does your boss want from you???

Manage up ↑

- Dependable
- Communication
- Focus
- Honest
- Respect
- Follow the chain of command
- Adaptability
- Professional demeanor
- Commitment
- United as one solid team



Customer Service

What does it mean in your roles....

#whoareyourcustomers



Communication

Things are not always what you believe them to be...

#notawasteoftime



Leadership

Talent sets the floor; character sets the ceiling.

Bill Belichick

#bealeader #gptw

VIDEO

Dewitt Jones – Celebrate what's right with the world

https://www.ted.com/talks/dewitt_jones_celebrate_what_s_right_with_the_world?utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare

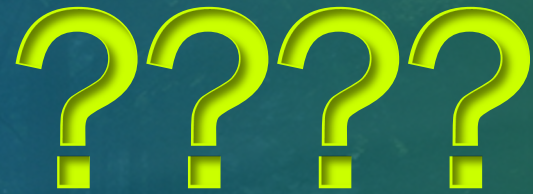


Happiness and Success

I promise there is enough of both to go around....it all starts with a solid team!

#teamHR #beonewiththeteam

Any questions?





THANK YOU

I am always, absolutely-always, happy to help!

Email

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