

Trust Index: RESPECT

Campus Presentation

Tuesday, November 3, 2015



What we want to do today

- Focus on Respect
- Understand the data
 - How people experience and perceive work at Hope in general
 - How those experiences and perceptions may differ across our community
- Discuss the data
 - What does the data mean?
 - Does the data call us to do anything?
 - Are there individual and institutional opportunities for action/response based on the data?
- After today
 - Continue to understand experiences leading to these outcomes
 - Encourage/enable behaviors that foster greater trust in the community
 - Re-assess in the future

The Trust Index®

- Measures 5 factors influencing trust: Credibility, **Respect**, Fairness, Camaraderie, Pride
 - *Respect: the extent to which employees feel respected by management based on the levels of support, collaboration, and caring employees perceive as the result of management's actions toward them.*
- Employees respond to statements most accurately reflecting his or her experience in the workplace at an Organizational Level and Work Group Level
- Statements
 - 58 core Trust Index® statements
 - 14 college-specific statements designed by a committee of faculty and staff representatives
 - 2 open-ended questions
- Scale
 - 1 = Almost always untrue
 - 2 = Often untrue
 - 3 = Sometimes untrue/sometimes true
 - 4 = Often true
 - 5 = Almost always true

Respect Dimension Statements

Support

- I am offered training or development to further myself professionally.
- I am given the resources and equipment to do my job.
- Management shows appreciation for good work and extra effort.
- Management recognizes honest mistakes as part of doing business.

Collaboration

- Management genuinely seeks and responds to suggestions and ideas.
- Management involves people in decisions that affect their jobs or work environment.

Caring

- This is a physically safe place to work.
- This is a psychologically and emotionally healthy place to work.
- Our facilities contribute to a good working environment.
- I am able to take time off from work when I think it's necessary.
- People are encouraged to balance their work life and their personal life.
- Management shows a sincere interest in me as a person, not just an employee.
- We have special and unique benefits here.

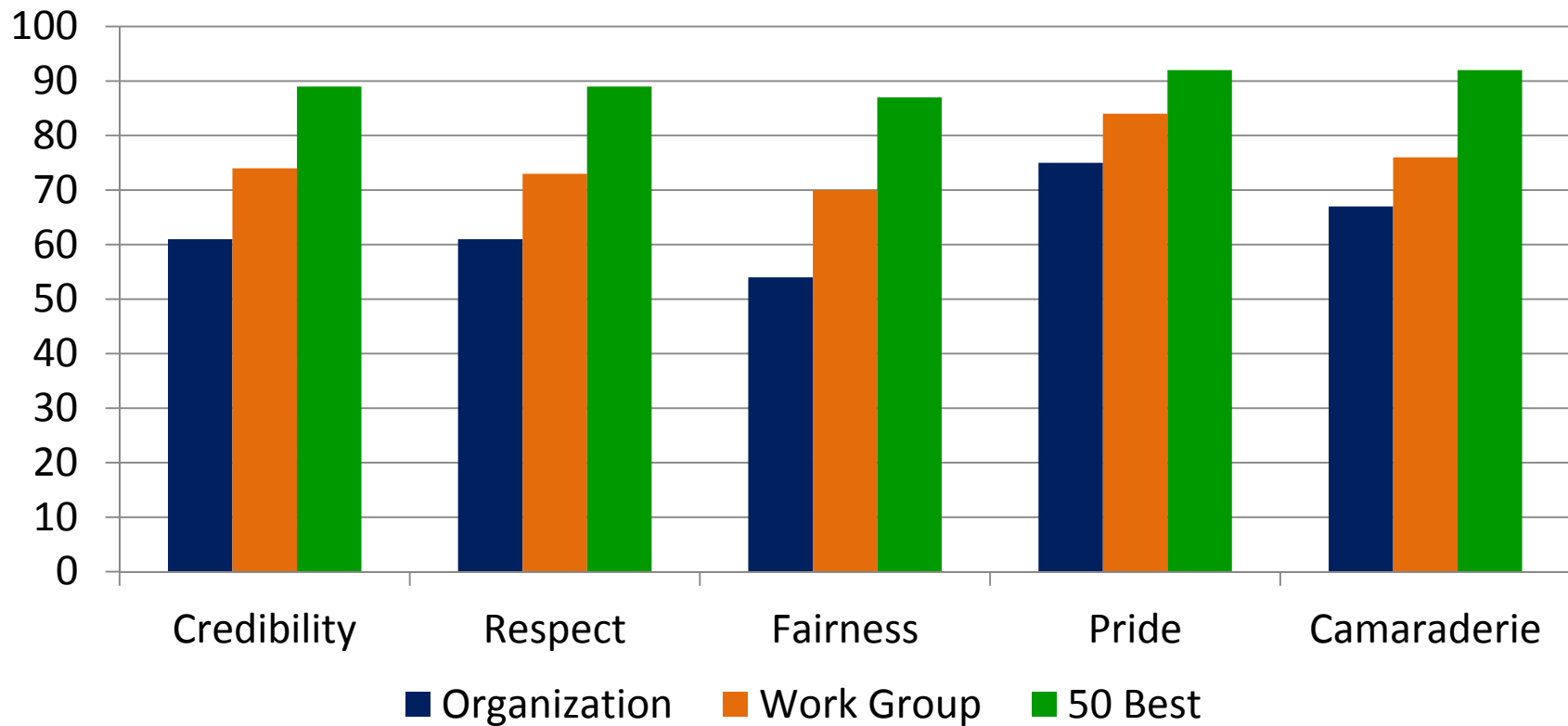
Questions to Consider

- What is working well—what do you see that we can celebrate?
- What things are currently happening to inhibit trust that Hope can take action on to change?
- What could be done to positively impact those things that inhibit us from fully experiencing trust?
- What are things each one of us can do, individually, to increase trust on campus?

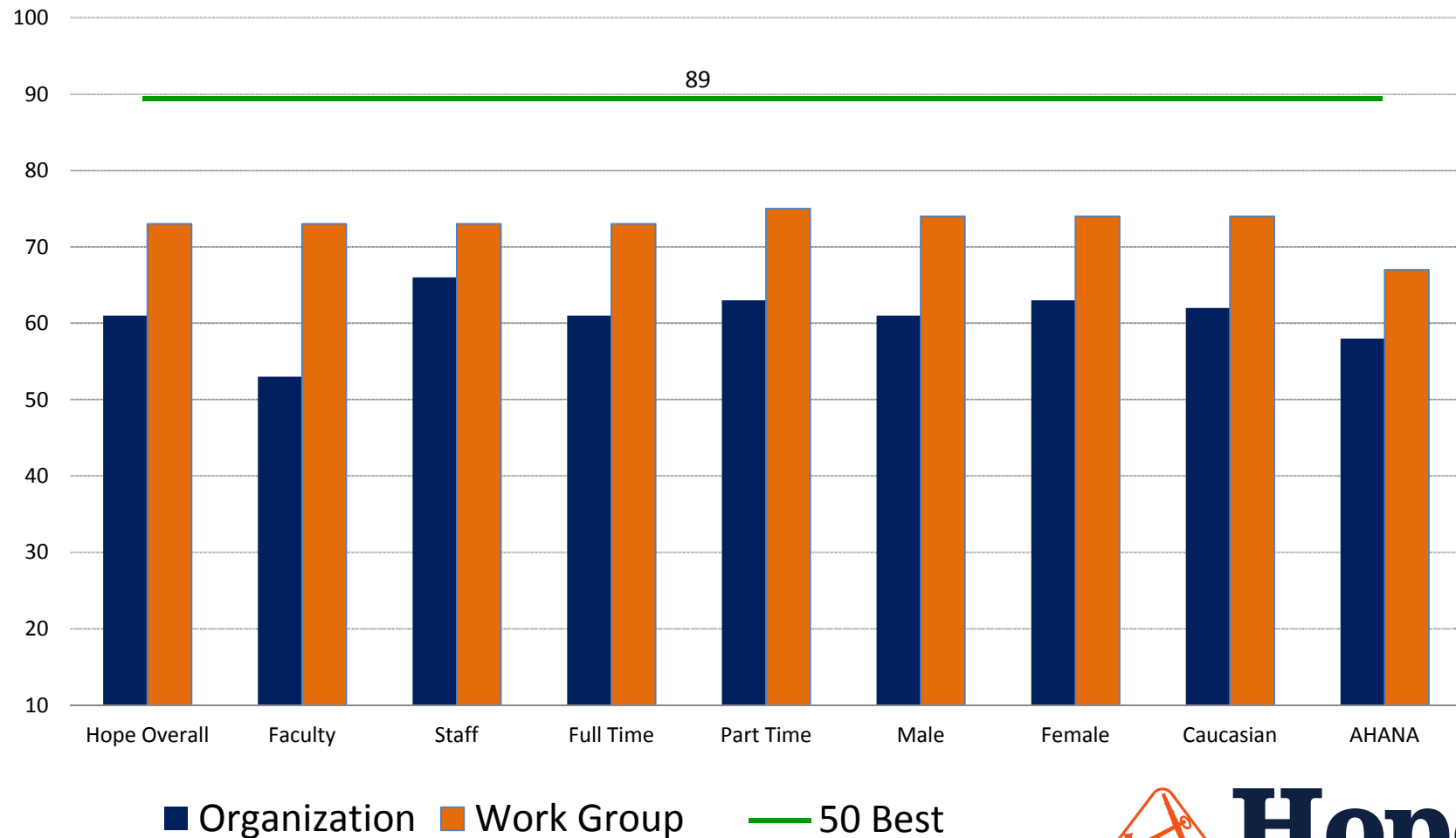
Explaining the Spreadsheet

- What the numbers mean
 - Percent of people who responded 4 (“often true”) or 5 (“almost always true”) to the statement (1, 2, or 3 responses are not included)
 - Blue vs. Yellow Color Coding
- Workgroup vs Organization
 - WG = our most immediate group with whom we work
 - ORG = Hope College, overall
- Benchmark Group
 - 50 Best 501-999 Employees (2014)
- Responses
 - To protect confidentiality, only categories with 5+ responses are presented in separate columns
- Overview of the Statements
 - Credibility and client-Specific statements
 - Average percentages at the end of each section

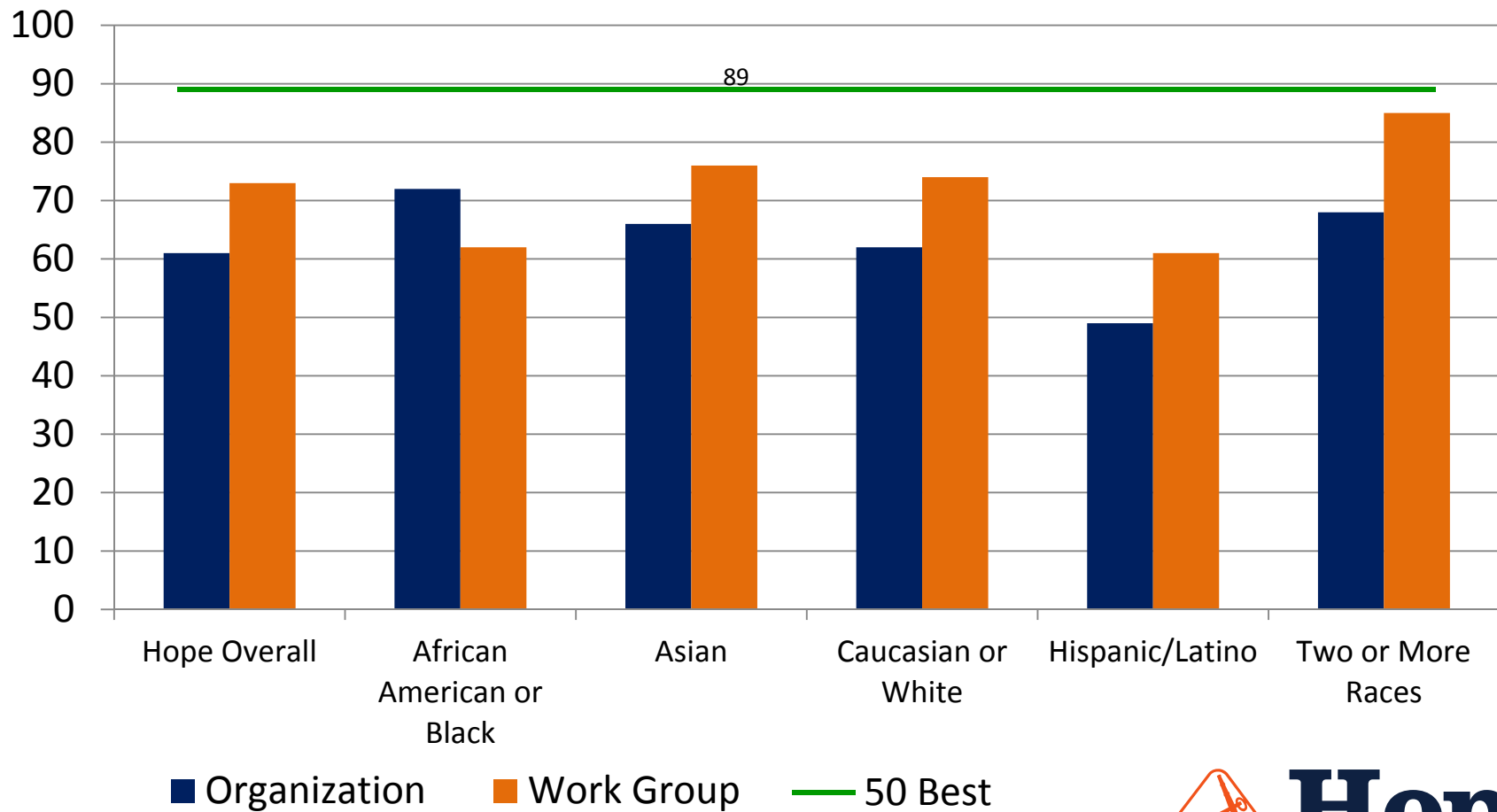
Overall Results: Five Dimensions of Trust



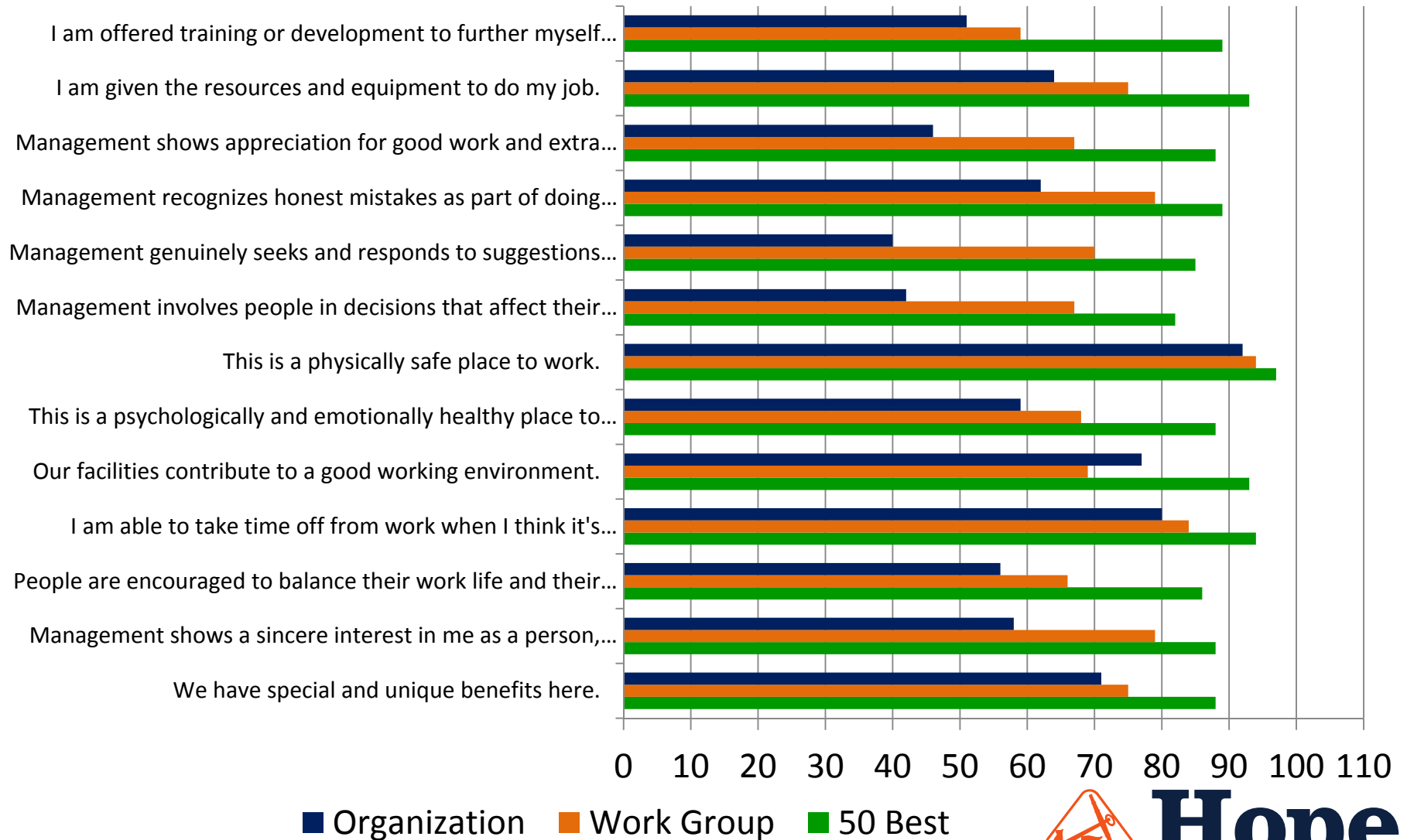
Respect - Demographic Results



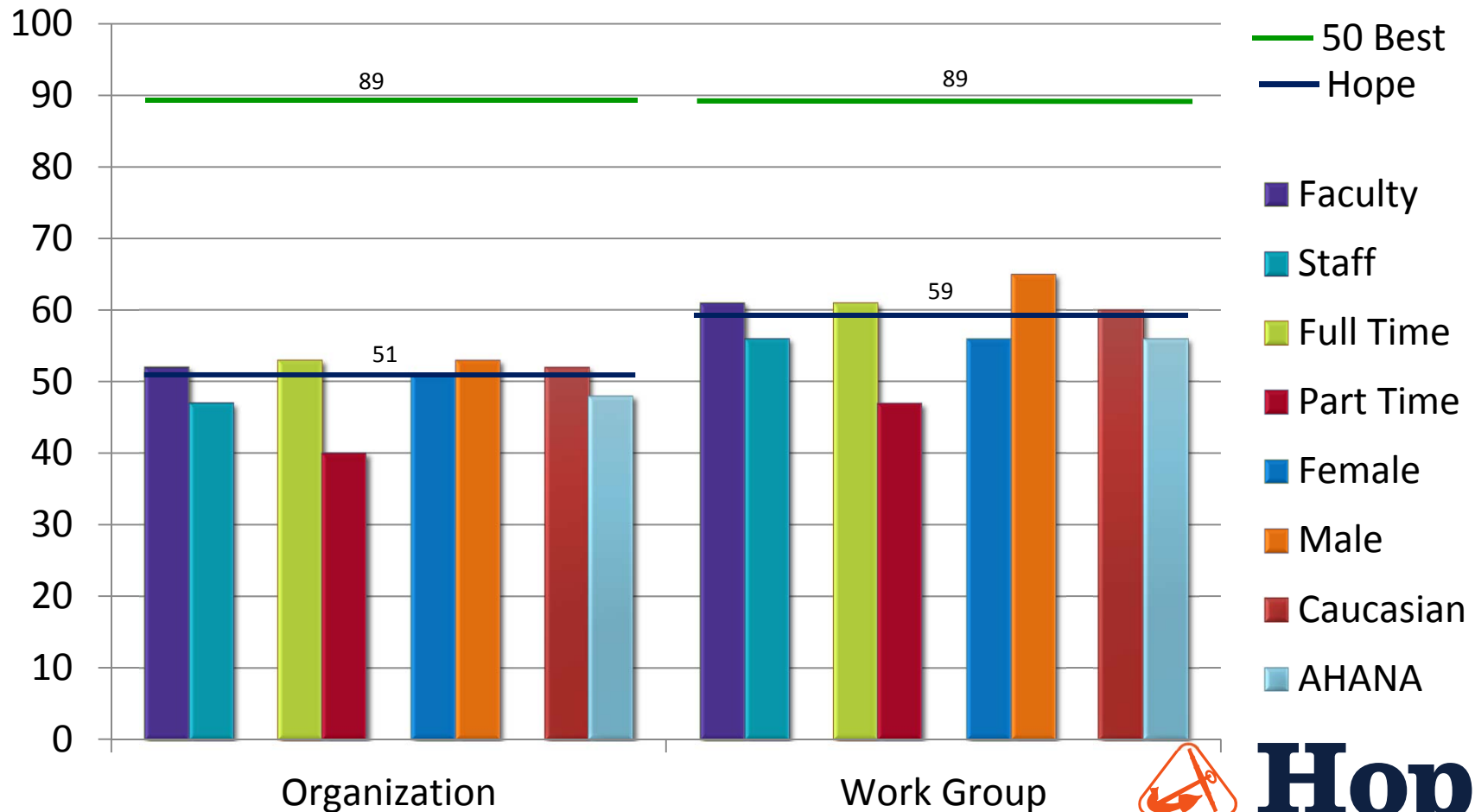
Racial and Ethnic Variability



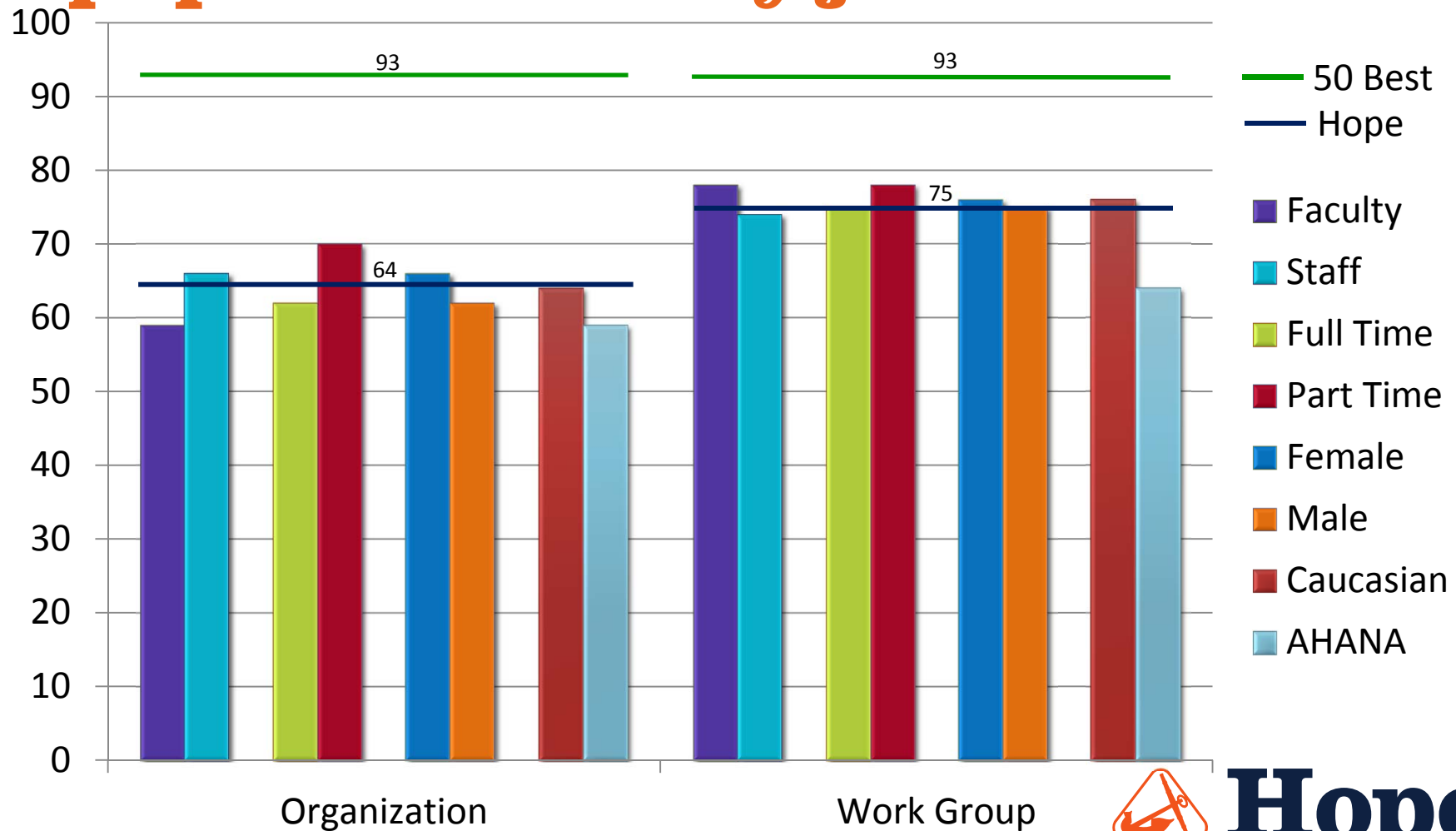
Overall Response by Statement



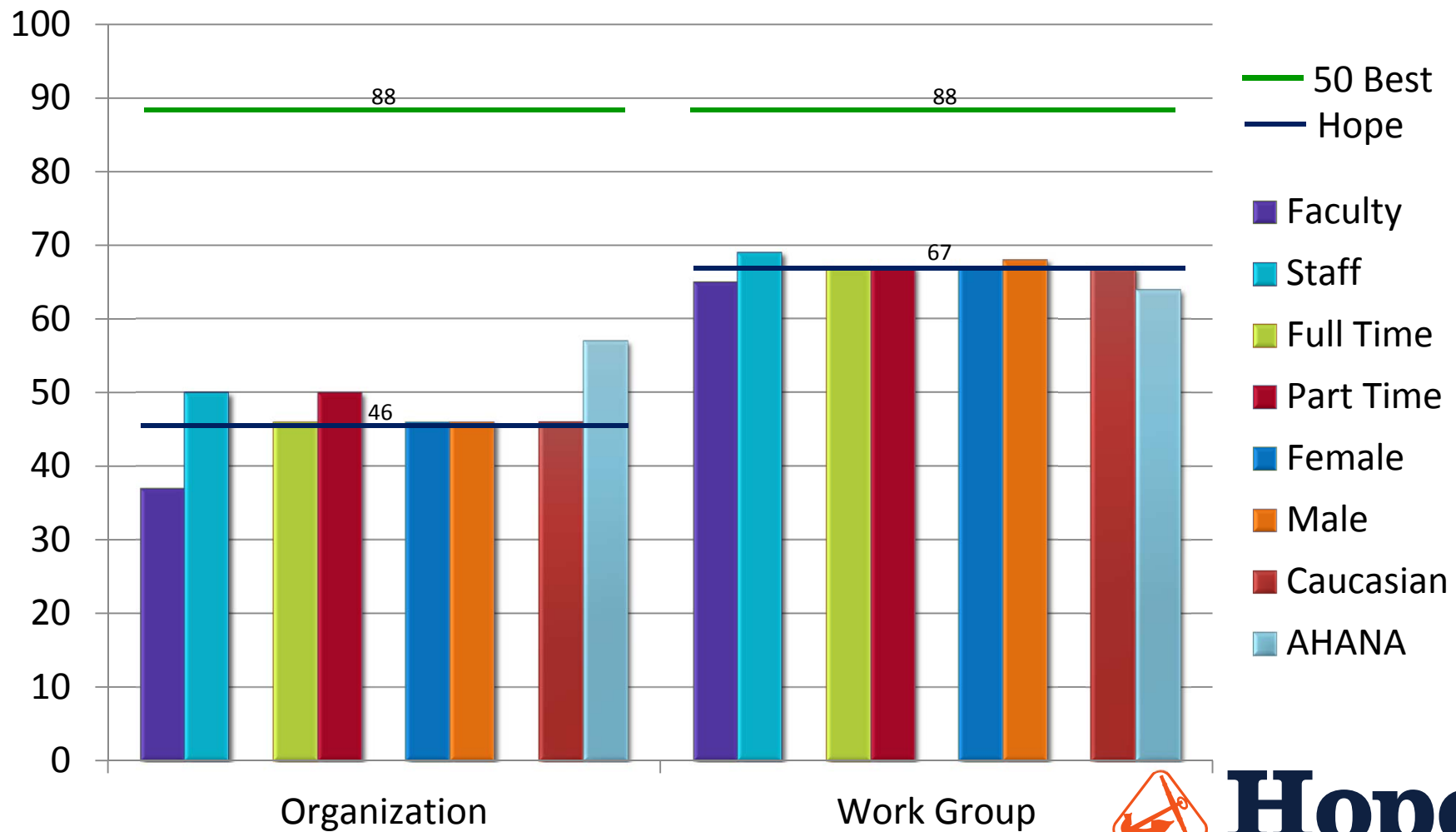
I am offered training or development to further myself professionally.



I am given the resources and equipment to do my job.

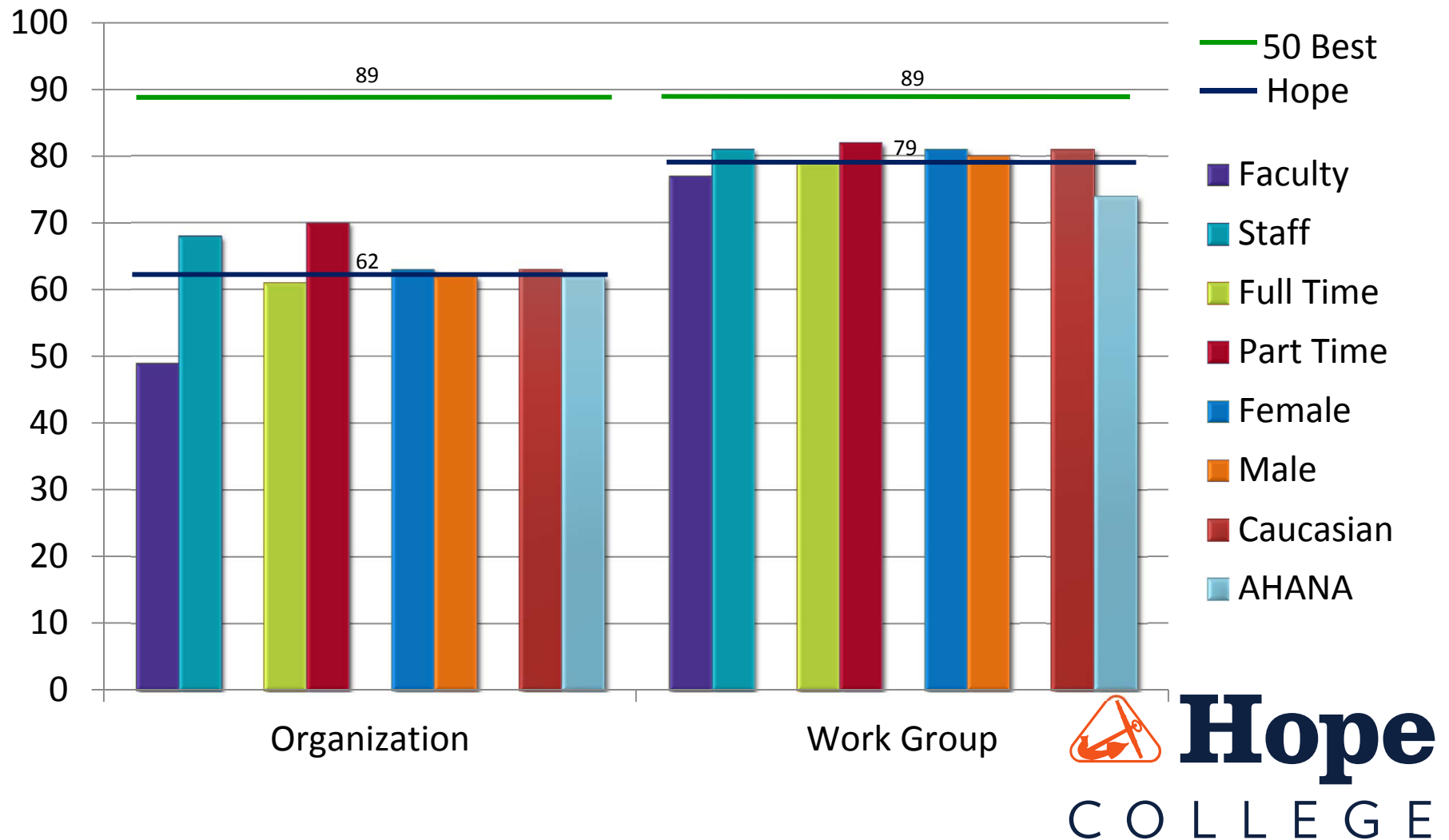


Management shows appreciation for good work and extra effort

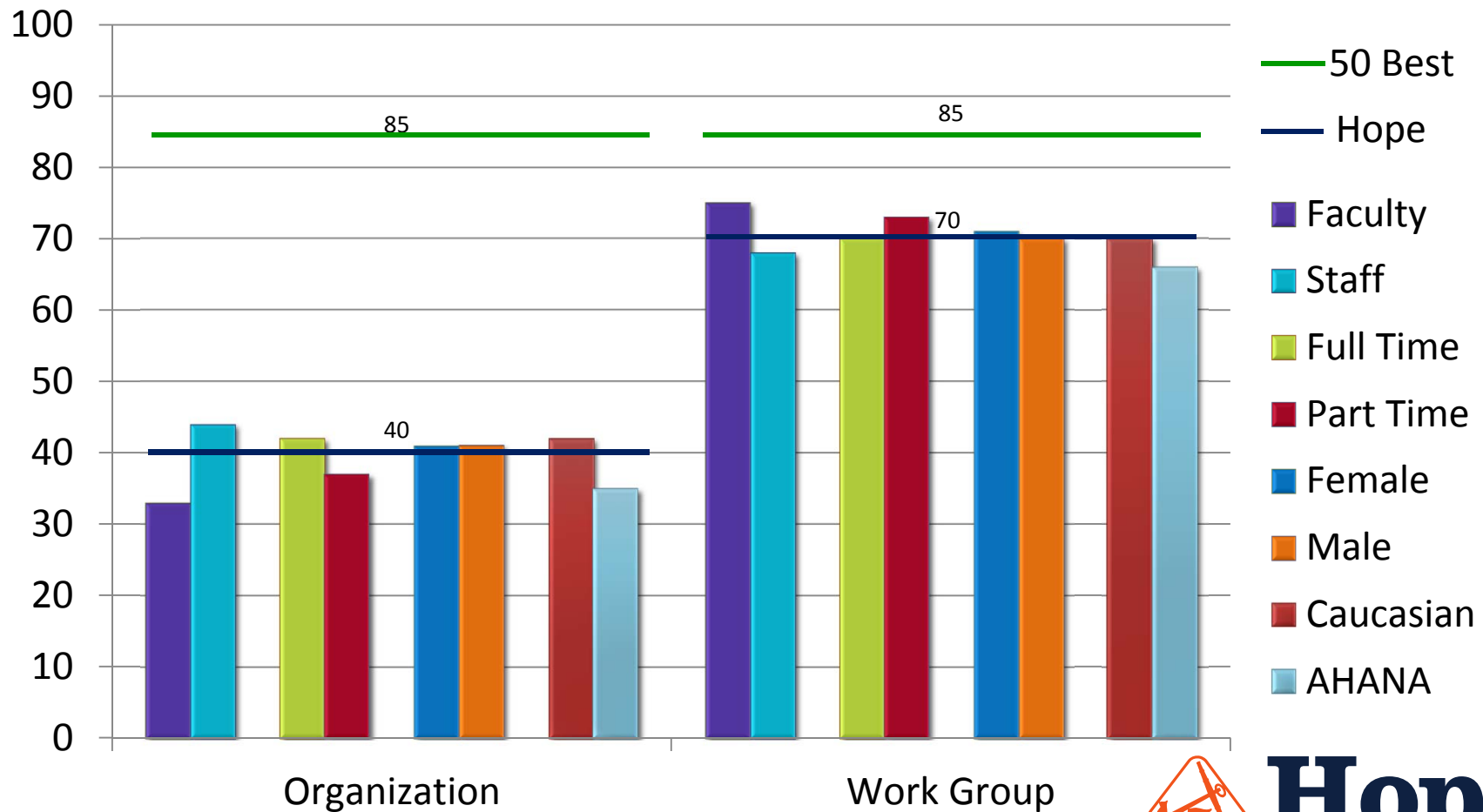


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Management recognizes honest mistakes as part of doing business.

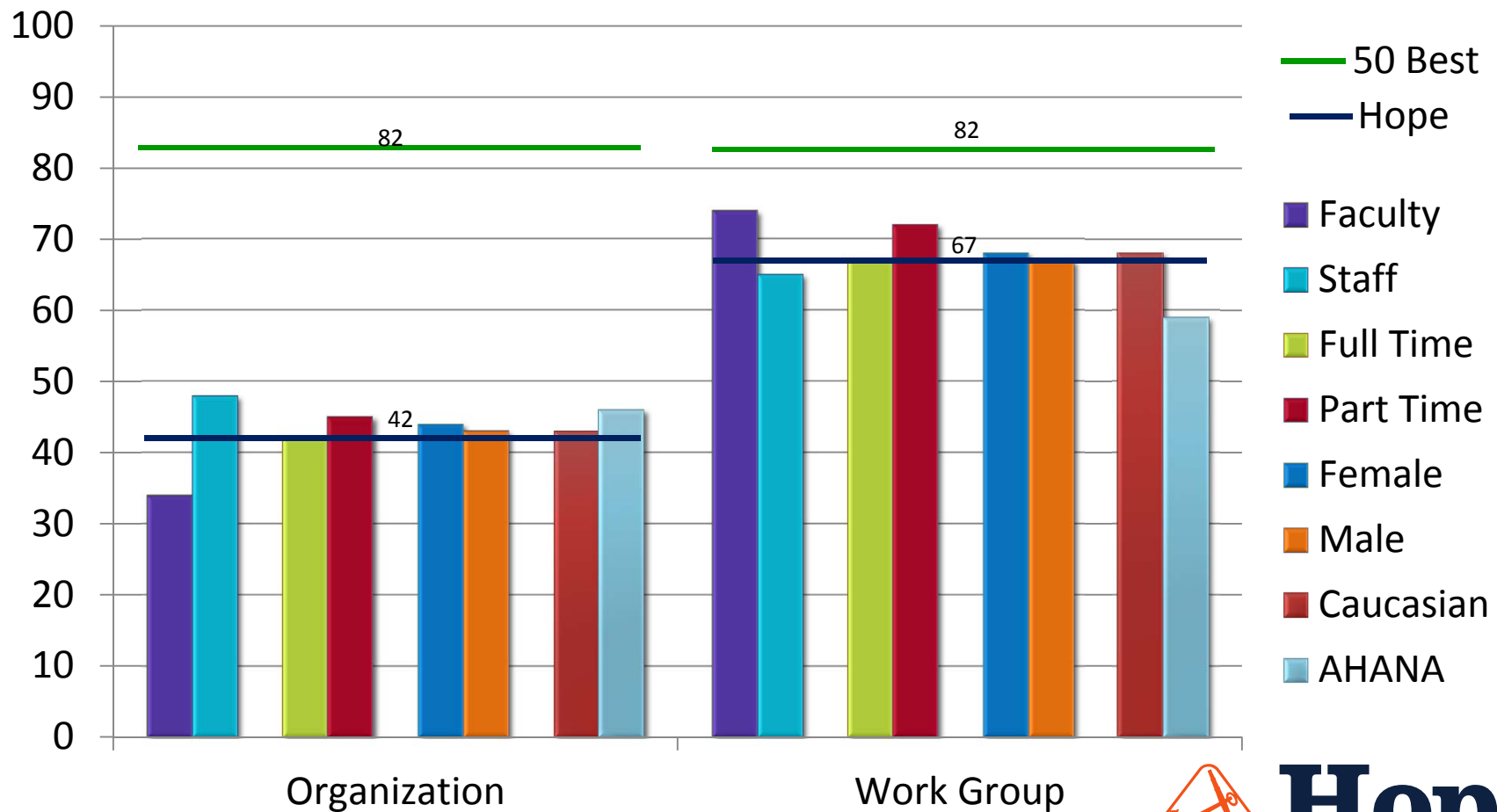


Management genuinely seeks and responds to suggestions and ideas.

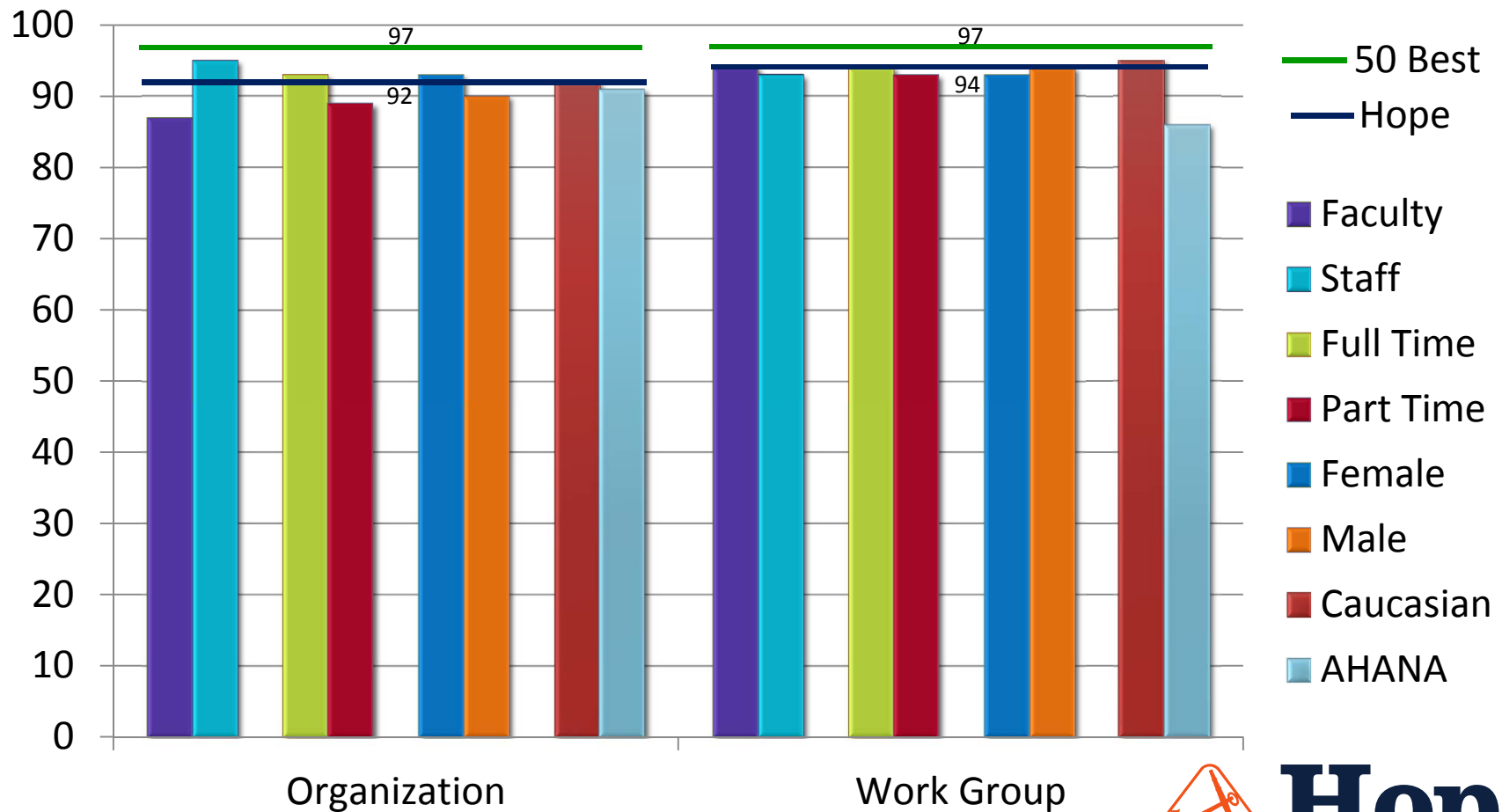


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Mngmt involves people in decisions that affect their jobs or work environment.

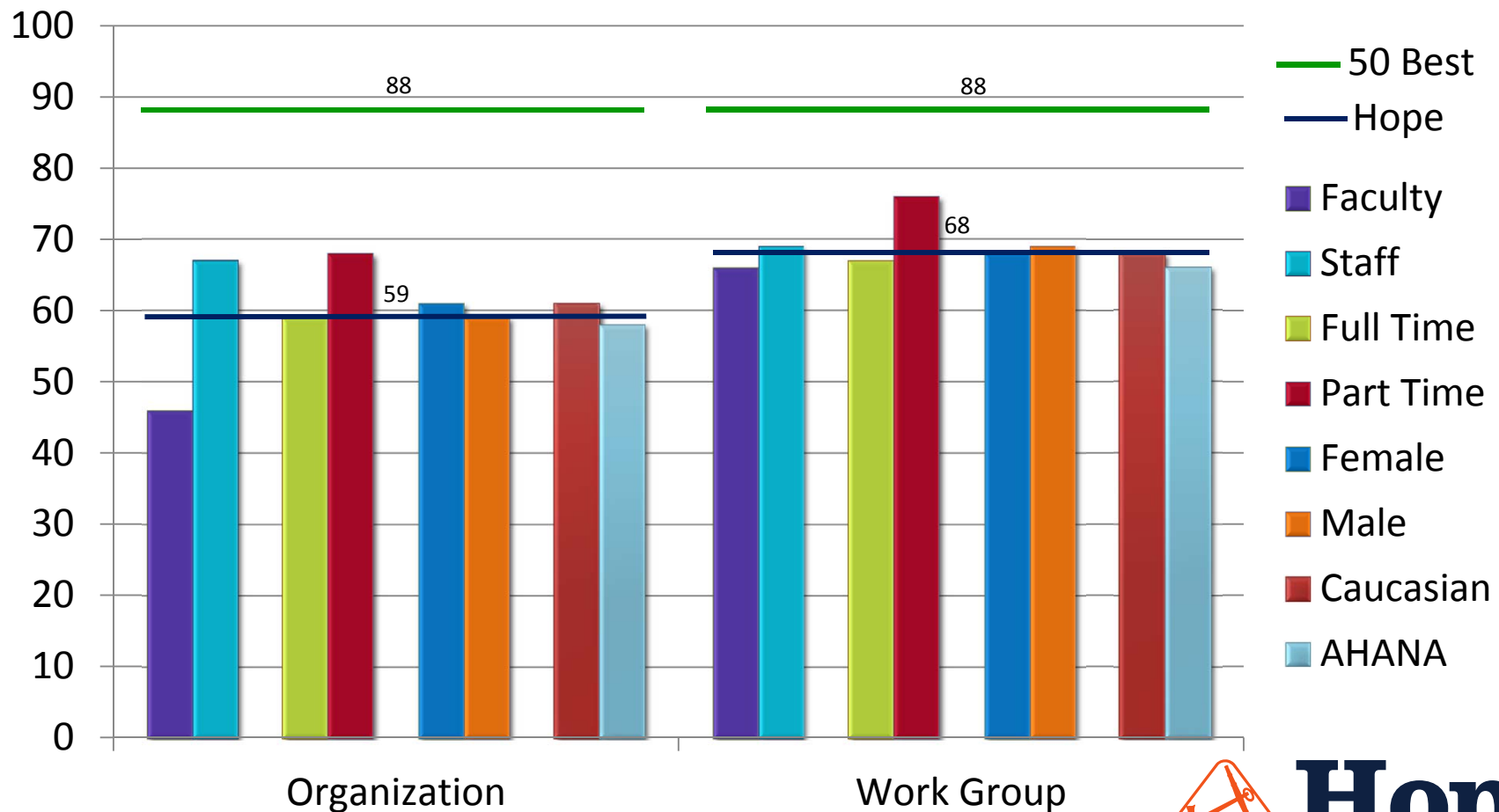


This is a physically safe place to work.

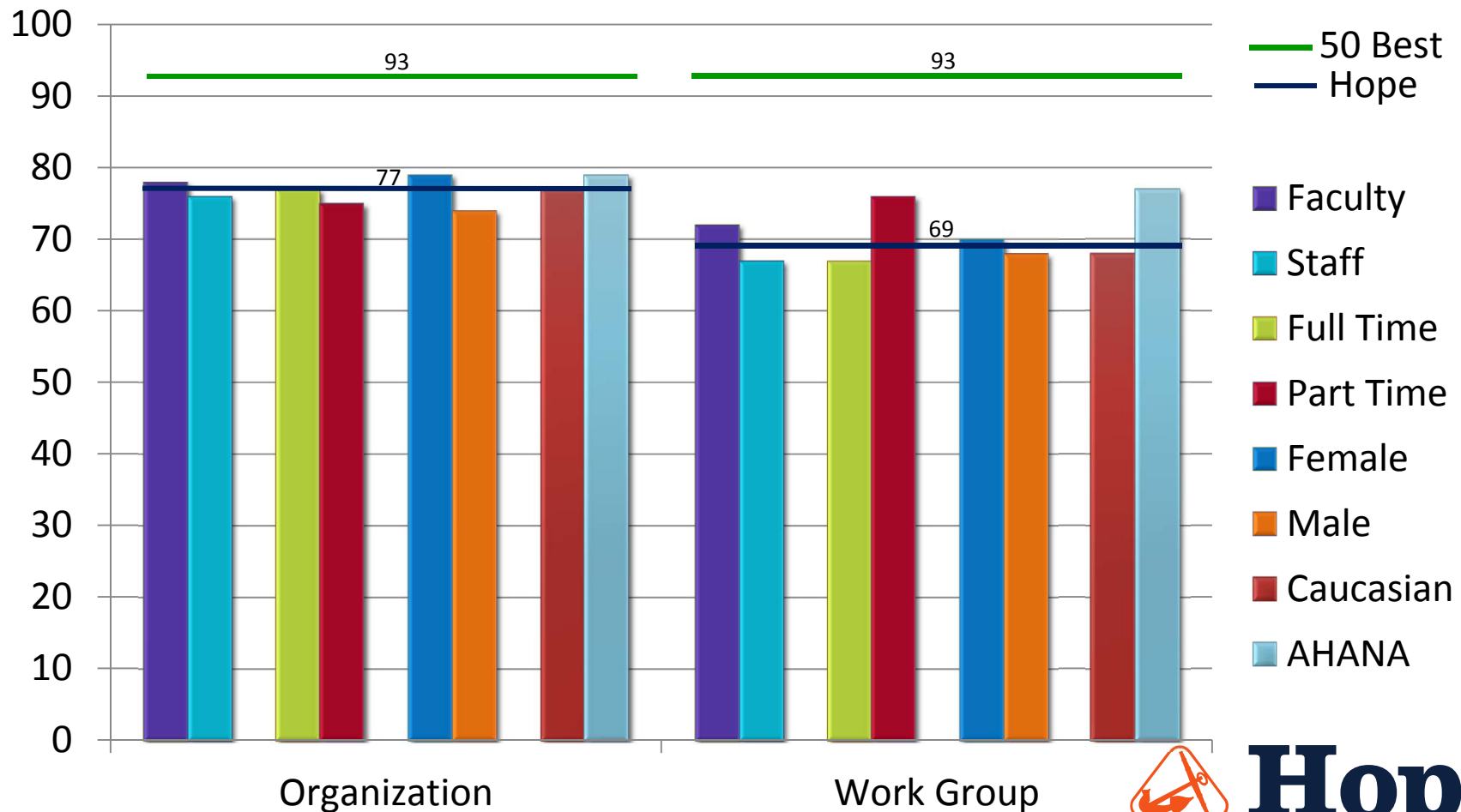


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This is a psychologically and emotionally healthy place to work.

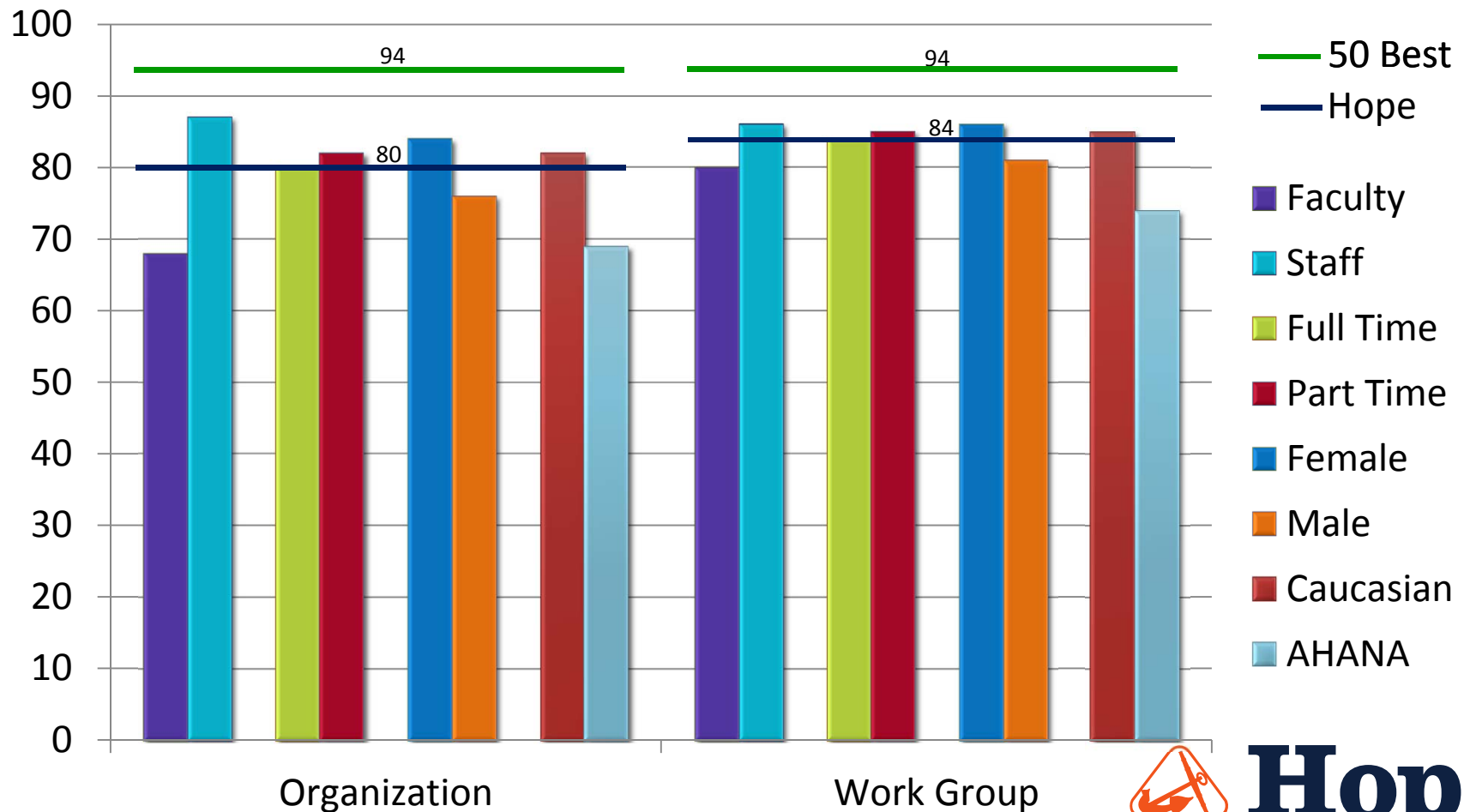


Our facilities contribute to a good working environment.



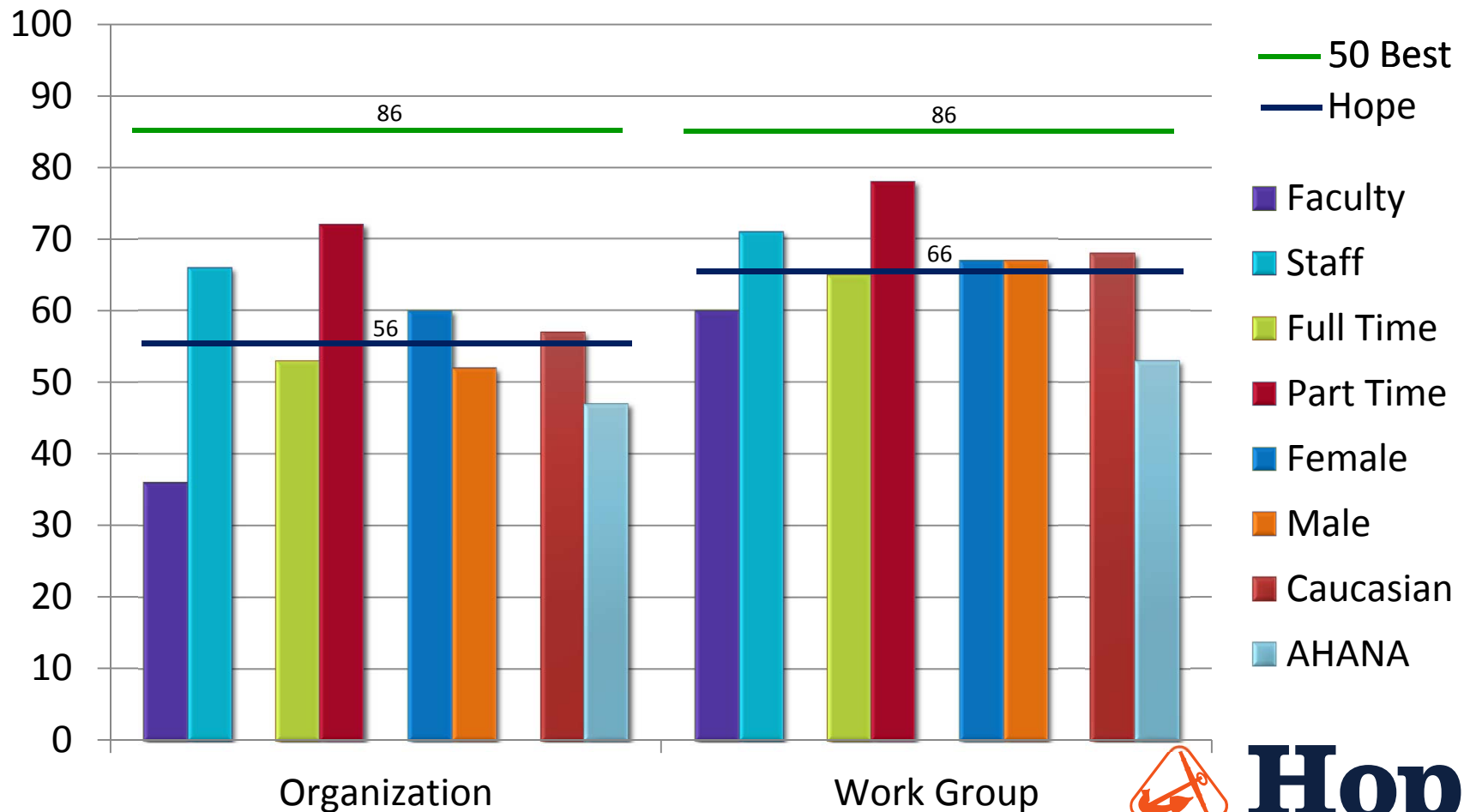
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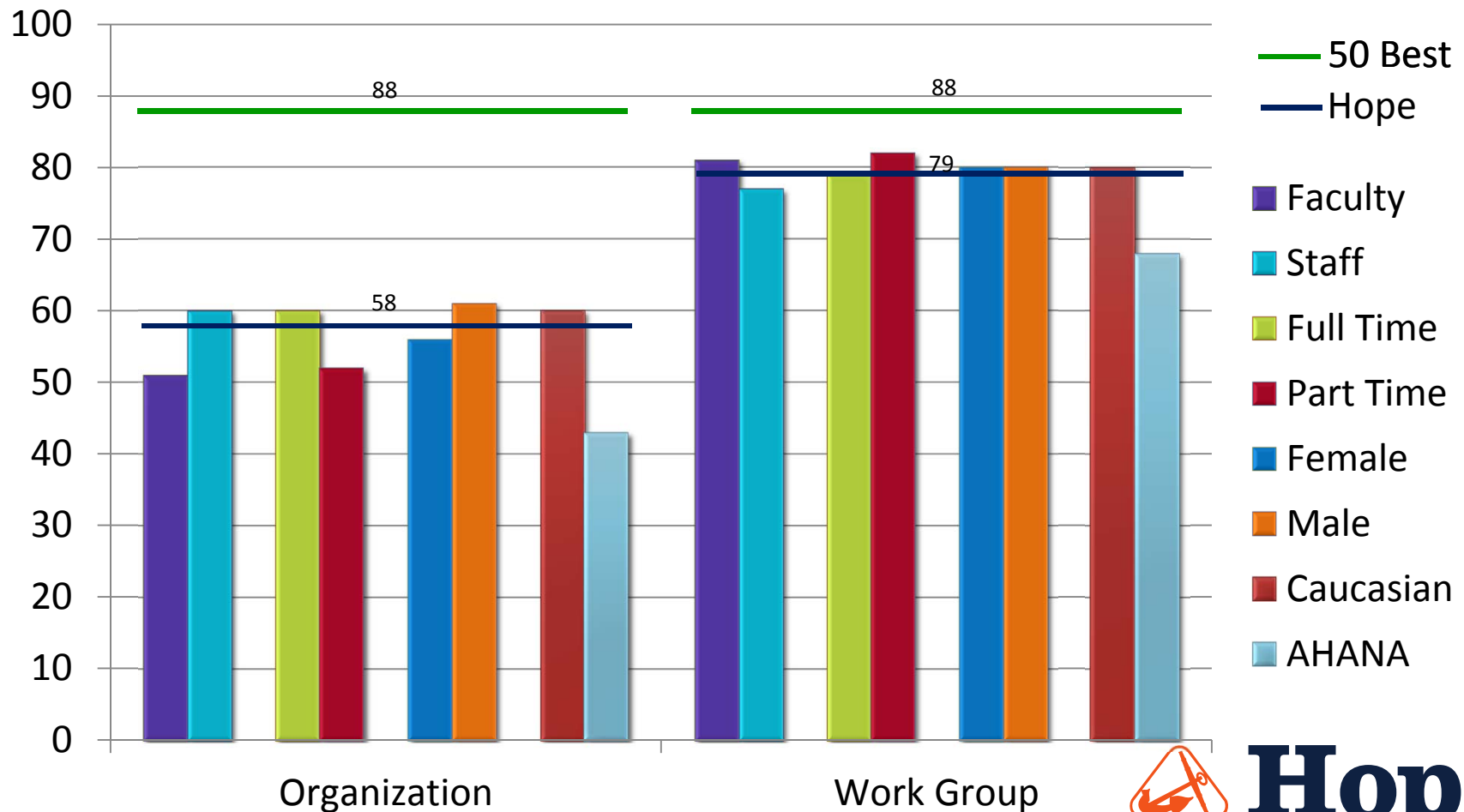
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People are encouraged to balance their work and their personal life.



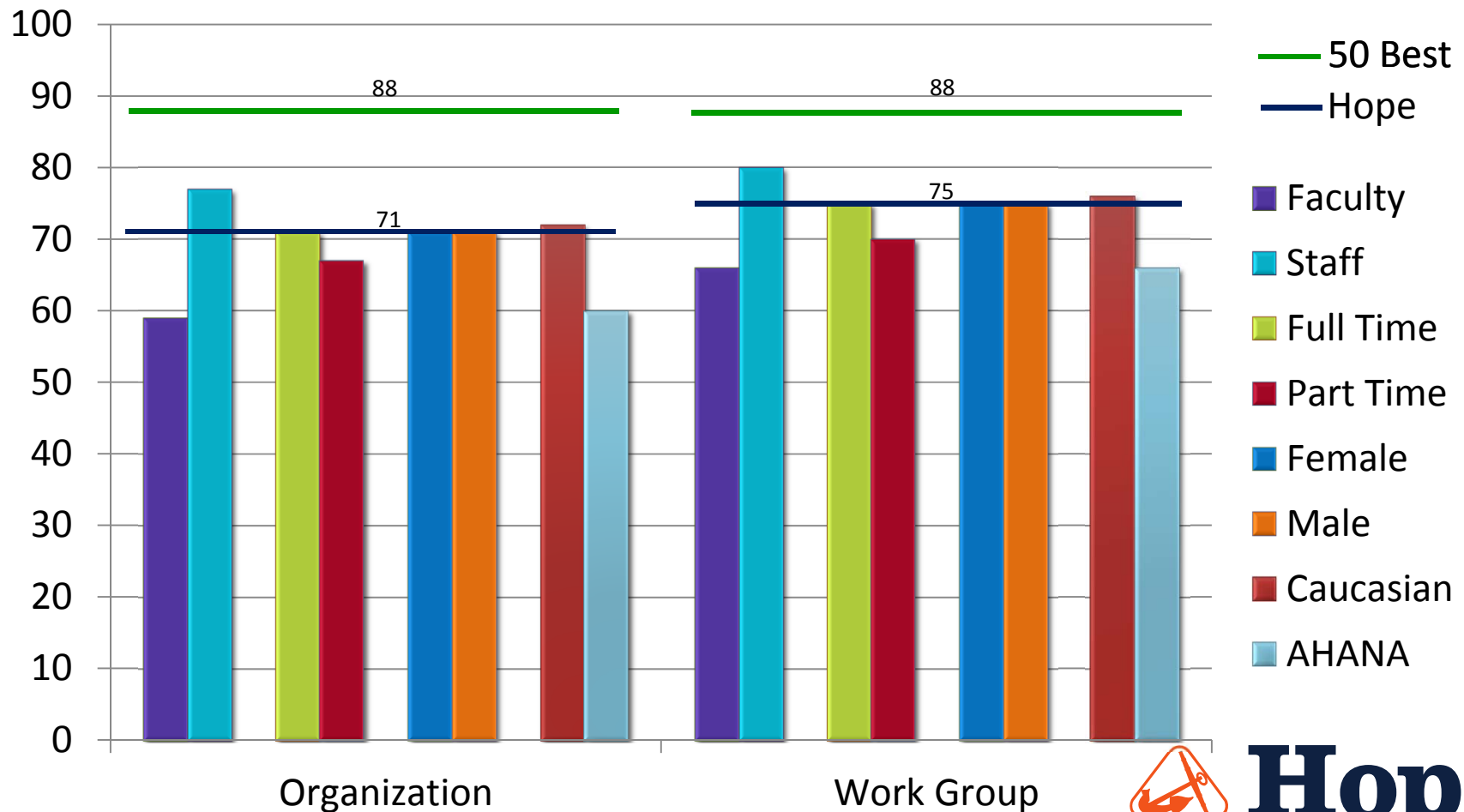
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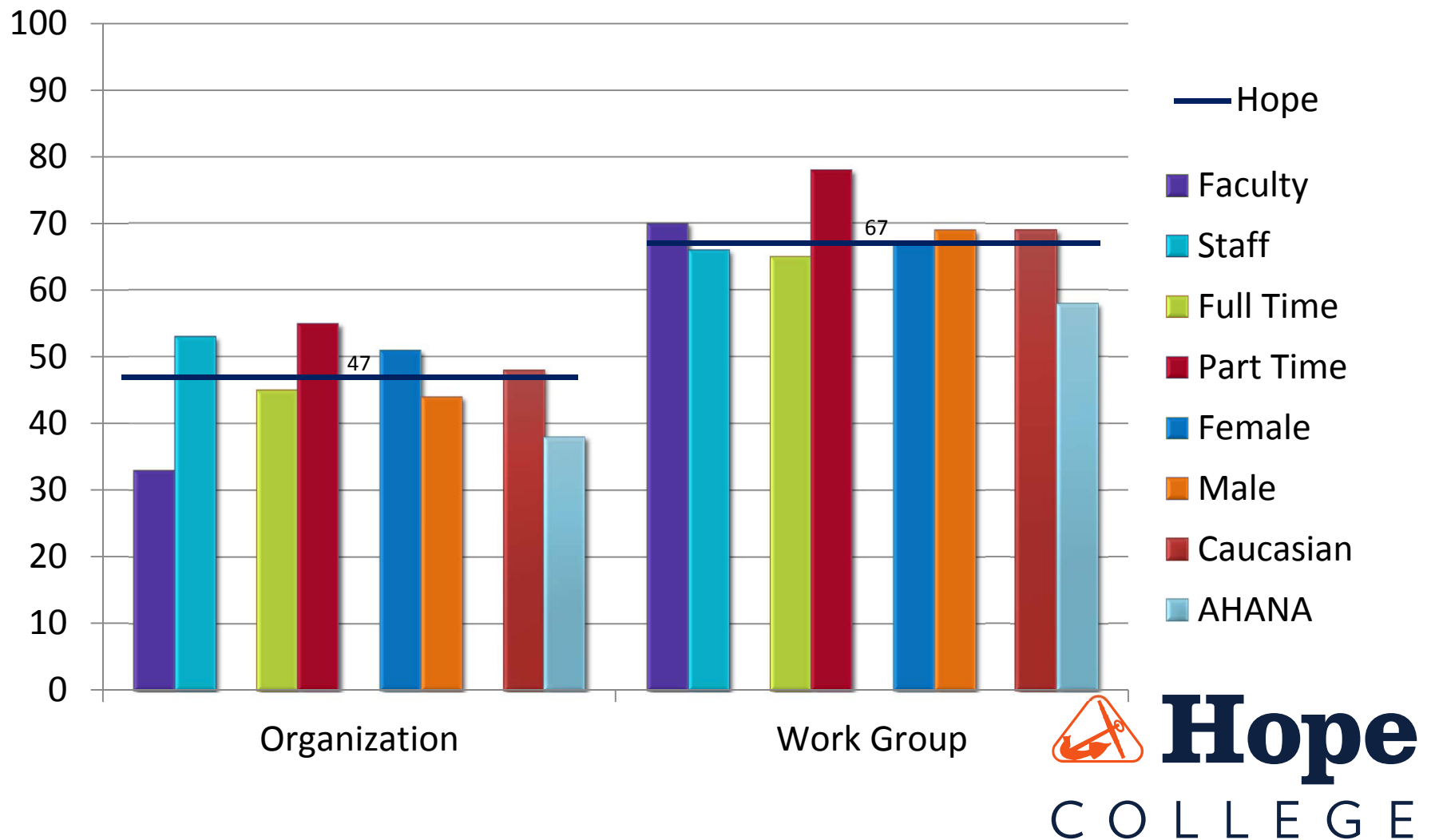
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We have special and unique benefits here.

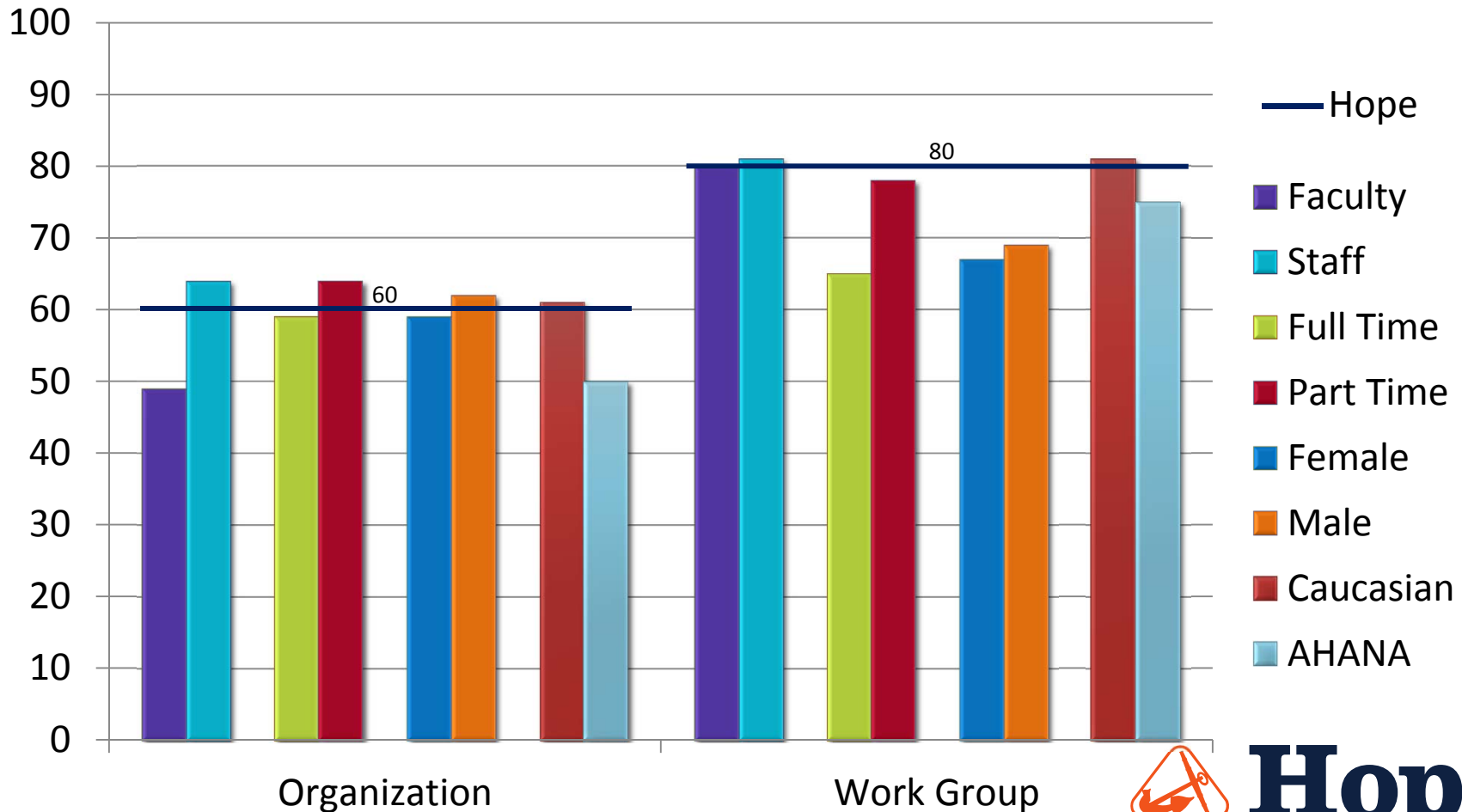


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We value discourse and dialogue about issues on which opinions differ.

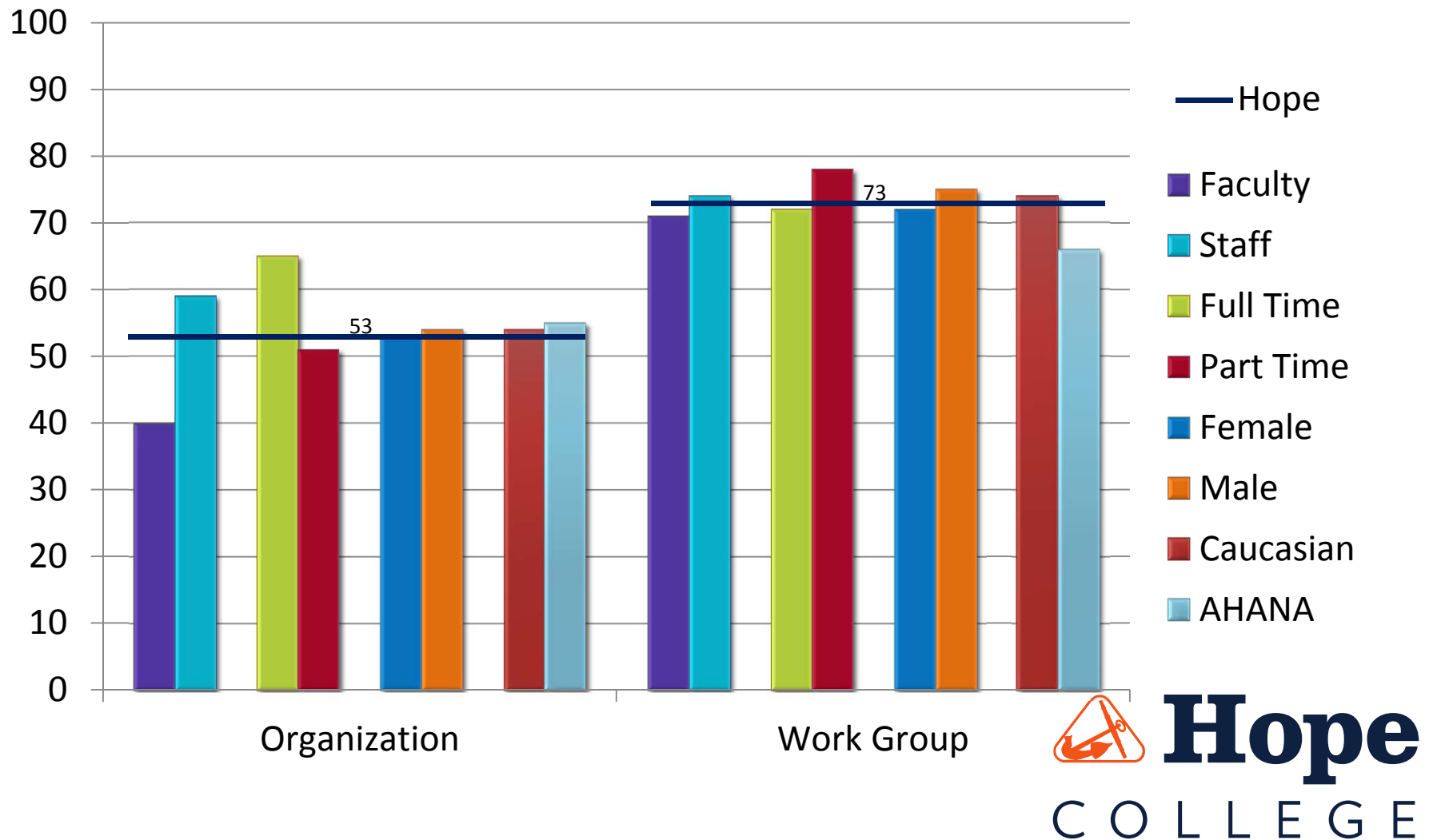


We respect and value differing Christian theological perspectives & denominational traditions.



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My opinions are valued.



Small Group Discussion