WISCONSIN

UNIVERSITY OF WISCONSIN-MADISON

UNIVERSITY OF WISCONSIN SYSTEM

UW

Project Update
for the Advisory Council

Title and Total Compensation Study

September 20, 2019

Today's Agenda

1. Project Update

2. Pulse Survey Results

3. Employee-Manager Conversation Role Play

4. Discussion

5. Next Steps

Project Update

Quick History

2011 — **Wisconsin Act 32:** Provided UW System and UW-Madison with an opportunity to create their own "separate and distinct" personnel systems

2015 — **University Personnel Systems (UPS/HR Design):** An effort to build a more efficient and effective UW human resources system
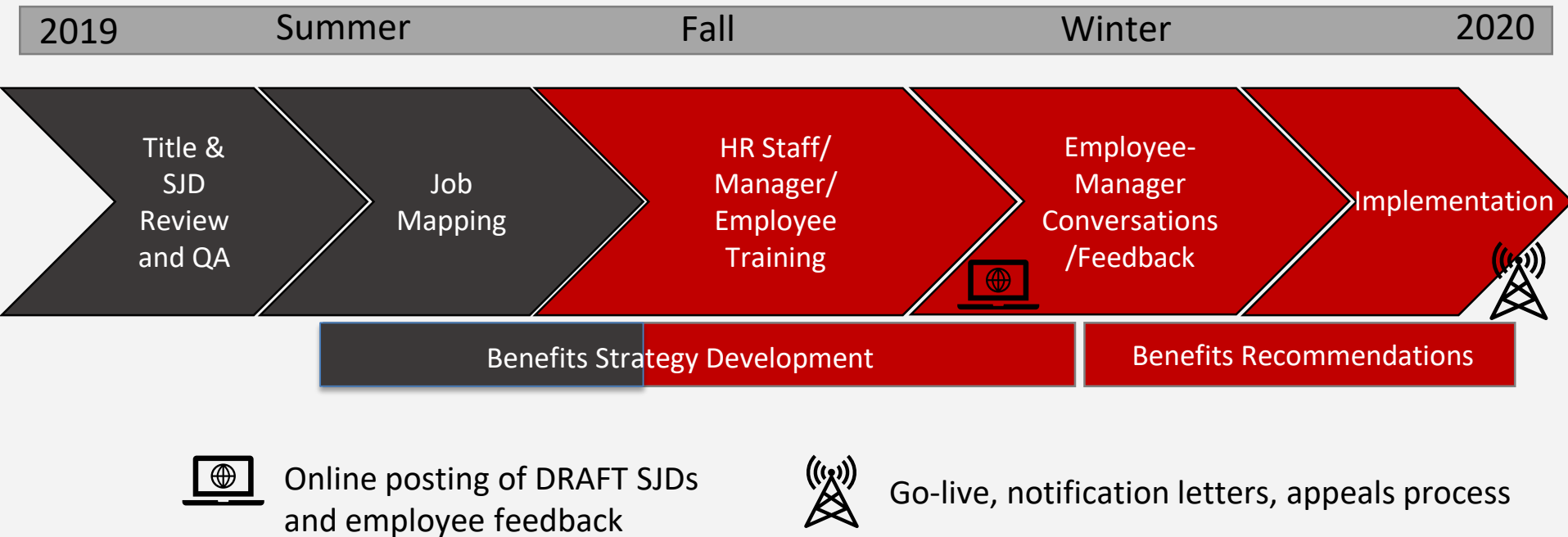
2017 — **Title and Total Compensation Project:** First review of UW's non-faculty compensation and benefits in 30 years

High-level Project Overview

2019	Summer	Fall	Winter	2020

Title & SJD Review and QA

Job Mapping

HR Staff/ Manager/ Employee Training

Employee-Manager Conversations /Feedback

Implementation

Benefits Strategy Development

Benefits Recommendations

Online posting of DRAFT SJDs and employee feedback

Go-live, notification letters, appeals process

Pulse Survey Results

UW System People Manager Results

SURVEY OF UW SYSTEM PEOPLE MANAGERS TO BENCHMARK AWARENESS OF THE TTC PROJECT

Identify information gaps to update project communications, messaging, and training

78%
Can explain to employees they will not lose their job nor will they have to reapply for their job

71%
Can explain to employees the work they do will not change

67%
Can explain discussions about pay are not part of this phase of the project

1,062
Managers Responded

QUESTIONS/CONCERNS RAISED BY EMPLOYEES

1 Lack of knowledge about the project

2 Received limited questions from employees

3 How will pay and benefits be impacted?

4 Need more information and training

5 When will job titles and standard job description changes occur?
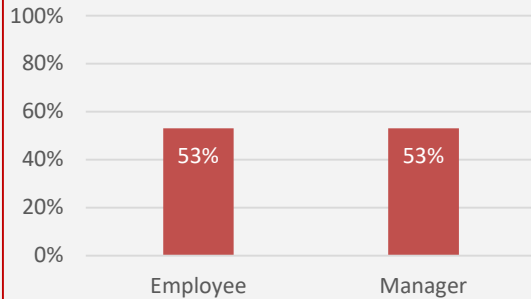
INFORMATION NEEDS

1 Job Titles/Standard Job Descriptions

2 Compensation

3 Job Families

4 Career Paths

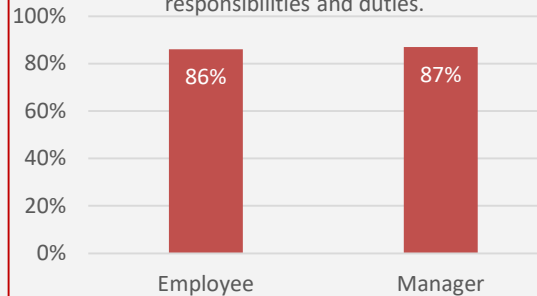**5** Benefits

UW-Madison All-Employee Results

TTC Knowledge

Q1: I am comfortable with my level of understanding of the TTC project.
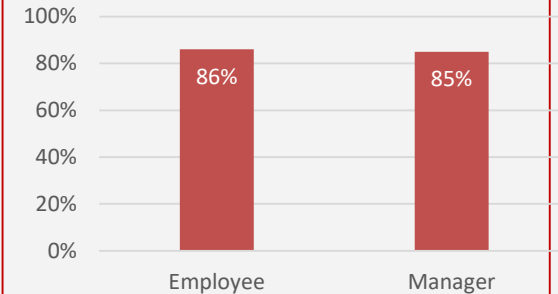

- Employee: 53%
- Manager: 53%

TTC Change

Q2: I understand that, for university and academic staff, the TTC Project changes job titles and descriptions, but not responsibilities and duties.
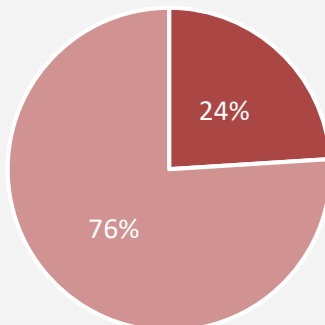

- Employee: 86%
- Manager: 87%

TTC Benefit

Q3: I understand that as a result of the TTC Project, the university will be able to better match UW job titles in the labor market.
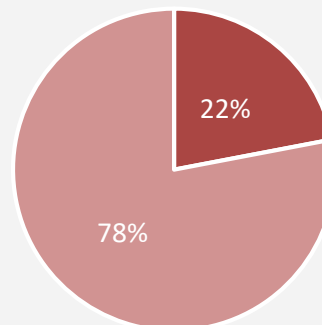

- Employee: 86%
- Manager: 85%

TTC Awareness

Q4: I attended the TTC July Forum

■ Yes ■ No

- 24% Yes
- 76% No

Q5: I viewed the July Forum video on the TTC website

■ Yes ■ No

- 22% Yes
- 78% No

3,212

Employees Responded

749 self-identified that they "supervise/manager university or academic staff"

Employee-Manager Conversation Role Play

NOTE: UW-MADISON AND UW SYSTEM WILL DIFFER IN MEETING SPECIFICS. THIS IS A GENERAL DISCUSSION OF MINIMUM RECOMMENDED ELEMENTS.

UW-MADISON: CONFIRM – CREATE – ENGAGE | UW SYSTEM: CONFIRM – ENGAGE - ACT

Sample Meeting Agenda

✓ **STEP 1 CONFIRM - Review** employee's updated information & core job functions; how their daily work relates to the department/unit's overall objectives

  ✓ Job Group/Family & Job Sub-Group/Sub-Family

  ✓ Job Title & Job Description

  ✓ Do you agree with the employee's updated job title and job description based on the core function of their job? Why or why not?

✓ **STEP 2 ENGAGE - Listen** for employee concerns and/or career goals

  ✓ Note action items to follow up on; schedule follow up meeting if needed

✓ **STEP 3 ACT - Document** outcome of employee-manager conversation

Step 1 - Confirm

Before the Conversation – Manager

- ✓ **Review** employee's current and future job title and job description, and any other associated jobs in their Job Group/Family or Sub-Group/Sub-Family

- ✓ **Prep** your response to employee's expected reaction

- ✓ **Ensure** if employee's job title is changing significantly that you can communicate employee's: role, expectations, scope of responsibility, and autonomy

  NOTE: a justification for an employee's job assignment will not be provided, so familiarize yourself with your employee's job and any related jobs using their current position description and online job library.

Before the Conversation – Employee

- • **Review** your current job description and jobs in the online job library

Role Play: Dan preps for the upcoming conversation with Lauren

Event Coordinator SJD Comparison

Event Coordinator	Event Planning Assistant
Job Summary:	Job Summary:
Plans, schedules, documents, and supports service delivery for events using established policies and procedures, in order to meet customer need and ensure event compliance with institutional policy.	Assists with event planning, set-up, execution, and documentation to ensure events meet customer needs.

Event Coordinator SJD Comparison

Event Coordinator	Event Planning Assistant
Responsibilities:	Responsibilities:
1. Communicates with customers to determine event details and requirements, evaluates requests, and recommends service plans and pricing, provides status updates.	1. Performs on-site event set-up and clean up and may perform basic custodial duties.
2. Schedules logistics and secures resources for all aspects of events including space, vendors, and staff, coordinates details and resolves operational issues.	2. Assists with scheduling logistics and securing resources for vendor services.
3. Monitors and processes event related transactions and event data and records.	3. Gathers, enters, and maintains accurate event data and records.
4. Greets customers/guests, assists with registration, answers questions, and provides information, referring complex issues to appropriate entities.	4. Greets customers/guests, assists with registration, answers questions, and provides routine information, referring complex issues to appropriate entities.
5. Assists with planning and the creation of promotional materials and resources for events.	5. Assists with the creation of promotional materials and resources for events.
	6. Guides and trains student workers.

Step 2 - Engage

During the Conversation - Manager

✓ **Review & Confirm** employee's updated information (Job Title, Job Description, Job Family/Group, Job Sub-Family/Sub-Group) and core job functions; how their daily work relates to the department/unit's overall objectives

✓ **Listen** for employee concerns and/or career goals

During the Conversation - Employee

✓ **Review & Confirm** updated job title and job description
✓ If you do not agree with the job title based on the core function of your job, propose a different job title and provide justification to your manager [part of the informal process]

Role Play: Dan & Lauren meet to discuss her change in job title, Lauren asks Dan questions

Step 3 - Act

After the Conversation - Manager

✓ **Document** the result of your conversation

    ✓ Employee & Manager agree and confirm updated job title

    ✓ Employee & Manager disagree propose different job title

    ✓ Employee & Manager have concerns and would like follow up from HR

    ✓ Manager agrees & Employee disagrees with updated job title

✓ **Update** your supervisor and HR department on the outcome of your conversation; follow up, if needed

After the Conversation - Employee

✓ **Collaborate** with your manager and HR to address any remaining concerns

✓ Title Appeal process begins March 1, 2020 [beginning of the formal process]

Role Play: Dan documents the conversation and follow up with next steps

Discussion

Next Steps

Upcoming for UW System

	Timeline* & To-do List for 2019		
August 2019	*September – November 2019*	*December 2019*	*December 2019- and beyond*
ASSESS *Manager-Readiness & Knowledge of TTC*	**COMMUNICATE** TTC Town Halls @ UW System	**REVIEW** *Standard Job Descriptions Released*	**ENGAGE** *Employee-Manager Conversations*
✓ Joint Governance Advisory Council August 16 ✓ Key questions to assess current level of understanding; Pulse ✓ Survey Findings are used to refine framework for Employee-Manager conversations	• Comprehensive project update September 20 • Virtual Town Hall September 27, October 24, November 15 • eLearning training modules • Manager training/resources for Employee-Manager conversations	• Standard Job Descriptions available online December 1 • Comment period begins: Employees may send global feedback in real-time • Employee-Manager conversations scheduled @ UW System Institutions between December 1 - February 15	• Employee-Manager Conversations December 1 - February 15 • Feedback is considered and may be used to refine job descriptions • Go-Live March 1

Change Management - Communication - Employee Feedback

*Timeline may be modified based on needs and circumstances.

Upcoming for UW-Madison

UPCOMING EVENTS

- TTC Trades Forums
    Thursday, September 26, 9:15–10:45a.m. Gordon Dining and Event Center
    Thursday, September 30, 9:15–10:45a.m. Gordon Dining and Event Center

https://hr.wisc.edu/title-and-total-compensation-study/home/involvement/

What we need Joint Governance Advisory Council to continue to do?

- Continue to meet and share with HR, Governance colleagues and answer employee questions

- Champion and support the TTC Project

- Access the TTC websites and stay current

- Bring ideas, solutions and constructive feedback to the TTC Planning Team.

- Hang on - We're almost there!

For More Information

wisconsin.edu/ohrwd/title-and-total-compensation-study/

hr.wisc.edu/title-and-total-compensation-study/

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Attract. Retain. Engage.
TITLE AND TOTAL COMPENSATION