

CHARTER

Name: Employee Experience

Executive Sponsor: Barb Winstead, Chief Human Resource Officer

Mission

To meet the changing financial needs of our field of membership by providing quality products and services in an efficient, cost-effective manner by knowledgeable, enthusiastic and caring employees.

Purpose

To create an engaging culture, building morale and commitment of team members through communications, activities and involvement.

Scope

- Internal Events (types of events)
 - Desk Drops
 - Competitions
 - Employee Appreciation
 - Cook-offs
 - PATRICK
 - Super bowl
 - 4th of July
 - Youth Month
 - Mother's Day
 - Father's Day
 - Memorial Day
 - Labor Day
 - Halloween
 - Thanksgiving
 - Christmas
 - Wellness
- External Events (types of events)
 - Fall Party/Outing
 - Holiday Party
- Internal Communications
- Communications
 - Lunch and Learn – products/services, CU Industry, wellness
 - Town Hall
 - Annual Meeting
 - Newsletter
 - Intranet
 - Ask David – only internal

- Recognition
 - Service Award Luncheon
 - Employee recognition program and award

Team

- No more than 15 members at any time
- Members will have responsibility for representing other departments/branches

Roles

- Team Lead
- Timekeeper
- Communications
- Project Team Leaders

Expectation

- Participation
- Collaboration
- Soliciting feedback
- Sharing communication
- Cohesive part of the team
- 2 meetings per month (phone or in-person), but must attend at least one meeting per month

Membership

- 2 year terms
- Support of supervisor

Success Measures

- Employee Engagement scores on the employee survey show an increase.
- Comments on the employee survey support changes this team has implemented
- Participation levels in events grow year-over-year
- Retention rates continue to increase

