“AT WORK, I HAVE THE OPPORTUNITY TO DO WHAT I DO BEST EVERY DAY”

“You just have to be there for your employees and let them know that you will provide any resources or anything they need to make their job easier.”
— Postmaster Terrell Spikes, Salem, IL

INSIDE STORIES:
- Chief Operating Officer Dave Williams podcast
- 12 Elements of Engagement
- Employee Engagement Programs and Teams
- Engagement Champion Network
“As an avid podcast listener, I was very excited to be able to be a guest on this platform. Connecting with Dave is bridging the gap between high-level executives and employees here in the field.” – Terrell Spikes

Note: The podcast is unscripted. Interviewees do not receive questions in advance.  
https://blue.usps.gov/operations/coo-podcast/

Gateway District Engagement Leader of the Year (ELOY) and Salem, IL, Postmaster Terrell Spikes Connects with COO David E. Williams

Excerpts from the “Connecting with Dave” podcast

Dave – What do you do as a leader to drive the willingness and the can-do spirit of your team that drives them to want to come to work every day, and to bring their best selves to work every day? What do you do?"

Terrell – “I think it goes back to the employee engagement piece of it- connecting with our employees – being an advocate regardless of the union, bargaining, and what have you. You just have to be there for your employees and let them know that you will provide any resources or anything they need to make their job easier.”

Dave – “I love the fact that you bought up employee engagement. As you look at the 12 questions of engagement, what’s your favorite?

Terrell – “I know what is expected of me at work, is one. And I have another – I have a friend at work. Those are the two questions I identify with. When I come to work, I know my job. I like to think I have developed a few friends along the way, as well and that’s not the case for a lot of people. Some people just want to keep it professional and obviously, it’s going to be professional regardless, but if you can connect with somebody on a “friend” level. I think that’s very important.”
12 Elements of Engagement

Employee Engagement Team Mission Statement

We firmly believe in the enhancement of a trusting and engaging work environment by promoting healthy and valued relationships.

We exist to inspire and empower all employees to revolutionize our organizational culture. Thus, transforming the employee and customer experience while delivering exceptional business results.

I KNOW WHAT IS EXPECTED OF ME AT WORK.

I HAVE THE MATERIALS AND EQUIPMENT I NEED TO DO MY WORK RIGHT.

AT WORK, I HAVE THE OPPORTUNITY TO DO WHAT I DO BEST EVERY DAY.

IN THE LAST SEVEN DAYS, I HAVE RECEIVED RECOGNITION OR PRAISE FOR DOING GOOD WORK.

MY SUPERVISOR, OR SOMEONE AT WORK, SEEMS TO CARE ABOUT ME AS A PERSON.

THERE IS SOMEONE AT WORK WHO ENCOURAGES MY DEVELOPMENT.

AT WORK, MY OPINIONS SEEM TO COUNT

THE MISSION OR PURPOSE OF MY COMPANY MAKES ME FEEL MY JOB IS IMPORTANT.

MY ASSOCIATES OR FELLOW EMPLOYEES ARE COMMITTED TO DOING QUALITY WORK.

I HAVE A BEST FRIEND AT WORK.

IN THE LAST SIX MONTHS, SOMEONE AT WORK HAS TALKED TO ME ABOUT MY PROGRESS.

THIS LAST YEAR, I HAVE HAD OPPORTUNITIES AT WORK TO LEARN AND GROW.

BASIC NEEDS

What do I get?

INDIVIDUAL CONTRIBUTION

What do I give?

TEAMWORK

Do I belong?

GROWTH

How do we grow?

HELP ME SEE MY VALUE

HELP ME SEE MY IMPORTANCE

HELP ME BUILD TRUST

HELP ME FEEL PROUD

HELP ME REVIEW MY CONTRIBUTIONS

HELP ME GROW

HELP ME SEE MY VALUE

HELP ME BUILD TRUST

HELP ME FEEL PROUD

HELP ME REVIEW MY CONTRIBUTIONS

WE FIRMLY BELIEVE IN THE ENHANCEMENT OF A TRUSTING AND ENGAGING WORK ENVIRONMENT BY PROMOTING HEALTHY AND VALUED RELATIONSHIPS.
Employee Engagement Programs and Teams

Employee Engagement has numerous programs focused on increasing engagement.

CERTIFIED ENGAGED TEAMS (CET)
Since the CET program began in 2016, more than 2,200 teams have reached this status. Engagement is everyone’s responsibility and CETs are proof that when leaders create an engaging workplace, it creates a ripple effect among their teams. As a result, the efforts are being recognized as CET Managers and teams create high levels of engagement over time by continuously focusing on employees’ fluctuating needs. More info: https://blue.usps.gov/hr/emp-engagement/pdf/How_to_become_a_CET.pdf

ENGAGEMENT MOST VALUABLE PLAYER (EMVP)
The EMVP program is for bargaining unit employees only. Craft employees can recognize a co-worker for making a positive difference to the team. More than 6,000 EMVP’s have been recognized with each receiving an EMVP, a special designed pin and lanyard. The nomination period runs from November through January. Nomination link will be active in November: https://liteblue.usps.gov/emp-engagement/welcome.htm

ENGAGEMENT LEADERS OF THE YEAR (ELOY)
ELOYs are leaders who are most involved in, enthusiastic about, and committed to creating a more engaging culture in their work environment. Nominations are accepted in October. The nominee must be an EAS or PCES employee in a leadership position with direct reports within any Postal Service function. More than 250 Engagement Leaders of the Year have been recognized. More info: https://blue.usps.gov/hr/emp-engagement/engagement-leader-of-the-year.htm

ENGAGEMENT CHAMPION NETWORK
The Engagement Champion Network was established in 2015 to promote engagement at the local level. Champions help create an engaging culture by promoting the principles and practices of Employee Engagement. Champions offer advice, collect best practices and educate their peers.

EMPLOYEE ENGAGEMENT AMBASSADORS
Each of the seven Area offices have Ambassadors who are “subject matter experts” in Employee Engagement. They use their skills to facilitate two official courses: Creating an Engaging Workplace (CEW), designed for EAS leaders, and Engagement Matters (EM), designed for craft leaders. Guiding and advising employees at every level throughout their areas, they also provide engagement coaching and consultations.
Engagement Champion Network

The Engagement Champion Network consists of more than 1,000 individuals who are involved in, enthusiastic about, committed to and contribute positively to their jobs.

Deirman Kamaruddin is an Operations Industrial Engineer and Engagement Champion in the Oakland, CA, Processing and Distribution Center. Kamaruddin combines the 12 Elements of Engagement and 10 principles of Lean Six Sigma with his approach to all his projects.

“Being an engagement champion means ownership. I am taking ownership to help the plant be successful by making sure the employees have the resources and information they need to be successful. As an Operations Industrial Engineer, my customers are the employees at the plant. I always ensure my projects are beneficial for the employees,” says Kamaruddin.

Kamaruddin especially appreciates Senior Plant Manager Diana Munoz, (and former Pacific Area Engagement Ambassador), and In-plant Support Manager Chung Louie. “They encourage me and all employees to be involved, enthusiastic, and committed to their jobs with a positive approach. Diana and Chung allow me to put my engagement personality into play. I also need to recognize my Operations Industrial Engineer team members for their support. Bay Valley District does a very good job in engagement, and I am very happy to be a part of it”, adds Kamaruddin.
Appreciation from Across the Nation

To: Our Awesome Mail-Person

Dear Our Awesome Mail-Person,

I want to let you know that I am very grateful that you are working so hard during this pandemic by delivering letters to so many people. Every morning, at about 8 a.m., I see your vehicle, and I always know that you may just get some sort of a break when delivering mail to my address. I really appreciate it. Because of the corona virus, my family and I are so afraid to even step outside of the house, and you are so brave that you are going to work and delivering letters to so many people. You are also very important because during this pandemic, our family gets a lot of important letters from banks and universities. If you are not here, then we will not know a lot of important information. You are so valuable as a friend to my family and many other families. Thank you for working hard and delivering mail!

Sincerely,
[Signature]

Heart of the Matter

Laughter strengthens the immune system, boosts mood, diminishes pain, and protects you from the damaging effects of stress. Since humor lightens your burden and inspires hope, why not tell a joke to someone today? Of course, in the workplace, you must always keep things professional, and there is plenty of appropriate material to be found online.

Later, think about how it felt to share a laugh with someone and make that connection.

According to Gallup research on employee engagement, if you strongly agree that you have a best friend at work, you are seven times more likely to be engaged at work. And if you have a best friend, you are significantly more likely to:

**Innovate and share ideas. - Engage your customers and co-workers. - Have fun on the job.**

The best managers encourage friendships by creating the conditions under which such friendships and relationships can thrive. One characteristic of a well-connected team with those conditions is TRUST.

Are you willing to ask your manager about creating a joke of the day at work? Some teams across the organization already have. What have you to gain? Better moods and immune systems and less pain and stress!
BIRTHDAYS

July 3       Shawanna Jolly        Office clerk, vehicle operations        Chicago
July 3       Phyllis Ahnberg      Bulk mail technician                      Petaluma, CA
July 3       Michelle Yarborough  Product development assistant            Washington
July 4       Robert Leonard       Postmaster                              Tifton, IA
July 4       Shannon Noonan       Retail clerk                             Garberville, CA
July 4       Valentin Martinez    Retail clerk                             Denver
July 4       Latonya Outlaw-Kelly  Supervisor, customer services          Louisville, MS
July 4       LeRoy Arterbridge     Supervisor, vehicle maintenance      Wilmington, DE
July 6       Tiffanie Eason       Supervisor, distribution operations   Richmond, VA
July 6       Ann Preston           Training technician                       San Antonio
July 7       Jamie Gubbins        Postmaster                             Lindsay, CA

WEDDINGS/ANNIVERSARIES

Cynthia Yolanda and Antonio Williams celebrated their second wedding anniversary. Cynthia is an accounting specialist in Eagan, MN.

Susan and William Myers celebrate their sixth wedding anniversary. Susan is a procurement clerk in Springfield, MA.

Sylvia and Philip Mathieu celebrated their 35th wedding anniversary. Sylvia is a retail associate in Morgan, VT.

POSTAL ANNIVERSARIES

41 years      Andrea Davis         General clerk                           Charlotte, NC
39 years      Ellen Ames           Lead retail associate                    Riverview, MI
34 years      Keith Fountain       Address management system technician   Houston, TX
33 years      Laurie Rosko         Postmaster                             Forbes Road, PA
31 years      Sunil Kumar Parikh   Administrative assistant             Chicago
25 years      Dave Behling         Training technician                       Milwaukee, WI

RETIREMENTS

42 years of service Bob Sydejko         HCES configurer                    Eagan, MN
35 years of service Diane Peterson      Operations support specialist      White Plains, NY
35 years of service Susan Labadie-Taylor Manager, operations support  Santa Clarita, CA
34 years of service Terry Smith         Retail associate                     Ashtabula, OH
33 years of service Chevez Sandey       Rural carrier                        Stacy, MN
32 years of service Mike Meicher        Product information quality analyst  Madison, WI
32 years of service Donna DiGregory     Lead retail associate               Irwin, PA
27 years of service Della Nelson        Retail associate                     Bismarck, ND
24 years of service Tim Bellows         General clerk                        Omaha, NE
Please submit your personal success stories that reflect any of the 12 Elements of Engagement below:

**Engagement Resources and Contact Information**

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Did you miss an issue of Engage Weekly?  
//liteblue.usps.gov/emp-engagement/engagement-weekly-newsletters.htm

Do you have a birthday, retirement, postal or wedding anniversary you would like to share?

➢ Go to USPS LiteBlue and log on with your Employee ID and USPS Self Service Password.

➢ Under Hot Topics, select Employee Engagement.

➢ In the left column, select Employee Celebration Submission, and fill in the online form.