LEADERS: **L**everaging **E**mployee **A**ptitudes to **D**eliver **E**xcellence in **R**esearch **S**ervices

Tanta Myles | Associate Vice President for Research Integrity Assurance | Georgia Institute of Technology

Susan Wyatt Sedwick | Sr. Consulting Specialist | Attain Partners

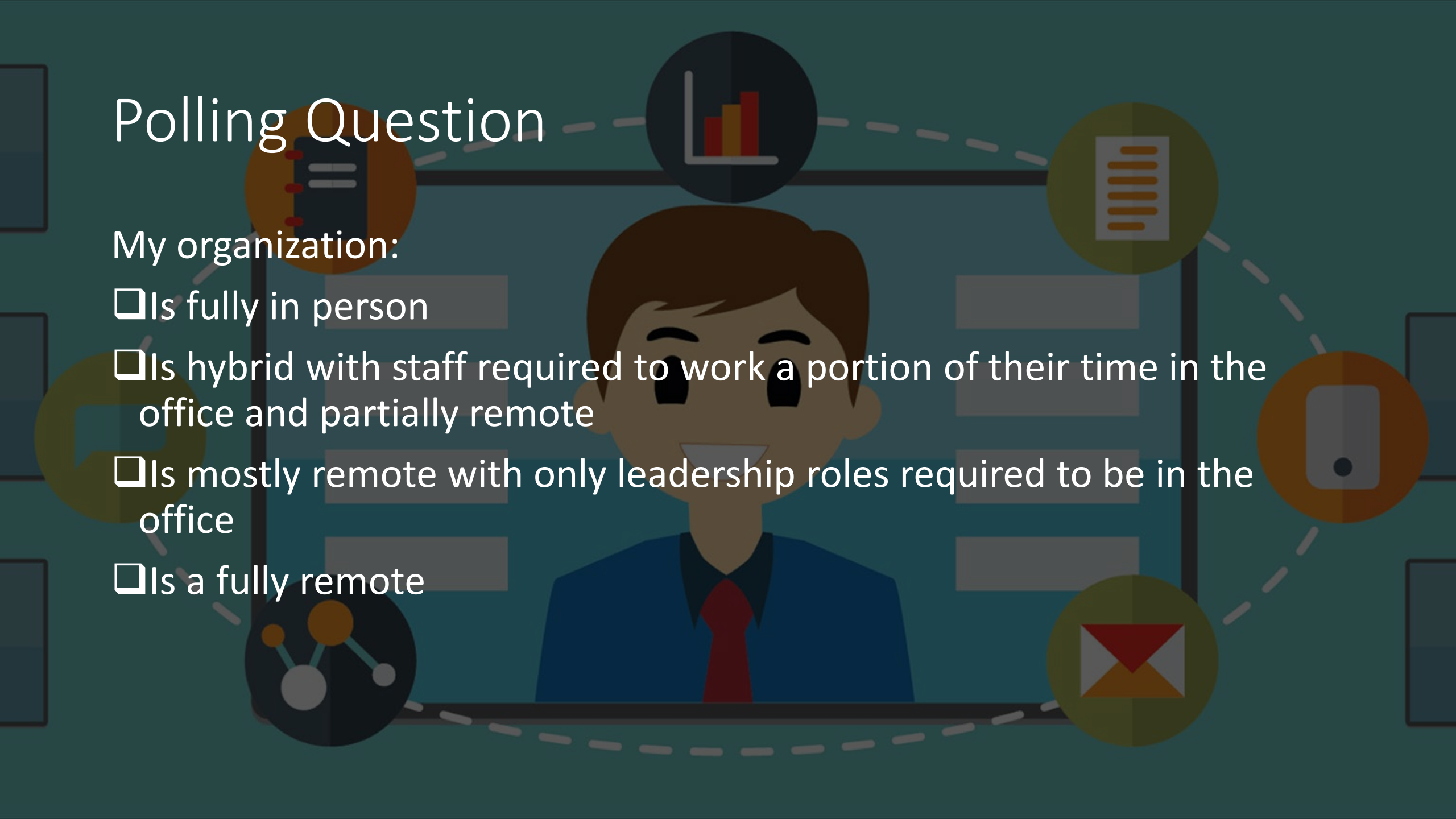
Learning Objectives

Identify effective and cost-efficient mechanisms to develop and retain remote, hybrid and onsite staff.

Convince skeptical senior leadership that remote and hybrid workforces are effective.

Identify motivating factors behind excellent research administration performance.

Polling Question



My organization:

- ❑ Is fully in person
- ❑ Is hybrid with staff required to work a portion of their time in the office and partially remote
- ❑ Is mostly remote with only leadership roles required to be in the office
- ❑ Is a fully remote

Best Practices in Remote Employee Integration

Sources: https://resources.owllabs.com/blog/remote-employee-onboarding

https://www.forbes.com/sites/forbeshumanresourcescouncil/2021/06/21/14-effective-tips-for-onboarding-remote-employees/?sh=5a6a41f3155a

Onboarding

1. Think of onboarding as the first step to “employee integration.”
2.. Start onboarding early by getting new employees online access as quickly as possible. This includes software tools such as Teams, Zoom, and lack, as applicable.
3. Ensure their technology is up to date, functioning properly and internet service supports remote work.
4. Provide an orientation to the website and location of resources.

Building Community

1. Create a sense of belonging by being deliberate but not intrusive about building connections e.g. video introductions.
2. Provide an individualized remote employee integration plan with video check-ins and goals that are tracked.
3. Assign a mentor besides the manager and encourage virtual staff lunches, coffee or breaks. Provide training for mentors.
4. Provide introductions with key stakeholders and insights on their roles.

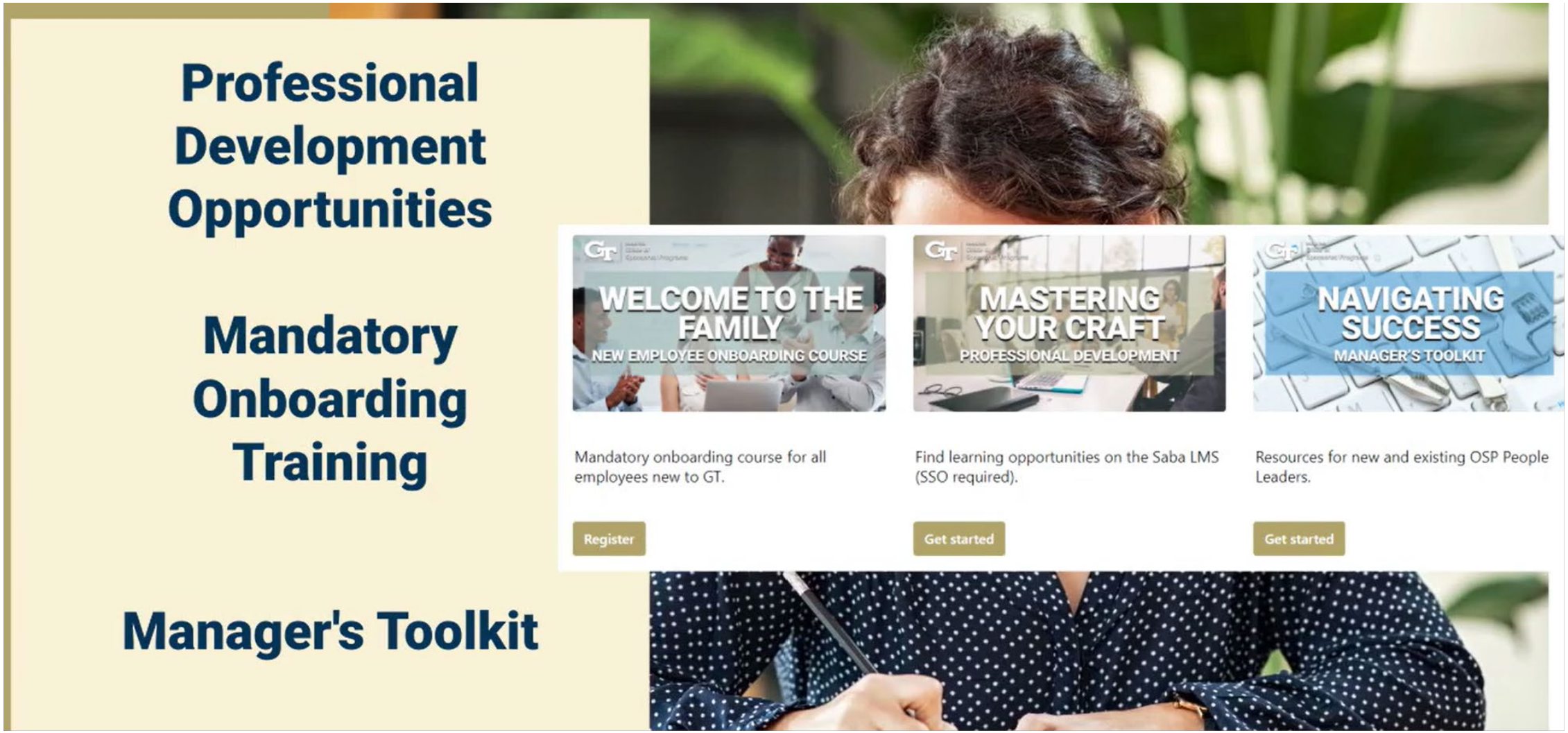
Professional Development/Training

1. Set clear expectations using an integration checklist.
2. Smile for the camera!
3. Have a training plan with plenty of active learning opportunities and consider all learning types.
4. Initiate professional development and personal growth from the start.
5. Encourage collaborative learning.

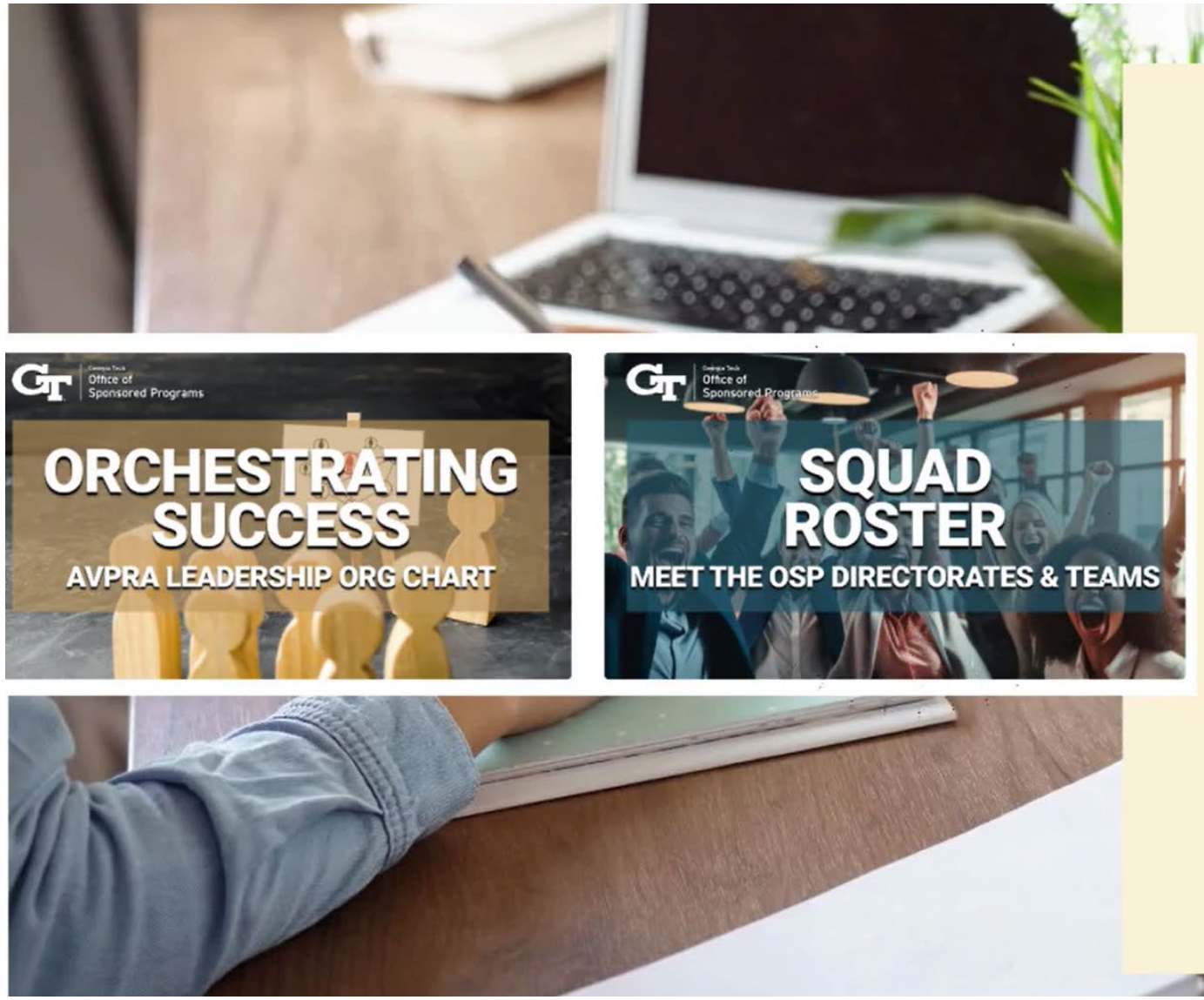
Onboarding in Any Work Environment

This short navigational video will highlight all of the resources found on Welcome to OSP!

Onboarding in Any Work Environment



Onboarding in Any Work Environment



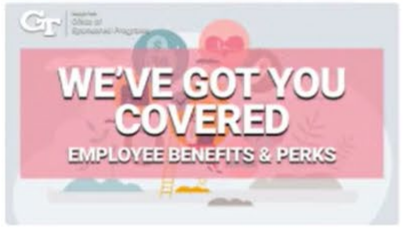
Organizational Chart

Meet the OSP Directorates and Teams

Onboarding in Any Work Environment

In order to promote health and wellness within OSP, click below to learn more about our internal events and other Be Well events for GT and USG employees.

Learn More



As a Georgia Tech employee you can take advantage of specific perks and programs - click below for more details.

Learn More

Appreciation Program launching in FY25

Inaugural Event May14th

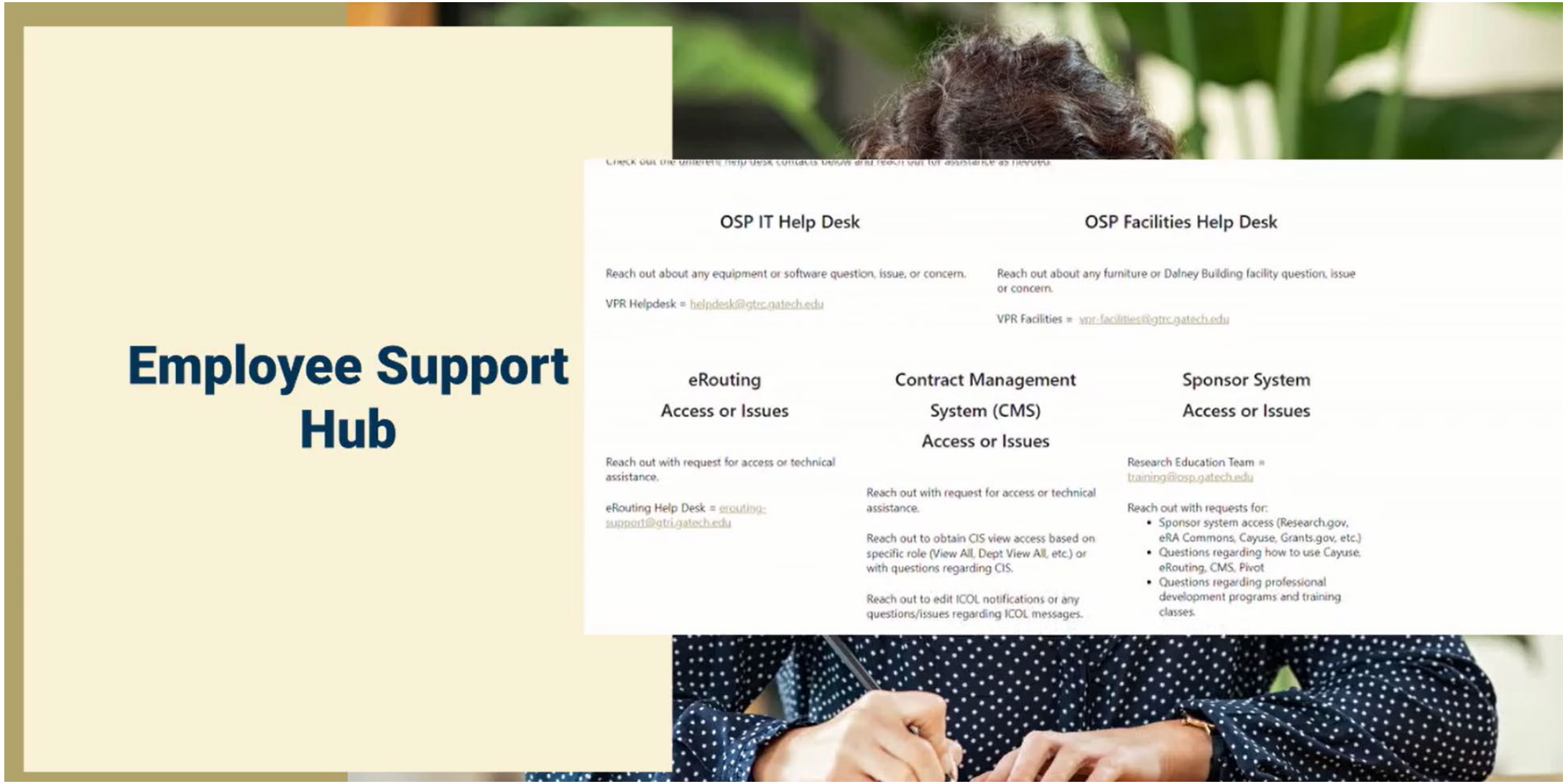
Learn More

Workplace Wellness

Employee Perks

Internal Appreciation Program

Onboarding in Any Work Environment



Mastery or Progress

- Facilitate links between the work and the results. Avoid unnecessary disconnects.
- Provide feedback
- Writing/journaling
  - Health benefits
  - Other work benefits

Levels of Engagement

Onboarding in Any Work Environment

EVENTS

Quarterly town halls held in February, May, August, and November of each year.

These events are not recorded, the presentations are shared with all in OSP on our team under this channel.

Learn More

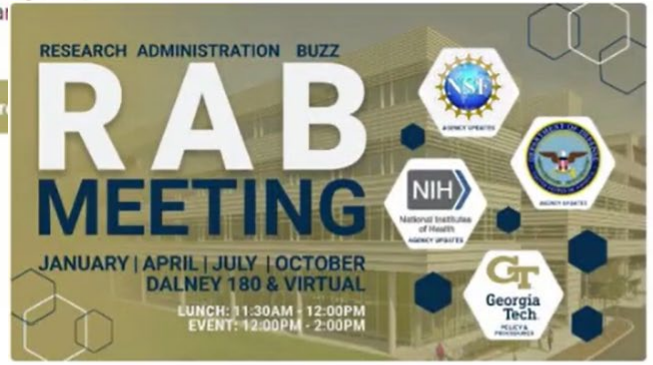
The AVPRA Holiday Celebration & Get-Together is hosted annually in December of each year.

This event is not recorded, but click below for more details and to view our Holiday Message.

Learn More

AVPRA Get-Togethers are for fun, trivia, laughter, a

Learn Mor



Quarterly Research Administration Buzz Meetings held in January, April, July and October of each year.

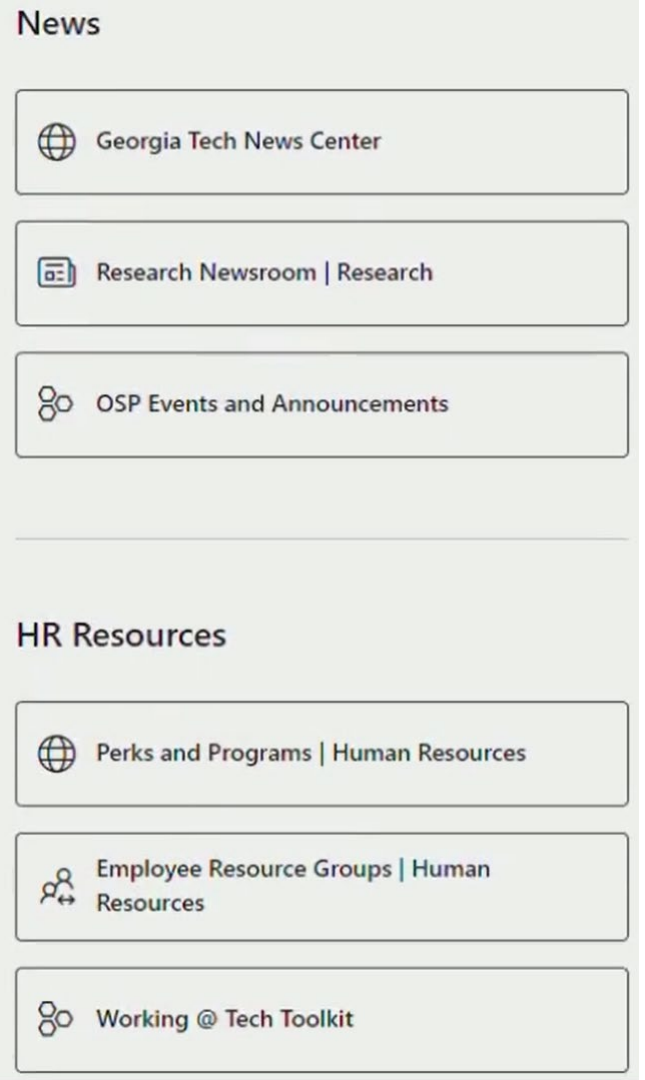
Federal Agency or Georgia Tech Policy and Procedure updates, Central Unit updates, and specific topics or speakers relating to research.

These events are recorded and the recorded session will be available to view in our LMS after the live event.

Annual event hosted at the end of September every year to recognize our research administrators in honor of September 25th National Research Administrators Day.

Learn More

Onboarding in Any Work Environment



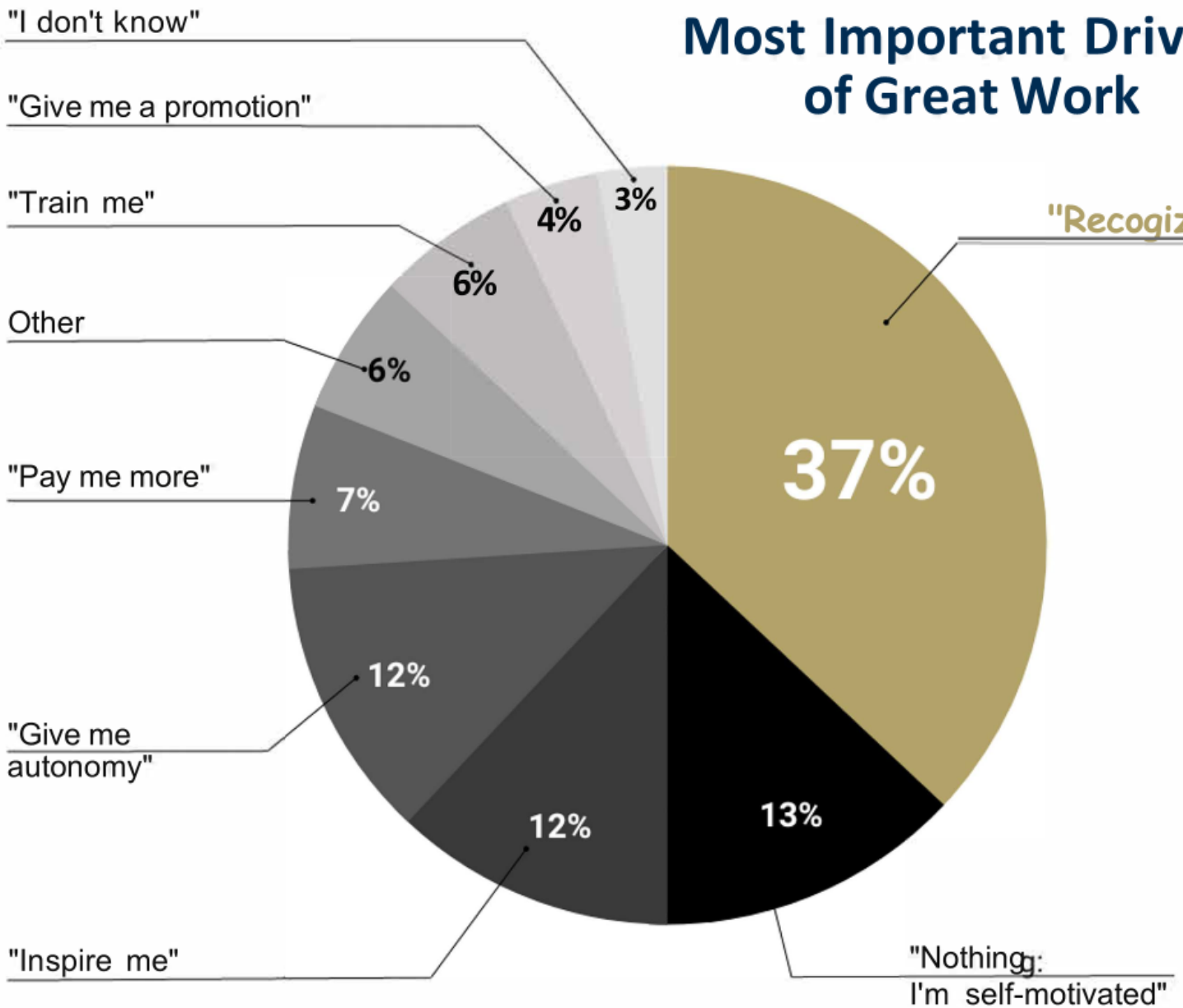
What Motivates Individuals?

- What Motivates People?

Traditional Economic Theory:

- Individuals make decisions that are in their own best interest
- Productivity Incentives
  - Money
  - Fear

Most Important Drivers of Great Work



Source: CC Tanner

3.8x

Employees who strongly agree that recognition is an important part of their organization are 3.8 times as likely to strongly agree that they feel connected to their culture.

72%

Among employees who have great recognition experiences, 72% say that performance on "little things" is commonly recognized at their organization.

Human Resources

What Motivates People?

Daniel Pink says -

Money is a motivator, but:

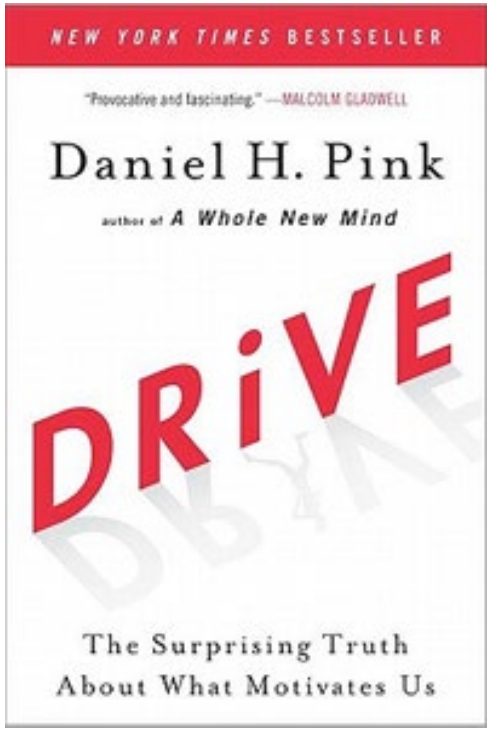
—Only to the extent you pay “enough”

Real motivators are:

—Autonomy

—Mastery

—Purpose



“a remarkable 10-minute animated video about *Drive*”

https://www.danpink.com/2010/06/whiteboard-magic/

Culture of Recognition

Engaging Conversation Starters

- One of the best ways to start individualizing your approach to recognition is to ask your team members directly what is meaningful to them. Utilize this guide in your next one-on-one conversation.

https://engagement.hr.gatech.edu/files/2023/11/Engaging-Conversation-Starters-GALLUP.pdf

Meaningful Recognition Phrases

- Download our Meaningful Recognition Phrases resource for some ideas managers and peers can say that are specific, meaningful, and values based.

https://engagement.hr.gatech.edu/files/2023/11/Meaningful-Recognition-Phrases-1.pdf

https://engagement.hr.gatech.edu/culture-of-recognition/

Levels of Engagement – Culture Committee

Recognition Categories – Awarded throughout FY25

Employee Service Recognition Programs

EVPR 'Research Service and Progress Award'
Recognized annually for research service to the EVPR.

- Service and progress examples may include, but are not limited to length of service, acting as a limited submission reviewer, committee service, ad hoc leadership role, special project work, extraordinary support or activity leading to a critical outcome.

- *Recognition at the discretion of research leadership.*
- *There is no nominating process, self nominations are not accepted.*
- *$75 de minimus value: meal, certificate or similar (plaque, pin, etc.)*
- *HR recognizes service at ten and 25 years, Staff Council at one year (5yr., 15 yr., 20yr., >25 yrs.)*

Eligibility

- Must be a current employee and in good performance standing at time of award.

Recognition Process

- HR Director or People Leader of employee to forward GTHR monthly email notification noting employees with years of service to outreach@osp.gatech.edu.

Years of Service

Each year of service below will receive a certificate and pin noting years of service. In addition, a swag item can be chosen by the recipient with the noted value next to each year:

- Pick of GT swag item(s)
  - **10 years** = $50 (max value)
  - **15, 20, 25, and 30 years** = $70 (max value)

NOTE: per policy we are unable to include 5 years

Recognition Categories – Awarded throughout FY25

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Eligibility

- Must be a current employee and in good performance standing at time of award.

- **Recognition Process**
  Manager or Director of employee submits information via email to outreach@osp.gatech.edu.

EVPR Research Service & Progress Award

Those employees with identified service noted below will receive a certificate and their pick of GT swag item(s) with a **max value of $50.**

- Board or Committee service (internal or external) representing a CROO unit and GT
  - (ex. Chair of Professional Development Committee for NCURA Region III)
- Ad hoc leadership role
- Special project work
- Extraordinary support or activity leading to a critical outcome

Recognition Categories – Awarded throughout FY25

- **Spotlight Award**
  - given to a stand-out individual who has achieved excellence in a specific area, or who has accomplished a significant personal or professional goal (ex. achieved a certification within their field, completed a degree program, attained a higher-level position within the CROO, etc.).

- Those employees with identified service noted above will receive a certificate, trophy, and their pick of GT swag item(s) with a **max value of $50.**

Eligibility

- Must be a current employee and in good performance standing at time of award.

Recognition Process

- Manager or Director of employee submits information via email to outreach@osp.gatech.edu.

Georgia Tech

Award Categories
Team Nominated & Awarded in May 2025

- **The Life Saver Award**
  - the person who saves the day; reminds of deadlines, double checks everything, and helps others when necessary.
- **The Busy Buzz Award**
  - the person who is always willing to take on tasks/projects that challenge them to grow in professional development.

Those employees with identified service noted above will receive a certificate, trophy, and their pick of GT swag item(s) with a **max value of $50.**

Eligibility

- Must be a current employee and in good performance standing at time of award.

Recognition Process

- Click **HERE** to select the category and submit as much detail as possible
- Quarterly status updates provided at Town Hall
- Awarded each fiscal year in May at Appreciation Event

NOTE: Anticipate approximately one award each per 10 people within a Directorate.

Georgia Tech

Award Categories
Team Nominated & Awarded in May 2025

- **Teamwork Award**
  - recognizes outstanding teamwork within a team, department, or across an organization.
- **Leadership Award**
  - recognizes outstanding leadership of someone in a Manager, Director, or above position that has exceeded expectations for their team within any of the Institute's Leadership Goals.

Eligibility

- Must be a current employee and in good performance standing at time of award.

Recognition Process

- Click **HERE** to select the category and submit as much detail as possible
- Quarterly status updates provided at Town Hall
- Awarded each fiscal year in May at Appreciation Event

NOTE: Anticipate approximately one award each per 10 people within a Directorate.

Those employees with identified service in these two categories will receive a certificate and their pick of GT swag item(s) with a **max value of $75.**

GT Swag Option Examples

Items will be selected from the Barnes & Nobles Campus Bookstore through a website link.
Swag items can be combined but must not exceed category value.

WE MAKE RESEARCH HAPPEN

Georgia Tech Research

CROO CULTURE COMMITTEE

ROB BUTERA
CROO

KRYSTAL MCNALLY
ROI

KRISTIN CAPITANO
ORIA

RANDI SLOAN
ROI

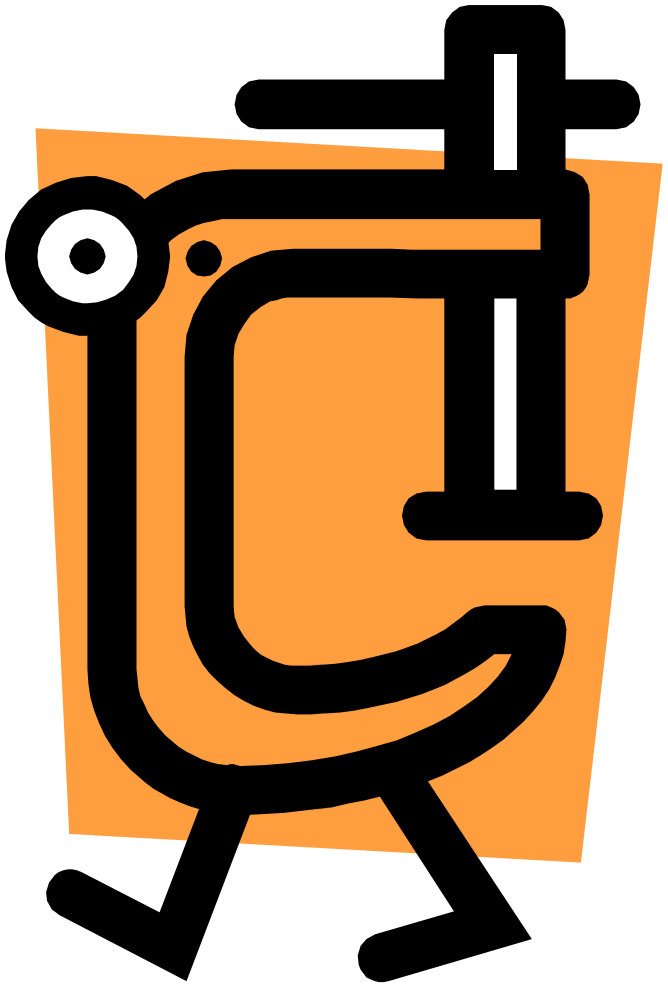
ANDREA GIBSON
DAR (UNDER ORIA)

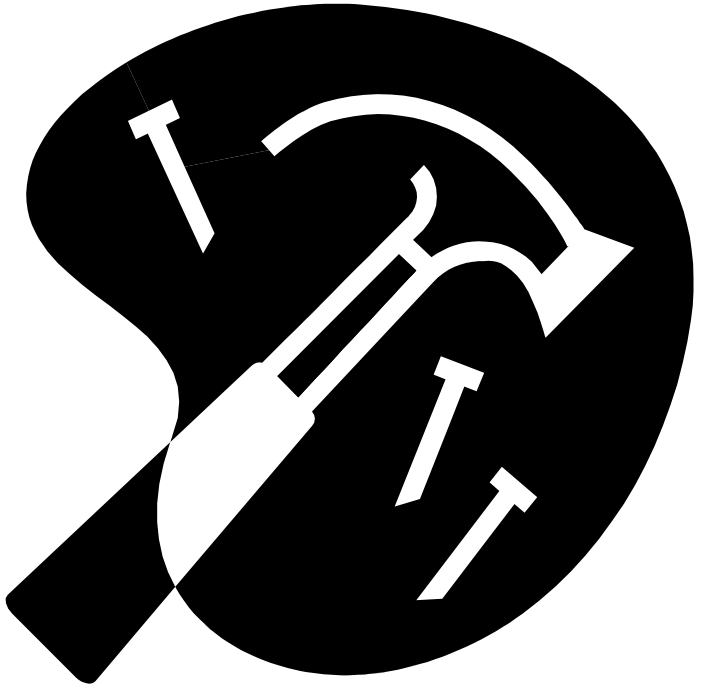
ONIEQUA TIMOTHY
EBB (UNDER ORIA)

DEANNA HENDRICKSON
OSP

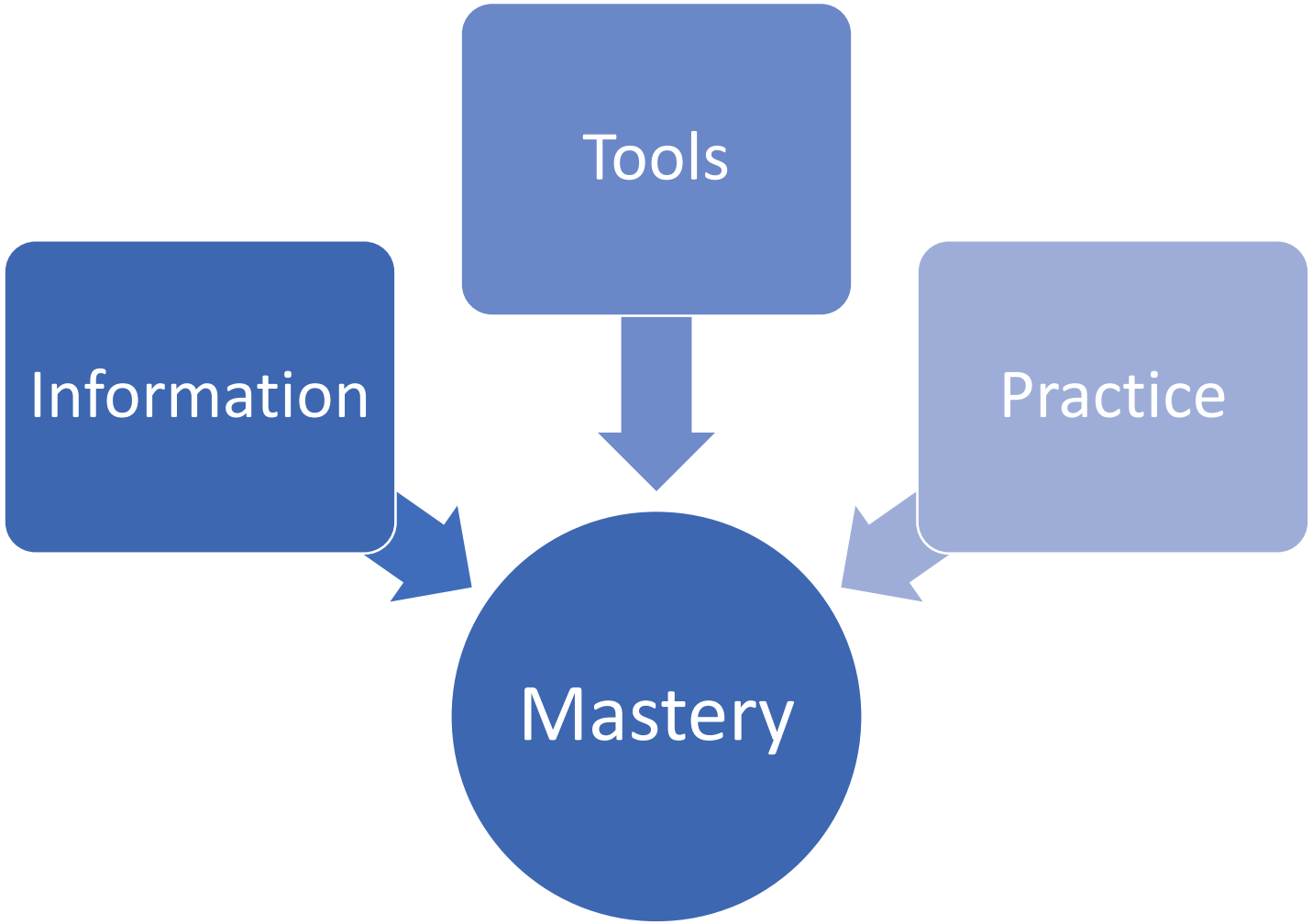
Facilitating Autonomy

- Authority
  - Checking-in vs. checking-up
- Facilitation and Coaching
  - Lead by serving



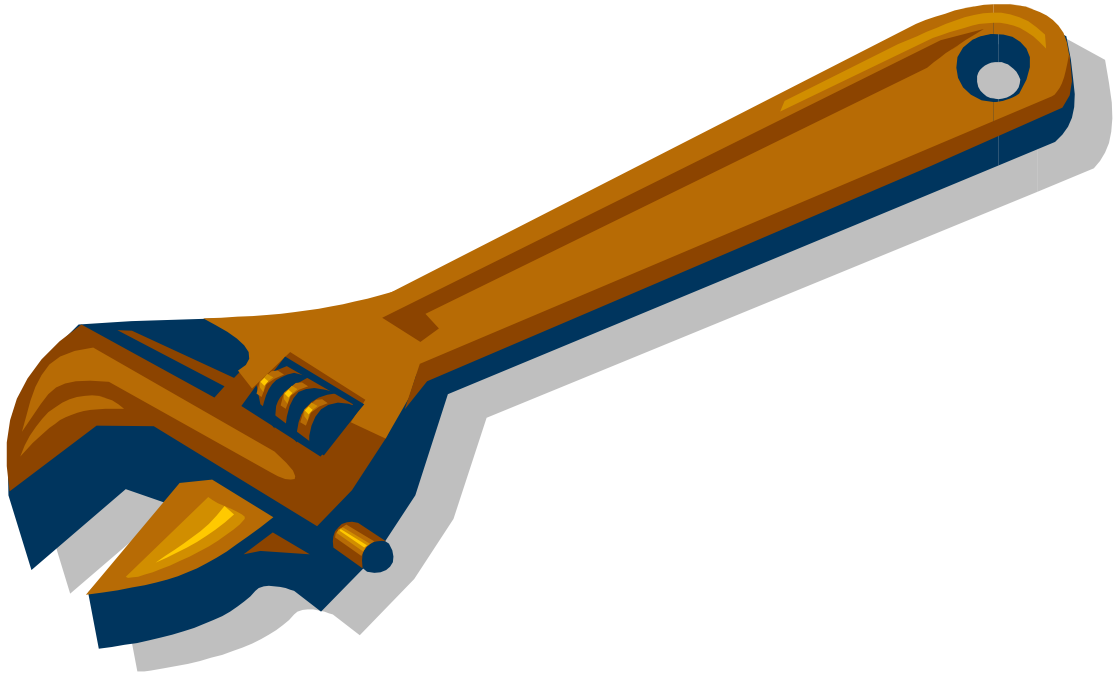


Mastery Resources



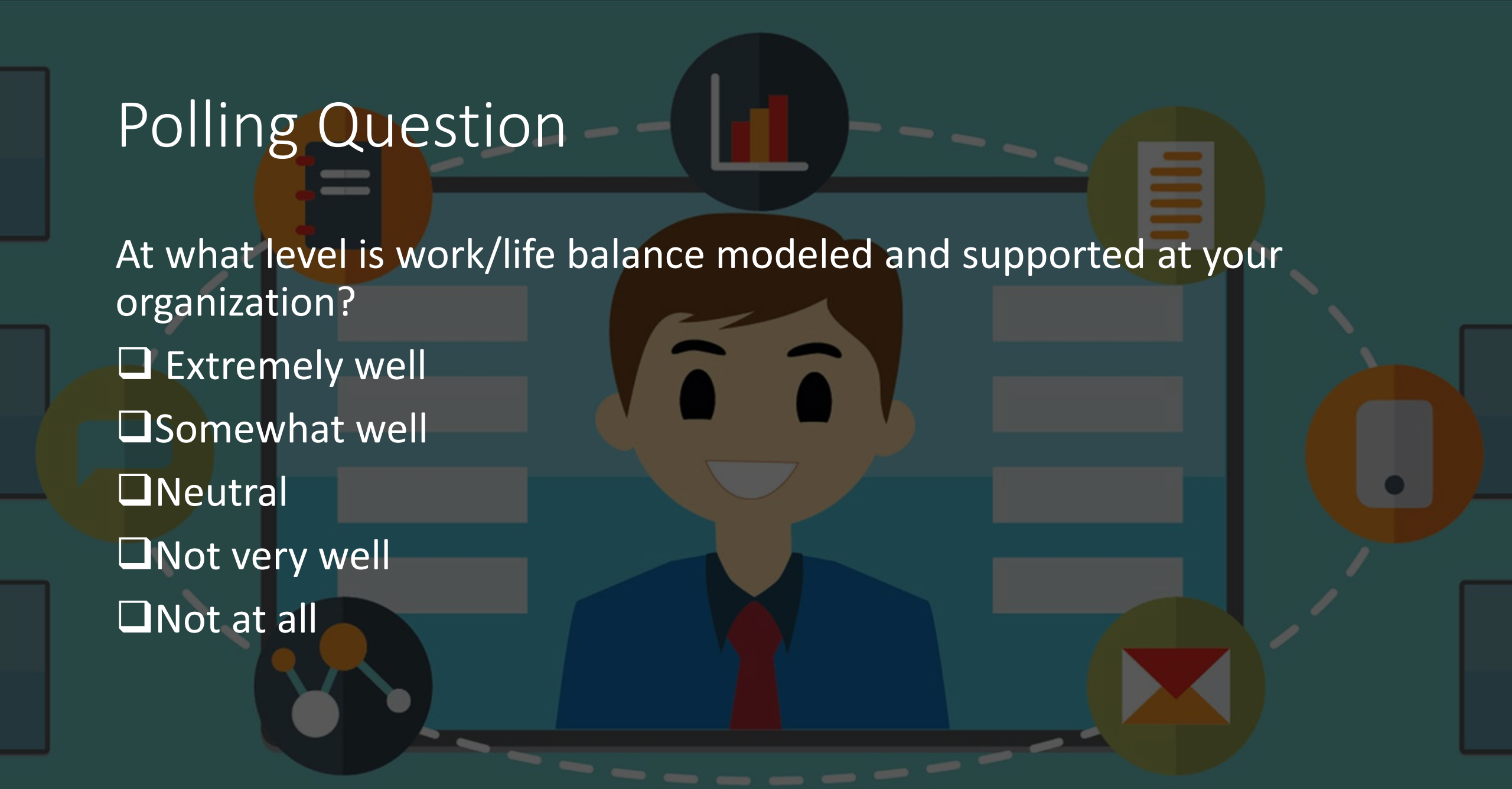
Purpose, or Meaning

- Relationships
  - Mentors/role models/colleagues
- Involvement
  - Task force/subgroups
- Meaning
  - Stay engaged with the Science and other valuable activities of your faculty!!!



EMPLOYEE
WELLNESS
PROGRAM

Polling Question



At what level is work/life balance modeled and supported at your organization?

- ❑ Extremely well
- ❑ Somewhat well
- ❑ Neutral
- ❑ Not very well
- ❑ Not at all

Spiritual
Intellectual
Environmental
Financial
Occupational
Social
8
DIMENSIONS
OF WELLNESS
Physical
Emotional

Relationships, Role Models, etc.

From: Cynthia Hope
Sent: Tuesday, January 2, 2024 1:39 PM
To: AVPRA All
Subject: Scheduling a Healthier New Year

For the next several weeks, at least until the days get a good bit longer and the temperature gets a bit warmer, generally I'll be taking my "lunch" break 4:00-5:00 each day. Most days I will check back in at 5:00 to see if there is anything that can't wait until the next day but getting things to me earlier in the day will increase the chances of them getting attention that day. (And, all Directors and Managers have my personal contact information so, it is always possible to find me if there is a real emergency.)

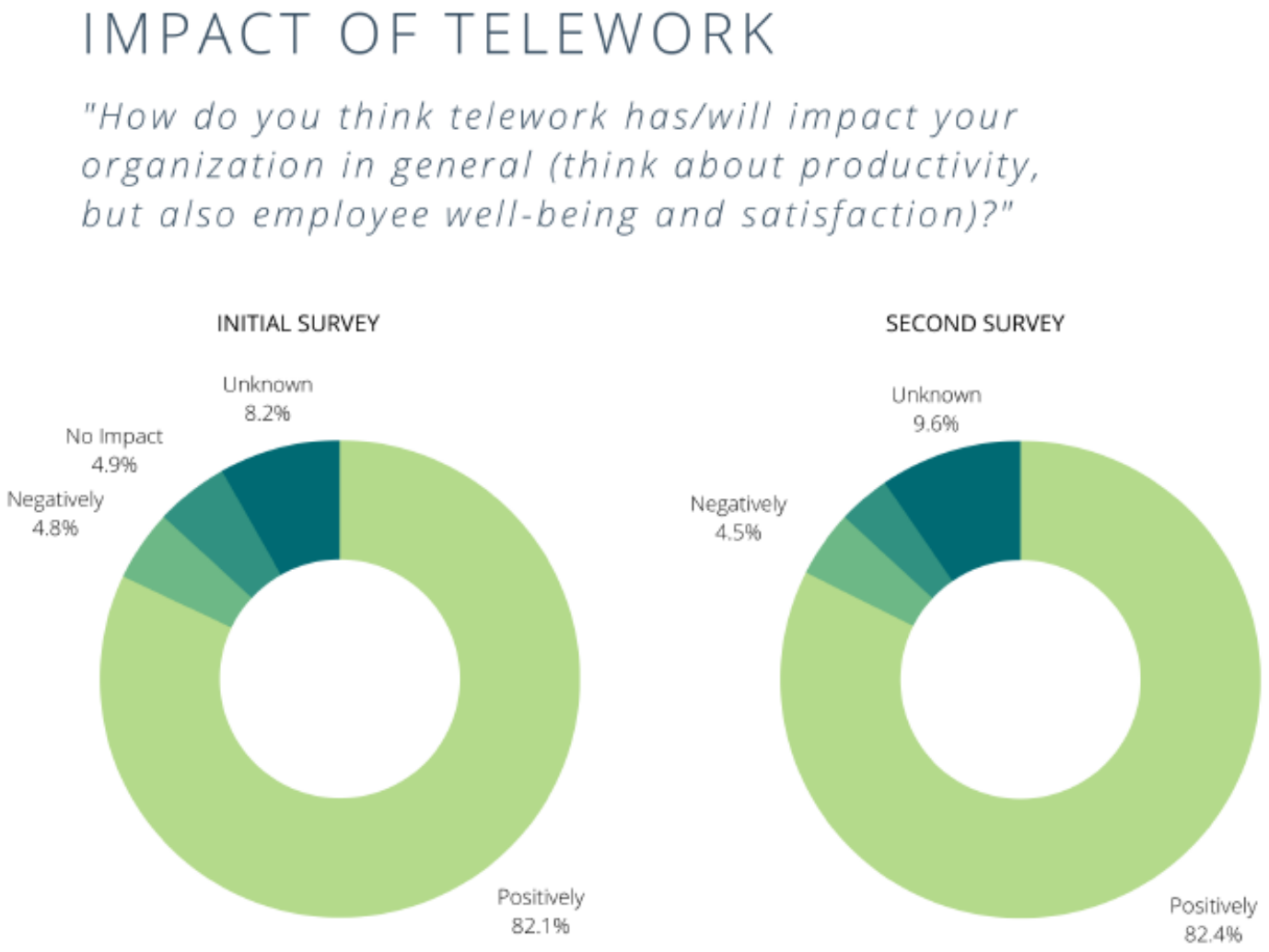
You may be wondering why I am telling ALLLLLLL of you this. Well, it is because my well-being has deteriorated over the past several years and I realized over the break that Georgia Tech allows me the ability to do something about it, and even encourages it. So, I am also encouraging all of you to think about your routines and whether you have room to take advantage of some of the benefits the Institute provides. And, I'm going to try to set a better example going forward!

Of course you should work with your supervisor to ensure each team has adequate coverage at all times but, I'm supportive of flexible schedules that allow people to take care of themselves and their families. Also, don't forget Georgia Tech offers many other benefits that I bet most of us rarely think about, https://benefits.hr.gatech.edu/perks-and-programs/.

I hope everyone had a restful, joyful break and will have a healthy New Year!

Cindy

Research Administrators' Opinions on Fully Remote Work

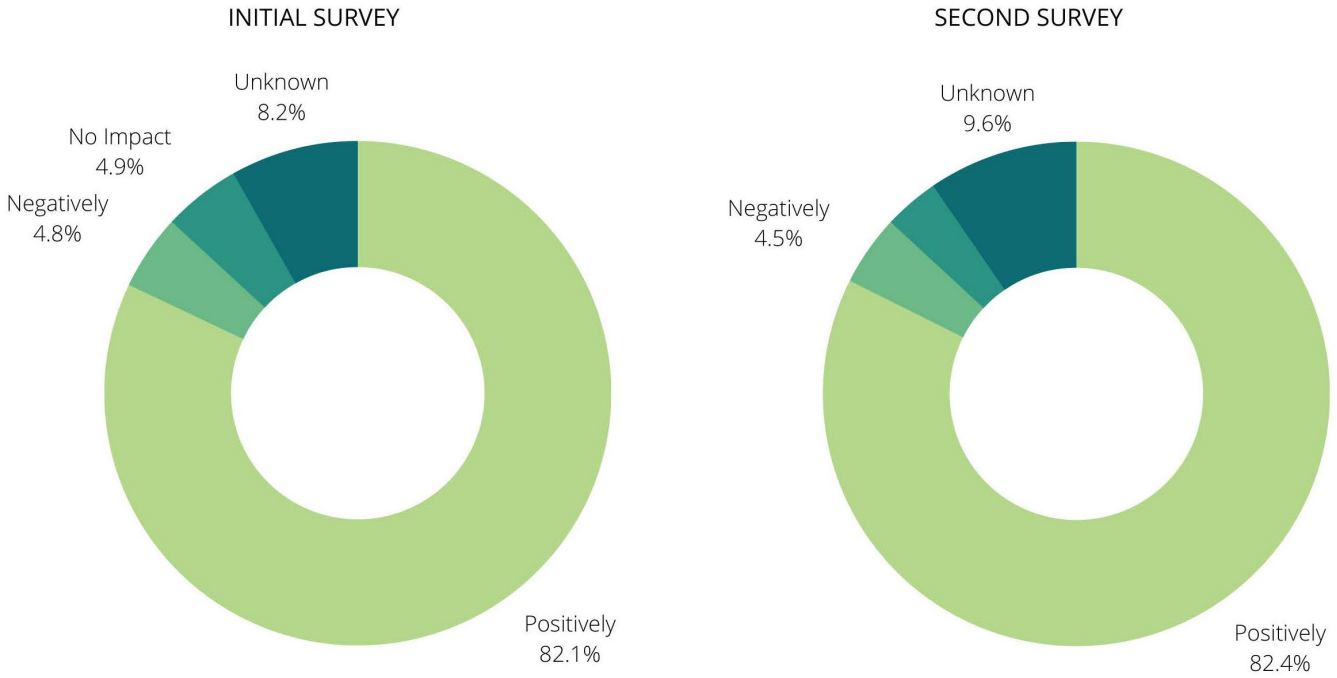


Source: NCURA Remote Work Survey retrieved from https://www.ncura.edu/Portals/0/Docs/RemoteWork2.pdf

Opinions on Impact of Remote Work on Productivity and Employee well-being and Satisfaction

IMPACT OF TELEWORK

"How do you think telework has/will impact your organization in general (think about productivity, but also employee well-being and satisfaction)?"



Source: Retrieved from https://www.ncura.edu/Portals/0/Docs/RemoteWork2.pdf

What happens if we invest money in our staff and they leave?

What happens if we don’t
and they stay?

NCURA 66TH
ANNUAL MEETING

Rediscover Y-OUR Journey

Questions

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