



**Illinois Human Resources**

# **IHR Strategic Plan**

2021 - 2026

# IHR Vision and Mission

## IHR Vision Statement

Illinois Human Resources provides leadership in shaping a community of world class opportunities, inclusion, excellence, and innovation. We will be a strategic partner to enrich the Illinois experience and contribute to the University's vision to be a pre-eminent public research university with a land grant mission and a global impact.

## IHR Mission Statement

The Human Resources team is dedicated to enhancing the university community by attracting, retaining, and supporting a quality workforce.

# Priorities

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1. Value and Invest in IHR Employees (Unify)
2. Encourage Continuous Improvement
3. Leverage Technology to Maximize HR Effectiveness
4. Strengthen Internal and External Communication
5. Promote IHR Brand

# Priority 1

**Value and Invest in IHR Employees  
(Unify)**

# Value and Invest in IHR Employees (Unify)

1. Unify IHR Culture
  - Adopt flexible work scheduling options
  - Conduct all staff celebrations/food days
  - Host events outside of campus
  - Establish calendar of group activities for IHR to help build team dynamics Identify possible group volunteer opportunities
2. Integrate Employee Recognition and Engagement Into IHR Culture
  - Create an IHR Spotlight employee/group
  - Celebrate employee milestones, years of service and other significant accomplishments
  - Provide timely recognition
  - Celebrate personal milestones

# Value and Invest in IHR Employees (Unify)

3. Make Professional Development a Core Value of IHR
  - Host monthly wellness sessions
  - Provide regular, specific professional development opportunities for IHR
  - Designate funding for each IHR employee to participate in professional development on a rotational basis
  
4. Fix Compensation Inequity in IHR
  - Conduct a comprehensive compensation study to resolve the inequities within IHR and between IHR and Unit HR Establish and share a plan to review and adjust title realignment needs

# Priority 2

## Encourage Continuous Improvement



# Encourage Continuous Improvement

1. Increase Involvement and Interaction Within and Across IHR Functional Areas
  - Conduct IHR functional area review meetings on a monthly or quarterly basis
2. Create and Promote Consistent Training Opportunities for Employee Growth
  - Encourage and fund employee conference attendance, certification exams and any other opportunity that will allow growth in IHR
  - Provide process and continuous improvement training and support for staff
    - Utilize internal expertise on business process mapping and process improvement
    - Provide specific technical training on process mapping
    - Standardize the steps that we take when we start a new process or program
    - Post process and software trainings offered by campus units in the IHR newsletter

# Encourage Continuous Improvement

## 3. Develop a Feedback Rich Culture

- Develop and communicate Key HR metrics for evaluation and turnover
- Do more to determine why employees are leaving IHR and/or why they are staying
- There is a disconnect and reactive element to our current business practices that is a disservice to our operation and current employees
- Create an ongoing feedback loop where campus units rate IHR's performance
- Improve consistency of completing employee performance evaluations
- Consider 360 evaluations for select positions
- Consider an employee-driven element to performance
- Share data from past and future IHR evaluations
- Identify and address employee concerns

# Encourage Continuous Improvement

4. Create a Process and More Dialogue for Succession Planning
  - Need to address employee concerns about career advancement in IHR

# Priority 3

**Leverage Technology to Maximize  
HR Effectiveness**

# Leverage Technology to Maximize HR Effectiveness

1. Create an Ongoing IT Budget
  - Create an IT specific budget for computer hardware and software
  - Implement a 3- or 5-year replacement plan for all computer equipment
2. Create a Software Maintenance, Training, and Communication Plan
  - Establish regular meetings for sections with IT staff
  - Maintain software and hardware knowledge throughout IHR
  - Develop an IT training program for functional areas
  - Share in-house software and hardware knowledge with each other
  - Maintain software throughout IHR to same versions
  - Provide work time for employees to participate in technology training

# Priority 4

## Strengthen Internal and External Communication

# Strengthen Internal and External Communication

## 1. Enhance and Implement Existing Internal Communication Plan

- Continue to Utilize and Enhance the IHR FOCUS Employee Newsletter
  - Create a system where we get information from each functional area
  - Get feedback from IHR employees on what they would like to see in the employee newsletter
- Create a Process for Staffing Updates
  - Provide notification from each functional area
  - Explore automatic email trigger for notification to Renee and Mark when a HRFE transaction for any of our units is completed to Banner
- Establish guidelines in using the IHR All Staff distribution list
- Adjust structure of the Quarterly All Staff Meeting

# Strengthen Internal and External Communication

## 2. Improve External Communication

- Create an IHR Electronic Communications Plan
- All electronic communications sent out on behalf of IHR should be in the same format, look and feel
  - Use webtools to send emails and newsletters with IHR Skin
  - Formalize IHR Functional Area communications
  - Use the IHR email signature in the BOX folder sent to all employees
- Organize and Coordinate all Mailing Lists IHR Uses
  - Determine all mailing lists that IHR sends information to and put in one location
  - Keep one list of each in webtools and be sure to update frequently
  - Establish a working HR contacts list and maintain across division



# Strengthen Internal and External Communication

- Consolidate all IHR email accounts and create one working list
  - Identify existing official email accounts
  - Delete any reference to AHR or SHR
  - Create one list of email accounts and coordinate messages across IHR
- Utilize IHR Branded Items in the BOX folder
  - All official communications must use IHR Digital Letterhead
  - Use word documents, PPT templates and other branded items
  - Establish a working HR contacts list and maintain across division
- Always use the IHR Wordmark on all paper communications
  - All official communications must use IHR letterhead
  - Use the IHR word template and PPT templates

# Strengthen Internal and External Communication

- Establish an internal HR Communications Group with the goal of improving internal and external communication
  - Establish a practice of external communications focused on process changes and other updates to better inform HR core contacts
  - Hold regular update meetings to enhance communication within and across IHR functional areas
- Obtain Unit/College HR input for IHR Strategic Plan

# Priority 5

## Promote IHR Brand

# Promote IHR Brand

1. In Order to Have a Brand to Promote We Need to Establish Buy-in With Our Employees First
  - IHR Apparel for all IHR staff
  - Develop and distribute a welcome Kit for new IHR employees
  - Resurrect the Social Committee
  - Create an IHR Employee Spotlight
2. Continue to Create and Distribute IHR Collateral
  - Already created items include: IHR Rack Card, Notecards (in process), Folder
  - Create other items when needed or requested which should include a rack card for each functional area (if applicable)
  - Create an IHR Packet to have on hand when we need to showcase IHR to campus

# Promote IHR Brand

3. Continue to Establish IHR as a Unit at the University of Illinois at Urbana-Champaign
  - IHR Strategic Plan
    - In process of creating this plan now
    - Once completed we showcase it on the website (electronically) as well as a printed version to hand out to Deans/Administrators and above
  - Establish IHR as an integral and important organization on campus
    - Use forthcoming IHR annual report to showcase what we do
    - Highlight IHR Staff (like Illinois Professional Campaign)

# Promote IHR Brand

## 4. Promote IHR as One Branded Unit

- Hold a quarterly or monthly training on tools in the BOX folder
- Encourage staff to Utilize the items in the BOX folder sent out previously
- Set up an internal system for all flyers, PowerPoints, documents that are officially sent from IHR
- Add Illinois Human Resources Branding for all IHR buildings (especially PSO)

## Promote IHR Brand

5. Create an Employment Brand Strategy for the University of Illinois at Urbana-Champaign to Help Attract Top Talent from Across the State and Beyond
  - Collaborate with University marketing to hold employee focus groups to identify important attributes of working at the University of Illinois
  - Develop employment brand in collaboration with University marketing
  - Integrate employment brand with new University marketing campaign
  - Launch branding campaign
  - Establish a budget for IHR brand promotion