

SPACE EDUCATION AND OUTREACH SYMPOSIUM (E1)

Space Exploration Education (5)

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RECRUITING AND ULTIMATE EMPLOYEE EXPERIENCE - CREATING AN INCLUSIVE AND
INNOVATIVE CULTURE AT JOHNSON SPACE CENTER

Abstract

In order to promote an environment of inclusion and innovation at NASA's Johnson Space Center (JSC), the Inclusion and Innovation Council formed diverse teams composed of employees at multiple levels of the organization, focused on several key topics related to creating positive culture change at the center. One of these teams was the Recruiting and Ultimate Employee Experience Engagement Team. Its focus was to attack the subjects of recruiting and retention while keeping in mind the pillars of open-mindedness, inclusion, and innovation.

The Recruiting and Ultimate Employee Experience Engagement Team was driven by two questions:

- 1) How can we enhance our ability to get the best and brightest minds in the country to help us lead the world in manned space exploration?
- 2) What can we do to foster the organizational culture that both honors JSC's past and embraces the frontiers of the fast-paced, technologically dynamic society of today?

Those questions caused a natural split of the team into two sub-teams. Members of the Recruiting Sub-team began with assumptions about JSC's recruiting efforts based on experiences. An assessment of existing programs followed in order to identify the biggest potential areas for improvement. To the surprise of many, the starting assumptions were largely inaccurate. As a result, the final recommendations from the Recruiting Sub-team do not come in the form of new JSC programs. Instead, they describe ideas on how JSC can enhance the good programs that already exist in order to hire the most diverse, best and brightest employees.

Once the best and brightest have made it to JSC, it is vital to actively create experiences for employees to strengthen and reinforce the cultural organizational values the center has laid out. The Ultimate Employee Experience (UEE) Sub-team kept this in mind along with the fact that employees are never more impressionable than when they first arrive on day one. In the spirit of creating a lasting impression that sets the tone for an employee's career around the themes of open-mindedness, inclusion and innovation, the UEE team discovered innovative ways to build on the foundations of existing orientation programs and to provide a means for enabling innovation to grow well beyond day one.

The team developed the following recommendations which will be discussed in this paper:

- 1) NASA in Every School
- 2) Strengthening Existing Outreach Programs
- 3) Expand on New Employee Orientation Program
- 4) Create an Inclusion and Innovation Academy