## STAFF ENGAGEMENT & CULTURE

A Workshop Presented by Mautrice Meriweather & Jamie Rohrer NFHS Virtual Summer Meeting | June 30, 2020







Provide insight on identifying your own office culture



Evaluate data on toxic work culture and what most employees seek in a positive office culture



Evaluate data on staff engagement and employee relationships



Discuss the benefits of healthy relationships among staff

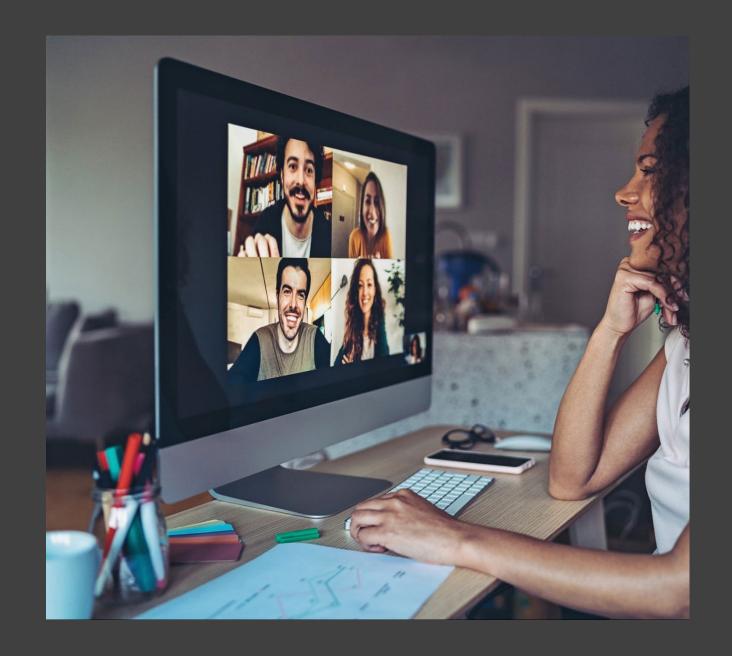


Provide strategies to enhance Office Culture, Staff Engagement and an overall healthier work environment

## Workshop Objectives

EVERY
ORGANIZATION
HAS A CULTURE

WHAT BEST DESCRIBES YOURS?



### Questions to Consider...

- How do we embrace differences and how do folks treat one another?
- Is there a sense of pride and enthusiasm for our work and the organization?
- How do we encourage and promote life-long learning?
- Does the opportunity exist for employees to reach their full potential?
- How do we welcome creativity and how do we provide support?
- How well do we communicate?
- Do we have strong leaders with a good sense of direction and purpose?
- Are we competitive when compared to other organizations?
- What is our turnover rate?
- How much do we invest in employee learning, training, knowledge and staff engagement?





#### TOXIC WORK CULTURE

#### ∘ Fear

- Poor leadership
  - Doesn't listen
  - Dictatorship
  - Not collaborative
  - Revenue over people concerned w/bottom line

#### TOXIC WORK CULTURE

DATA SHOWS...

#### Lack of Loyalty

 50% of involuntary turnover due to workplace stress;

- Poor performance
- Inability to focus
- Increased mistakes
- Work perks not enough to acquire employee loyalty;

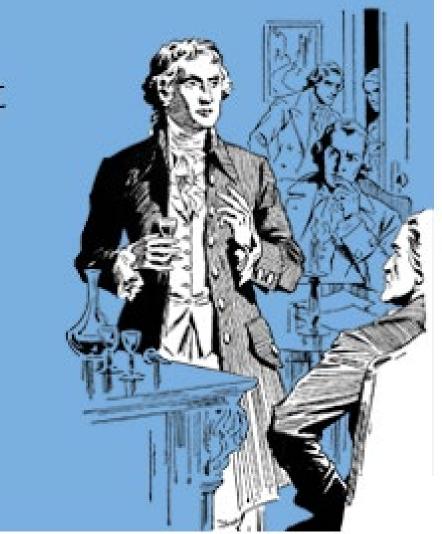
#### TOXIC WORK CULTURE

DATA SHOWS...

#### Disengagement

- 37% higher absenteeism;
  - 550 million workdays are lost annually due to stress; pressure to perform
- ∘ 60% more errors;
- 18% lower productive in overall organization;
- 37% lower job growth;

The office happy hour is the perfect place to meet everyone you've been emailing from 10 feet away.







# A POSITIVE WORK CULTURE...

- Views culture as a business;
- Understands it starts at the top LEADERSHIP
- Demonstrates value of "people first" concept
- Displays high staff engagement
- Has solid company qualities...
  - Mission & value alignment
  - Work environment
  - Collaboration
  - ∘ Brand Reputation

## POSITIVE WORK CULTURE

DATA SHOWS...

 94% executives and 88% employees believe workplace culture is important to business success;

 86% employees at strong workplace cultures feel senior leadership listens to employees;

 82% respondents from a culture survey believe culture is a potential competitive advantage.

# GO AHEAD.... GET ENGAGED!

#### STAFF ENGAGEMENT

DATA SHOWS...

- ∘ 30 − 50% higher retention rate of businesses with strong learning culture;
- 77% of employees agree a strong culture allows them to do their best work;
- Happy employees are 12% more productive than unhappy employees;

Engaged in Position

Commitment & Loyalty

Outside of work

Growth & Development

Corporate Citizenship

Enthusiasm & Passion

WHAT IS YOUR ORGANIZATION'S LEVEL OF STAFF ENGAGEMENT?

## DEMOGRAPHIC DYNAMICS

Do they affect staff engagement?

## Age

Gender

Work Tenure

Position in Office

## WHAT ABOUT MY PERSONALITY?

Does it affect staff engagement?

## Negativity

## Judgmental

#### Selfishness

### Healthy Work Relationships

- Benefits of building relationships
  - Increased productivity
  - Increased trustworthiness
  - Increased motivation
  - Reduction in workplace conflicts
  - Focus on content of character
  - Positive work culture
  - Team cohesiveness
  - Open conversations that are less offensive

### **BEYOND THE WORKPLACE**

# HOW DO ORGANIZATIONS EMBRACE TRAGEDIES OF SOCIETY?

# WE MUST REMEMBER THAT ANY OPPRESSION, ANY INJUSTICE,

ANY HATRED, IS A WEDGE DESIGNED TO ATTACK OUR CIVILIZATION.

FRANKLIN D. ROOSEVELT

## LISTEN | UNDERSTAND | ACT

Listen

Listen w/empathy to staff members most impacted - Establish an environment of belonging;

**Understand** 

Understand the issues through education – individualized or organization-wide;

Act

Act in a manner that helps to reshape systems of inequity in the workplace.

# Strategies to Enhance:

Office Culture

Staff Engagement

Inclusion



Communicate



Offer flexibility



Ask for opinions



Collect and internalize feedback



Create positive relationships among co-workers

#### RESOURCES

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- Pleiter, S. (2014). Engaging Employees. Smith School of Business –
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- Amah, E. & Nwuche, C.A. (2013). The Influence of Age on Culture and Effectiveness, *International Journal of Business and Management Review*, Vol. 1, No.3, pp 215-225.
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