

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?



A close-up photograph of a small, vibrant green seedling with two leaves and a curled stem, growing out of a narrow crack in dark, textured soil. The background is blurred, showing more of the soil and other small plants. The entire image is framed by a thin white border.

DIG UP THE BAD

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.



som^{ee}cards
user card

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PLANT GOOD SEEDS

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

Growth & Development

Enthusiasm & Passion

Engaged w/Team

Outside of work

Corporate Citizenship

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

- Cameron, K. & Seppala, E. (2015). Proof That Positive Work Cultures Are More Productive, *Harvard Business Review*
- Paying With Our Health (2015). www.apa.org
- Nyberg, A. (2009). Poor leadership poses health risks at work – The Impact of Managerial Leadership on Stress and Health Among Employees. Karolinska Institute
- Pleiter, S. (2014). Engaging Employees. Smith School of Business – Queens University. smith.queensu.ca
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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.
- Houston, E. (2020). The Importance of Positive Relationships in the Workplace *Positive Psychology.com*
- Company Culture and Engagement Statistics – www.cultureiq.com