



EMPLOYEE MORALE & ENGAGEMENT

sustaining energy and momentum in a COVID-19 world

October 28, 2020

WELCOME

Introductions

In the Chat window, introduce yourself and share something that is keeping your organization going.

64 calendar days

34 work days

15 +/- mental days

- National and local elections
- Holidays
- New Year's
- End of year reviews



ORGANIZATIONAL CULTURE

A pattern of shared basic assumptions, norms, and ways of being that members of an organization have learned and maintain.

EMPLOYEE ENGAGEMENT

The levels of **enthusiasm** and **connection** employees have with their organization.

Highly engaged employees are:

- giving of their best each day
- committed to their organization's mission, goals, and values
- proactive and creative in solving problems
- motivated to propel organizational success, with an enhanced sense of their own well-being as a contributing factor

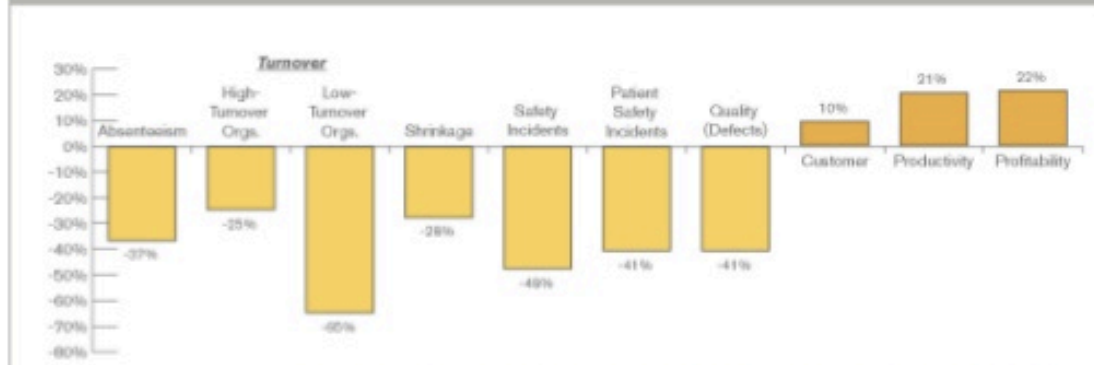
High employee engagement is an **outcome of a strong organizational culture.**

Unengaged Employees Cost the U.S. \$500 Billion Every Year



EMPLOYEE ENGAGEMENT AFFECTS KEY BUSINESS OUTCOMES

Work units in the top quartile in employee engagement outperform bottom-quartile units by 10% on customer ratings, 21% in productivity, and 22% in profitability. Work units in the top quartile also saw significantly lower absenteeism (37%), turnover (25% in high-turnover organizations, 65% in low-turnover organizations), and shrinkage (28%) and fewer safety incidents (48%), patient safety incidents (41%), and quality defects (41%).



Full Report on 80,000 workers: <http://www.gallup.com/services/176708/state-american-workplace.aspx>

High Engagement =

- Increased productivity
- Better customer relations
- Increased innovation
- Lower turnover
- Lower stress

HUMAN NEEDS FOR ENGAGEMENT

what we need to engage effectively is at risk

- The need for alignment
- The need to feel connected
- The need for a guiding vision and voice
- The need to feel control
- The need to feel safe
- The need to feel momentum
- To be heard and understood!

POLL

What are your culture
pain points?

Pain point = anything that is preventing your culture from flourishing

Top 5 Pain Points

1

People are just tired/anxious/stressed, rightfully so, and it's hard to ask for much more.

2

Communication and opportunities for connection are fragmented, broken, or operating in silos.

3

Everyone has been running nonstop and there has been no time to pause and reflect on lessons learned.

4

Organizational rituals and opportunities to celebrate have taken a back seat.

5

Engagement is happening, but it's lacking depth, meaning, and feels a bit stale.

WHAT'S NEXT?

“In a poll of more than 300 business executives, more than half (53%) said culture is one of the most important factors impacting their ability to successfully “reemerge or restart” their respective business following the COVID-19 health and economic crises.”

*“Culture: An organizational antidote for COVID-19” by Claudia Saran of KPMG; September 2020;
<https://info.kpmg.us/news-perspectives/people-culture/culture-as-an-organizational-antidote-for-covid-19.html>*

Solutions

Foster a culture vision

Be flexible in service to wellbeing

Do less, and do more with purpose

An illustration of a diverse crowd of people wearing face masks. The people are depicted in various colors (blue, pink, orange, black) and are shown from the chest up, facing different directions. The background is a mix of these colors, creating a sense of a large, diverse group.

Foster a culture vision

ASK YOURSELF

What do we want our people to say about our organization, during and after this crisis?

What actions will they remember?

What stories will they tell?

Adapted from "Culture: An organizational antidote for COVID-19" by Claudia Saran of KPMG

Be flexible in service to wellbeing

- Recognize that each employee has different needs and will require a different approach.
- Meet people where they are – both logistically and emotionally.
- Change how you've been doing things in service to what's needed.
- Prioritize taking care of yourself and your needs and model that to your people and peers - make this a cultural norm!



Do less...

Create slack!

- Adjust your expectations.
- Decrease screen time.
- Nix the non-essentials.
- Slow down or simplify celebrations.



...and do more with purpose

- Ensure meetings have a point. Don't waste anyone's time.
- Carve out intentional space for personal check-ins. Leave the work agenda items behind.
- Create meaningful moments of connection if your culture needs a boost.

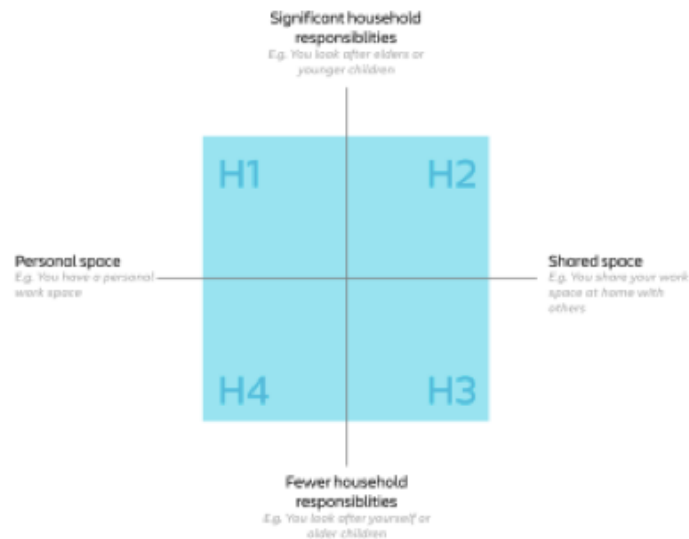
Work Life Impact Worksheet

Name _____

Team name _____

Home office

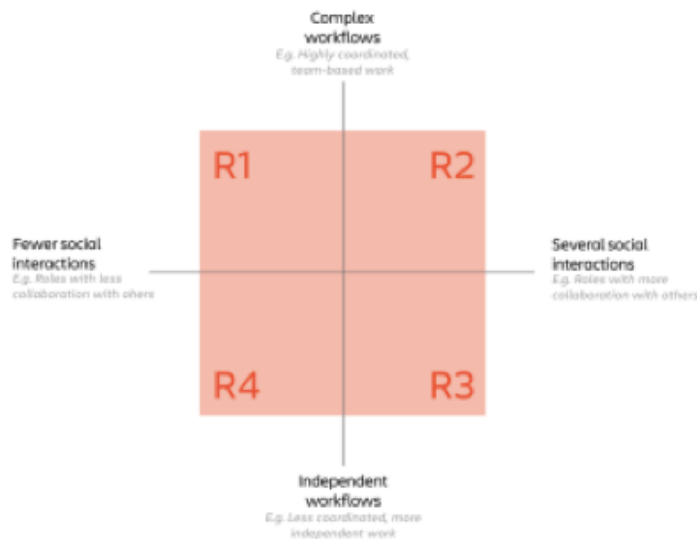
Your living conditions and household influence your work needs.



Mark the section that best represents you (H1, H2, H3, H4) and reflect on why:

Role requirements

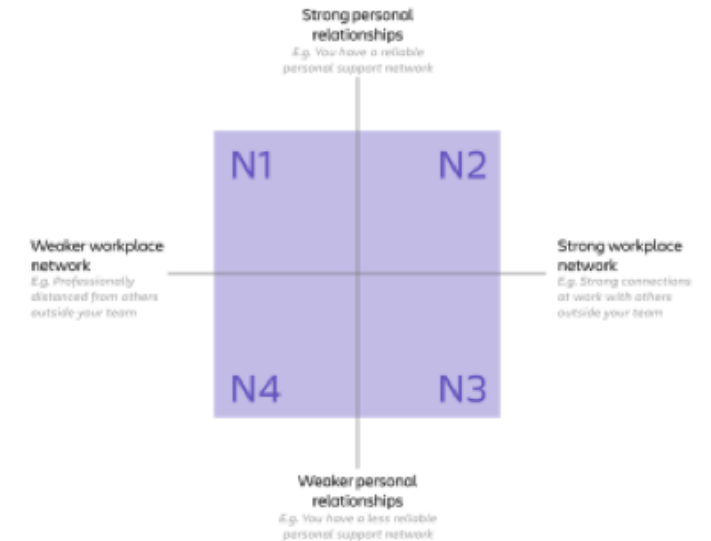
Your role and types of work flow influence your ability to complete tasks.



Mark the section that best represents you (R1, R2, R3, R4) and reflect on why:

Support networks

The quality of community that you have access to and the support you receive influences your ability to cope with change.



Mark the section that best represents you (N1, N2, N3, N4) and reflect on why:

CULTURE BOOSTS

design meaningful solutions that energize, inspire, and strengthen resiliency

Opportunities that...

- connect staff across departments and internal teams
- are meaningful and intentionally designed group or 1-on-1 conversations



- Mission, vision, values refresh or reconnection
- Storytelling space for leaders to model, influence, and reinforce behaviors
- Team or organization-wide retrospectives to assess what to carry forward
- Accomplishments showcase, roundtable, storytelling, peer ears, etc.

EMPOWERING
PURPOSE,
DESIGNING
PATHWAYS, AND
STRENGTHENING
PEOPLE FOR A
BETTER FUTURE

THE
CONVERSATION
IS THE CHANGE

STRATEGY

LEADERSHIP

CULTURE

Florricane



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