



**Jewish Federation  
& Family Services**  
ORANGE COUNTY

# **Innovations in Staff Engagement**

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**Chief Operating Officer  
Jewish Federation & Family Services  
Orange County, CA**



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# Kelley's Story

Suit-up-and-  
show-up

Put-your-  
personal-life-in-  
a-box-at-the-  
door





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# Managing Change People



Maslow's hierarchy of needs



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# Healthy Workplace Factors

**Employee  
Involvement**

**Health & Safety**

**Work-Life Balance  
(integration?)**

**Employee  
Recognition**

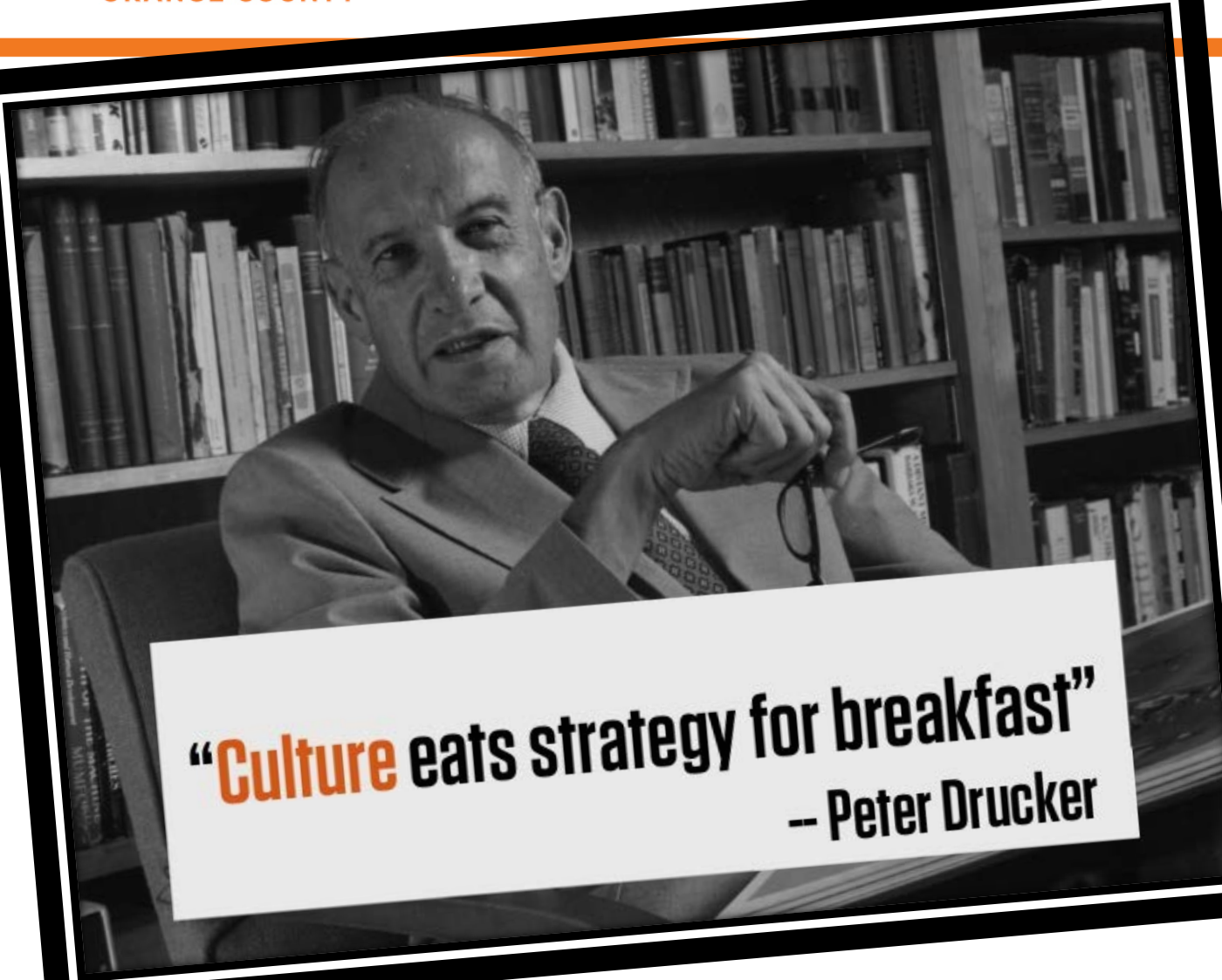
**Growth & Development  
Opportunities**

**...and  
Communication**



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**“Culture eats strategy for breakfast”**  
-- Peter Drucker



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# The JFFS Story



# EMPLOYEE ENGAGEMENT

PROFESSIONAL LEADERSHIP

ORGANIZATIONAL ALIGNMENT

COMMUNICATION & COLLABORATION

EMPLOYEE ENABLEMENT

ACCOUNTABILITY & FEEDBACK

LEARNING & DEVELOPMENT

MANAGEMENT

LAY LEADERSHIP

SALARY & BENEFITS

HIGHER



Impact on Employee Engagement



LOWER



## LEADING EDGE

- 6,310 employees
- 68 organizations
- 4,469 respondents



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# Power of a New Perspective





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# Culture Committee





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# Culture Hacking



**KEEP IT  
SIMPLE**



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# Suggestion Box

Your

Voice

Matters

!!





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# Town Hall Meetings





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# SUM: Strategic Updates Meetings

INFORMING

SEEKING

Why are you  
sharing THIS  
item?

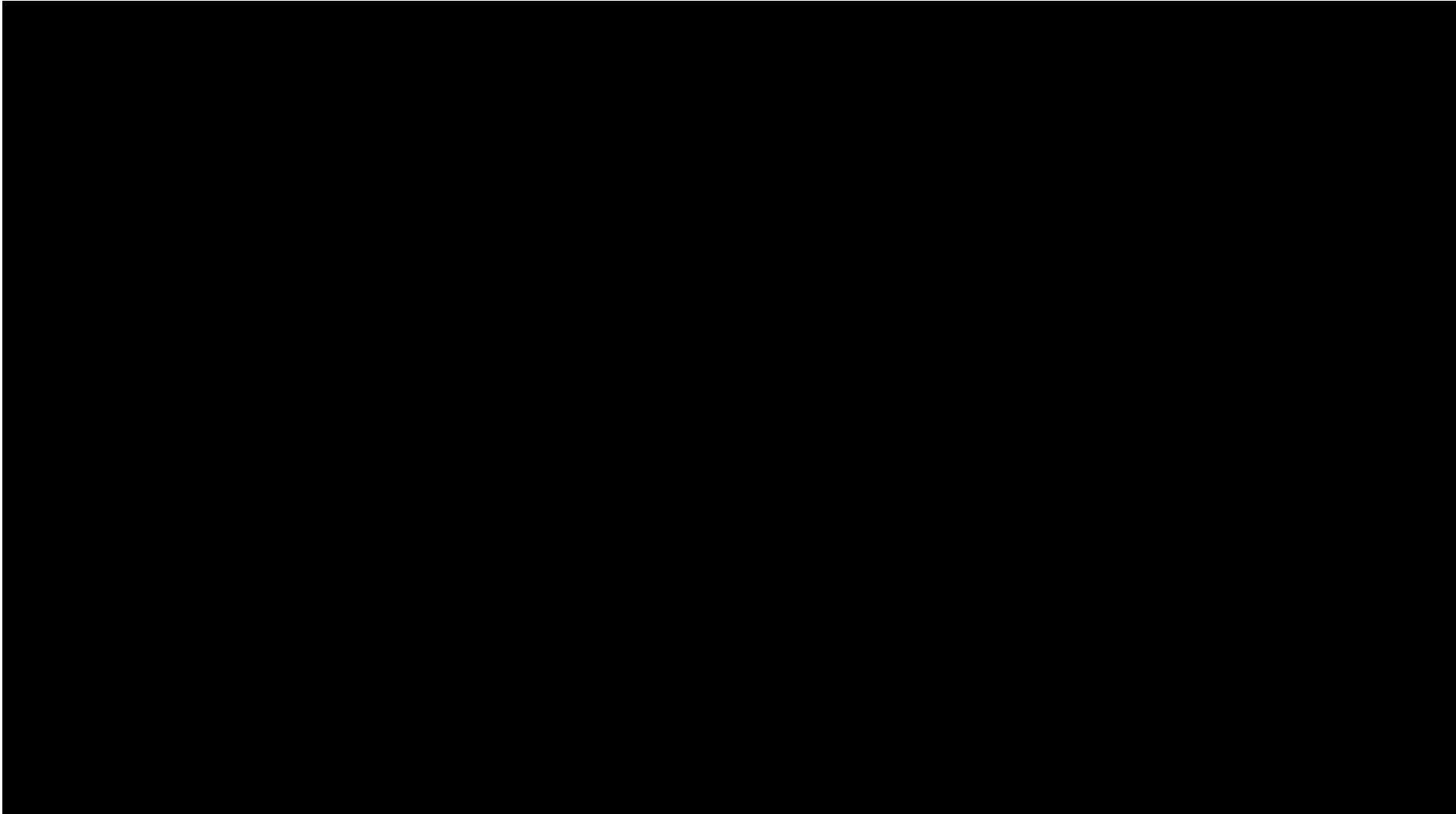
PROBLEM  
SOLVING

BRAGGING



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# Work with the End in Mind





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# Professional Development Committee





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# Professional Development Committee

Job-Related Experiences

70

Interactions  
with Others

20

Formal Educational Events

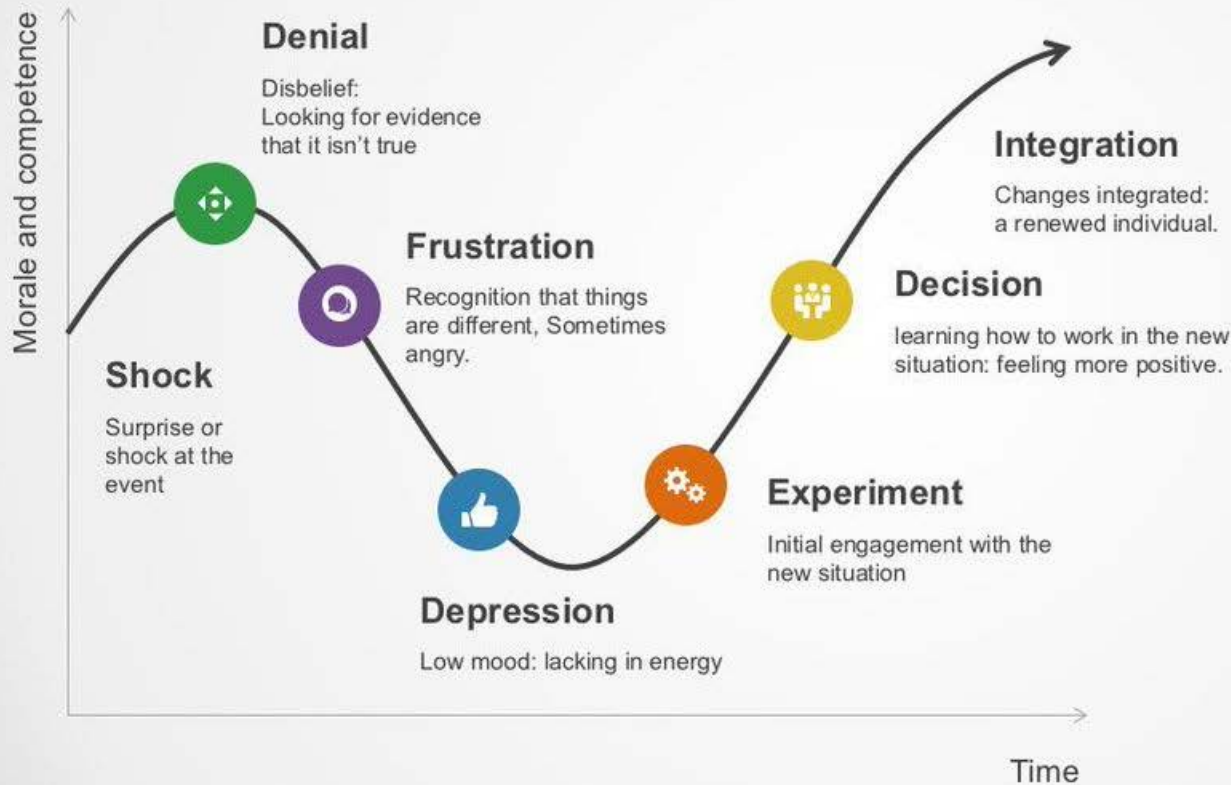
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# Managing Change

## The Kübler-Ross Change Curve



Creative Alignment

Maximize  
Communication

Spark Motivation

Develop Capability

Share Knowledge



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# Small Moves, Big Impact

