Innovations in Staff Engagement

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Kelley’s Story

Suit-up-and-show-up

Put-your-personal-life-in-a-box-at-the-door
Maslow's hierarchy of needs

- **Physiological needs**: air, water, food, shelter, sleep, clothing, reproduction
- **Safety needs**: personal security, employment, resources, health, property
- **Love and belonging**: friendship, intimacy, family, sense of connection
- **Esteem**: respect, self-esteem, status, recognition, strength, freedom
- **Self-actualization**: desire to become the most that one can be
Healthy Workplace Factors

- Employee Involvement
- Health & Safety
- Work-Life Balance (integration?)
- Employee Recognition
- Growth & Development Opportunities
- ...and Communication
“Culture eats strategy for breakfast”

– Peter Drucker
The JFFS Story

Changes
LEADING EDGE

- 6,310 employees
- 68 organizations
- 4,469 respondents
Power of a New Perspective
Culture Hacking

KEEP IT SIMPLE
Your Voice Matters!!
Why are you sharing THIS item?
Work with the End in Mind
Professional Development Committee

Job-Related Experiences

70

Interactions with Others

20

Formal Educational Events

10
Managing Change

The Kübler-Ross Change Curve

- **Shock**: Surprise or shock at the event
- **Denial**: Disbelief; looking for evidence that it isn’t true
- **Frustration**: Recognition that things are different, sometimes angry
- **Depression**: Low mood; lacking in energy
- **Decision**: Learning how to work in the new situation; feeling more positive
- **Experiment**: Initial engagement with the new situation
- **Integration**: Changes integrated; a renewed individual

Morale and competence over time

Creative Alignment
Maximize Communication
Spark Motivation
Develop Capability
Share Knowledge