Healthy Organizations Workshop

H.E.A.R.T.- Healthy Organization

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Agenda

- Opening and Introduction
- Session Guidelines
- Healthy People- Healthy Organization H.E.A.R.T.
- **H**uman Capacity/ People
- **E**mployee Engagement
- Breakout Session I (10 Minute Break)
- Large Group Share
- **A**ir IS Culture
- **R**elationships/Retention
- Breakout Session II
- Large Group Share
- **T**rends
- H.E.A.R.T. Summary
- Questions and Answers
- Session Closing

Session Guidelines

▶ Full Participation- Be present, focused with your video on

▶ Bring your best-Engage in the conversations, share openly and actively listen to others

▶ Ask questions- Be curious. Participate in your learning

Opening Question

The question in the chat was "What does the human body and an organization have in common?"

Prior Session- Definition of Healthy Organizations

- February 2022- Healthy organization is
  - Sustainable
  - Responsible and balanced
  - Learns quickly
  - Works on sound economic basis
  - Enables employees to achieve their own goals
  - Creates outstanding values for the organization and the customers

What is a System?

▶ A set of things (or organs in the body)

▶ With a common structure or function

▶ Working together

▶ As part of an interconnecting network

The Human Body

- Comprised of ten major systems that include the skeletal, muscular, nervous and cardiovascular

- These systems have specific responsibilities, but they don't work independently (Work together)

- Each system is important and needs to be healthy for the body to be healthy

- One system being unhealthy can affect the health of the other systems, thereby affecting the health of the entire body.

Organizations

- Comprised of major systems which include financial system, marketing system, technology system, service and delivery system human resource system.

- Each of these systems have specific responsibilities in the organization, but the do not work independently (Work together)

- Each system is important and must be healthy for the organization to be healthy.

- One system being unhealthy can affect the health of the other systems, thereby making the entire company/organization unhealthy

- Human resource system is H.E.A.R.T. It must be healthy.

H.E.A.R.T.

Human Capacity

Engagement

Air IS Culture

Relationships/Retention

Trends

Human Capacity/ People

- The Great Resignation

- Nearly 57 million Americans quit between January 2021 and February 2022

- 48% of working Americans are actively looking for opportunities

- Pandemic life forced everyone to reexamine their personal and professional priorities.

Human Capacity/ People

- Quiet Quitters- Employees are doing just enough at work and not going above and beyond.

- In a recent Gallup Poll engaged workers was 32% and actively disengaged is at 18%.

- Those in the middle, about 50% are quite quitters

- Employee Engagement is important. What is it and how is it measured?

Employee Engagement

- Employee engagement measures the involvement and enthusiasm of employees in their work and workplace

- Employee engagement is a key indicator of health in an organization

- Let's look at the areas measured in the annual Gallup poll.

Engagement

- I know what's expected of me

- I have the materials and equipment I need to do my job right.

- At work, I have the opportunity to do what I do best every day.

- My supervisor, or someone at work, seems to care about me as a person.

- In the last seven days, I have received recognition or praise for doing good work.

- There is someone at work who encourages my development

Engagement

- At work, my opinions seem to count

- The mission or purpose of my company makes me feel my job is important

- My associates or fellow employees are committed to doing quality work.

- I have a best friend at work.

- In the last six months, someone at work has talked to me about my progress

- This last year, I have had opportunities at work to learn and grow

Breakout Groups

- How has the Great Resignation and Quiet Quitting shown up in your organization

  - AND

- How is it/has it impacted your company's ability to serve your communities?

Large Group Debrief

- ▶ Please share some of the information that came from your group's discussion.

Air IS Culture

- Culture is the counterpart to air in organizations
- Culture is the how and why things get done in an organization
- What are healthy cultures?

Healthy Culture

- ▶ An environment of inclusion
- ▶ Accountability
- ▶ Personal responsibility
- ▶ Commitment to "do the right thing"
- ▶ The ability to grow and learn from mistakes

Relationships/ Retention

- ▶ Five of the twelve Gallup questions are about relationship

- ▶ The manager or team leader is the lever to improve employee engagement

- ▶ Some tools like I have presented to this group before like The Ladder of Inference and Crucial Conversations support supervisors in building relationships and supporting an inclusive culture.

Pre-Breakout Groups

- Take out a piece of paper. On a scale between 1 and 5, with 1 being you strongly disagree and 5 being you strongly agree, I want you to rate your culture in these five areas:

- An environment of inclusion

- Accountability

- Personal responsibility

- Commitment to "do the right thing"

- The ability to grow and learn from mistakes

- Add your individual numbers and divide by five to get an average.

Breakout Groups

- In Your Breakout Groups:

- Share your responses and a little bit about why you gave each component that rating

- Are you surprised with your average rating?

- Did you learn something about the culture of your organization that you didn't know?

Trends

- Flexibility Rules

- Rebuild Connection

- Work/Life Balance will continue to be a challenge

Questions