

Re-Engaging Staff after COVID



SNEAPPA Summer Meeting
June 2022

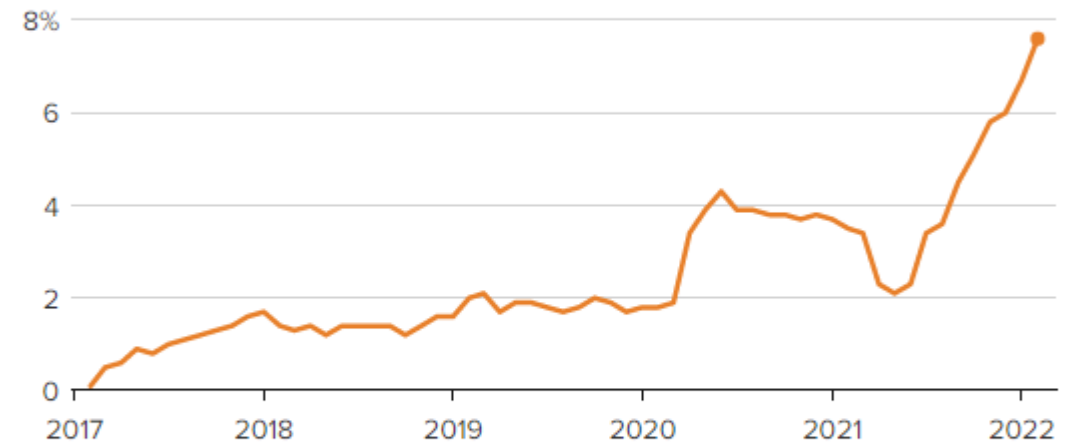


Snapshot of US challenges

- Household Grocery Bills: +8.6%
 - Dairy, fruits & veggies saw fastest growth
- Gasoline: +38%
 - Even higher since Ukraine invasion
- Overall Energy Costs
 - Highest increases since July 1981
- Housing Costs/Rent: +4.7%
 - While smaller, housing accounts for more than 1/3 of average budgets

U.S. consumer price index

Food and beverage, percent change from a year ago



Note: Data is seasonally adjusted

Source: U.S. Bureau of Labor Statistics, Consumer Price Index for All Urban Consumers: Food and Beverages in U.S. City Average, retrieved from Federal Reserve Bank of St. Louis



Snapshot of US challenges

Top reasons why U.S. workers left a job in 2021: Low pay, no advancement opportunities

Among those who quit a job at any point in 2021, % saying each was a ___ why they did so

	Major reason	Minor reason	Net
Pay was too low	37	26	63
No opportunities for advancement	33	30	63
Felt disrespected at work	35	21	57
Because of child care issues*	24	24	48
Not enough flexibility to choose when to put in hours	24	21	45
Benefits weren't good**	23	20	43
Wanted to relocate to a different area	22	13	35
Working too many hours	20	19	39
Working too few hours	16	14	30
Employer required a COVID-19 vaccine	8	10	18

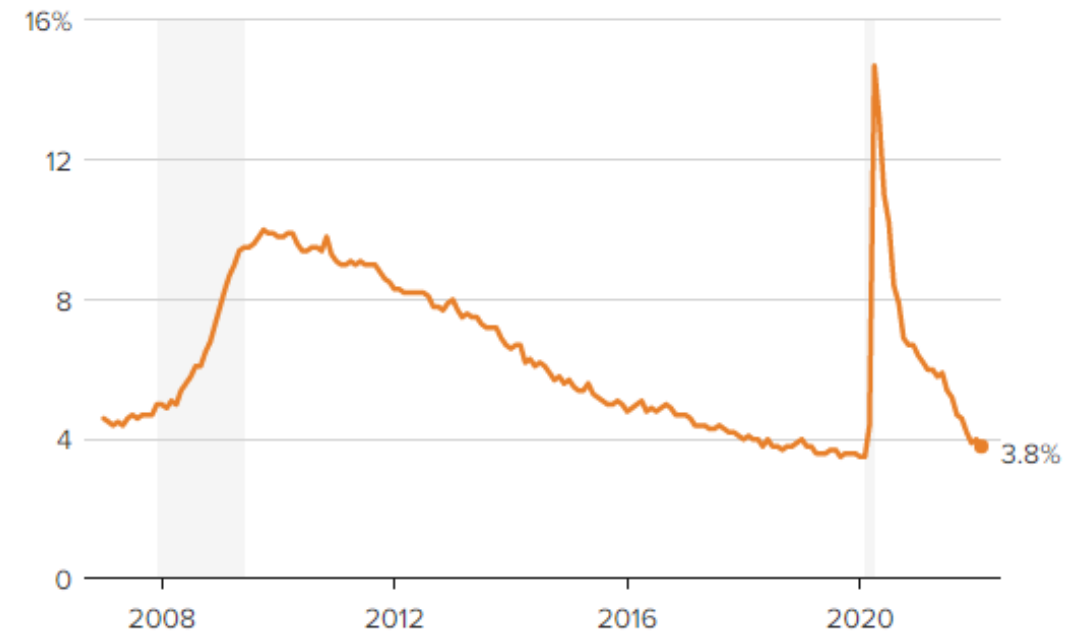
*Among those with children younger than 18 living in the household.

**Question provided health insurance and paid time off as examples.

Note: Figures may not add to subtotals due to rounding.
Source: Survey of U.S. adults conducted Feb. 7-13, 2022.

PEW RESEARCH CENTER

U.S. unemployment rate



Note: Shaded areas indicate U.S. recessions.

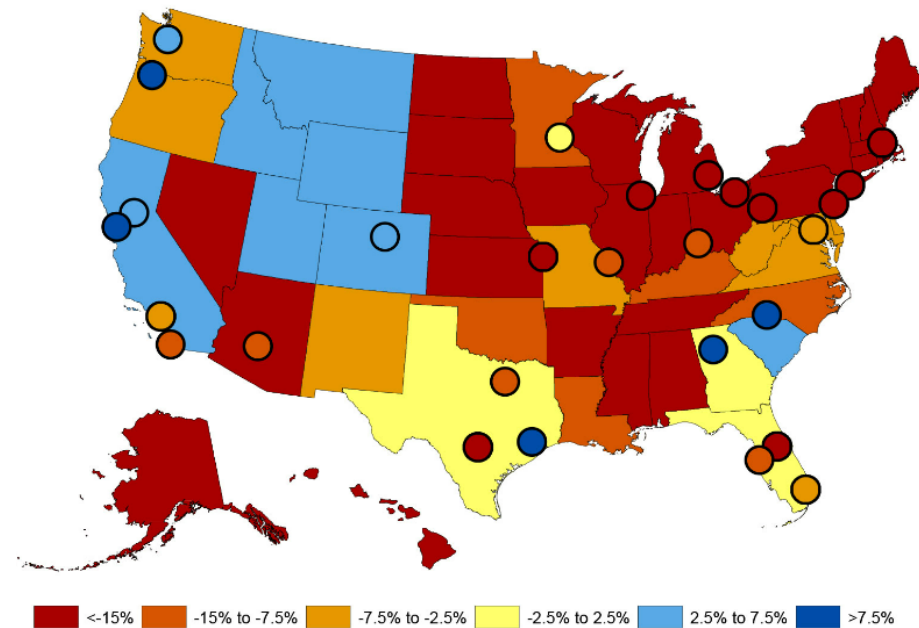
Source: Bureau of Labor Statistics. Data is seasonally adjusted. As of Feb. 2022.



Higher Education Challenges

- Enrollment Cliff
 - Impactful to Northeast & Midwest
- Budget Reductions
 - Except for Michigan...\$300M in Higher Ed support
- Limited or No Tuition Increases
- Great Resignation

Forecasted growth and decline in college-going students, 2012-2029



Source: Nathan D Grawe, Carleton College.pdf

Changing Workplace Demographics

Workplace culture is changing as millions of younger generations enter and boomers exit.

Younger people's desires and expectations are different...

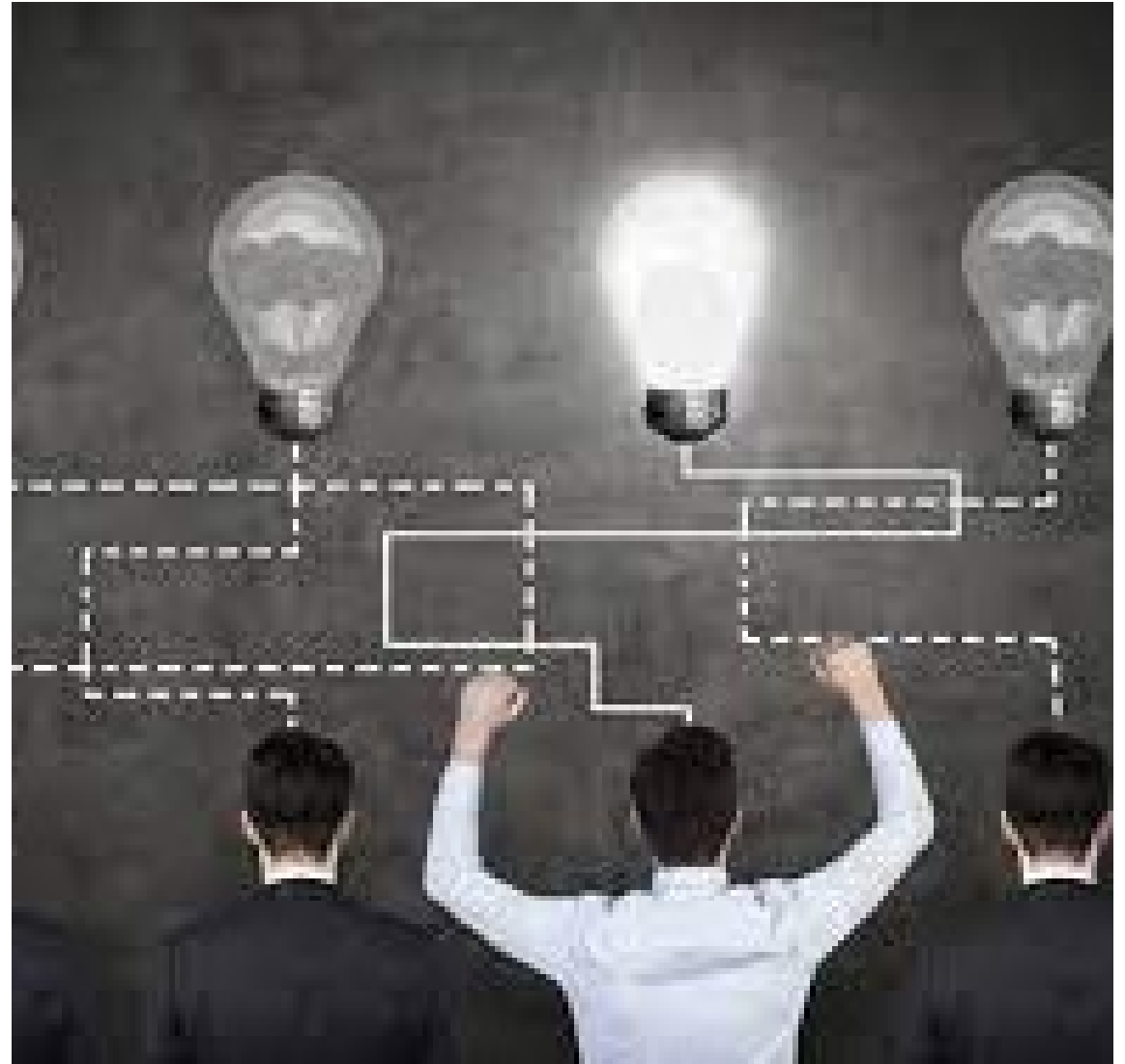
- More collaboration & working together
- Less 'silo' or individual work
- Supervisor-employee relationship is declining



4th Industrial Revolution:

“The generation that's coming in is going to drive us into this Fourth Industrial Revolution, and I think the business partners from the outside are going to bring it to us,” he predicted. “There's nothing wrong with bottom-up and outside-in, in my opinion, as long as we, as senior officers, have laid out the strategy, have invited the discussion, and have a plan presented to our administration that we need to prepare.”

- Don Guckert, Vice President of [APPA Advisors](#) in a recent presentation at the [Higher Ed Facilities Forum](#).



The importance of workplace appreciation



Feeling valued & appreciated



Higher job satisfaction



Better staff retention, commitment & customer satisfaction

All these challenges lead to the Importance of Engagement

THE
5 LANGUAGES
OF
APPRECIATION
IN THE
WORKPLACE

EMPOWERING ORGANIZATIONS BY
ENCOURAGING PEOPLE

INCLUDES HSA INVENTORY ACCESS CODE

#1 New York Times bestselling author

Gary Chapman
& Paul White

Empowering Organizations by Encouraging People

Express	Express genuine appreciation to coworkers – even on a tight budget
Improve	Improve your ability to show appreciation for difficult colleagues
Increase	Increase loyalty with employees
Reduce	Reduce cynicism and create a more positive work environment
Convey	Convey the language of physical touch in appropriate ways

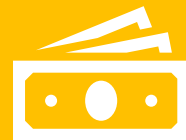
Appreciation Misconceptions



#1 the primary goal is to make employees feel good.



#2 appreciation is received better by certain industries or types of employee groups.



#3 it's about the financial benefit of increased productivity.

Appreciation Matters

*Benefits include**

- Reduction in employee turnover
- Improved attendance and productivity
- Greater customer satisfaction
- More positive relationship between supervisor/staff/colleagues
- A more positive corporate culture and work environment

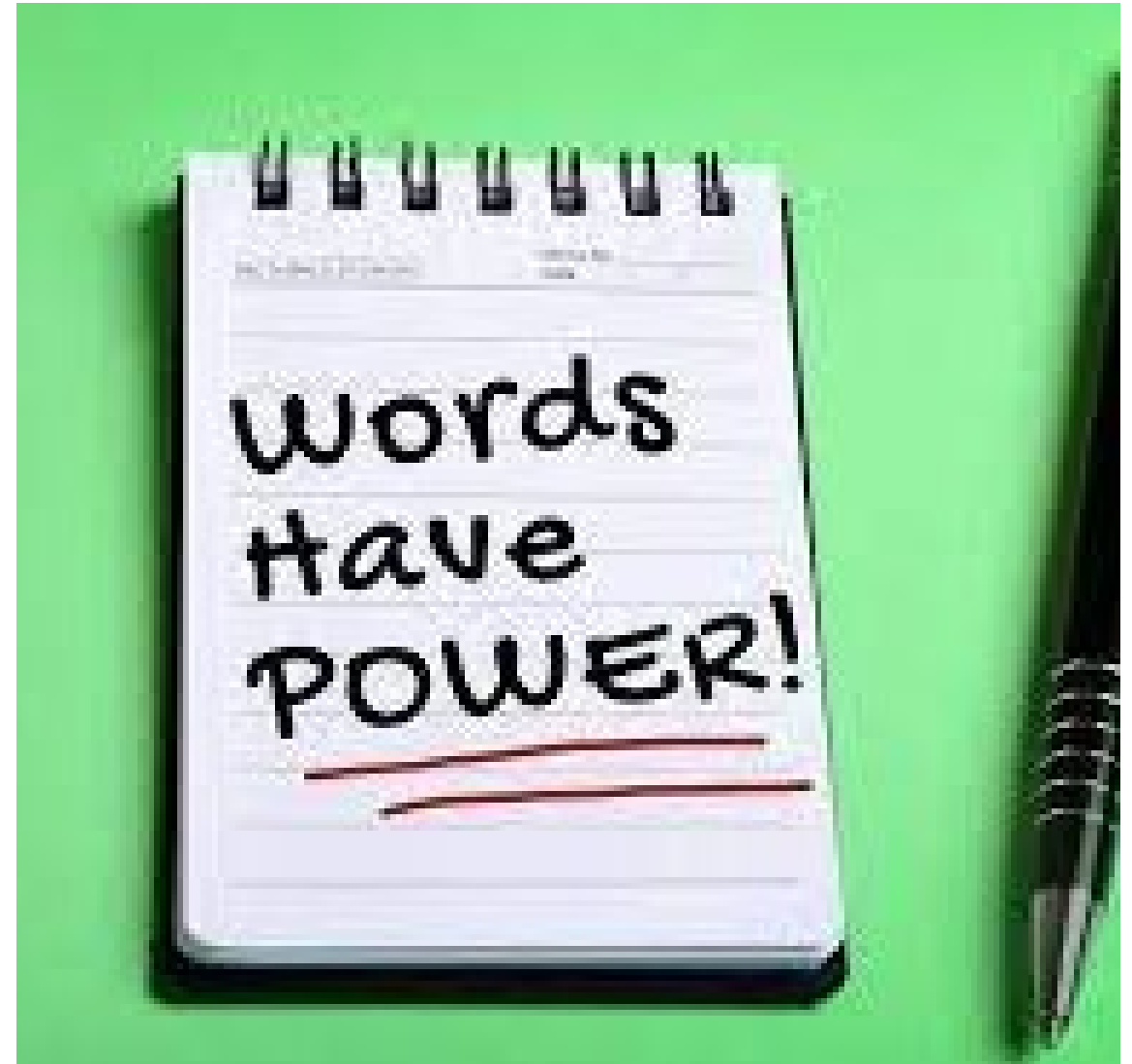
*Source: Dr. Gary Chapman, *The 5 Languages of Appreciation in the Workplace*

Actions of appreciation can appear inauthentic when:

1. the actions suddenly appear after implementation of a program on appreciation;
2. a person's tone of voice, posture, or facial expressions don't seem to match what they are saying;
3. how a person relates to you in front of others differs from how they interact with you privately;
4. the individual has a history of "saying one thing and doing another"; or
5. there is an overall question of the motivation of the deliverer - do they have an ulterior motive?

Words of Affirmation

- Praise for accomplishments
 - To be effective...be **SPECIFIC**
- Affirmation of Character
 - More important to some than performance recognition
- Praise for Personality
 - Observe and affirm positive traits



How & Where to Affirm



Personal, one-on-one



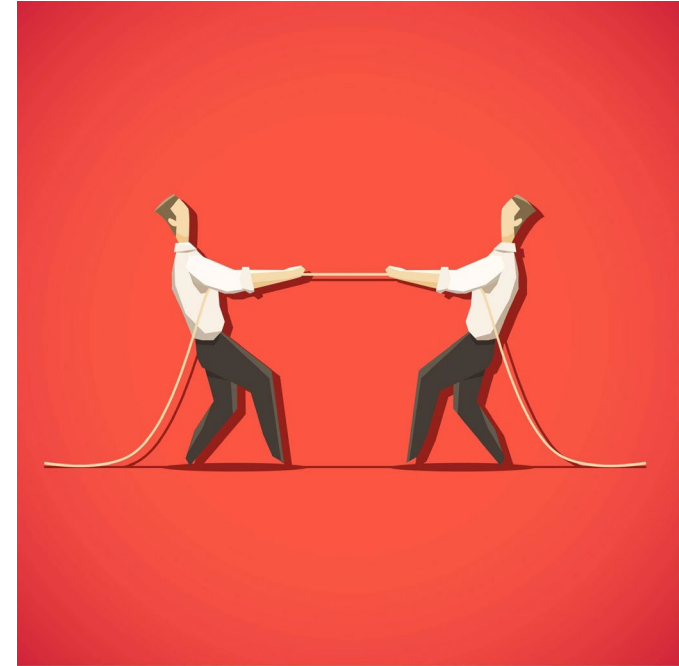
Praise in front of others



Written affirmation



Public affirmation



If you are in the midst of a challenge or an unresolved past issue with a staff member, then that must be dealt with first.

If you are not able to express affirmation sincerely at this time, then silence is preferred.

Quality Time

This means showing people they are valued by giving them your most precious resource: **YOUR TIME**

Want to feel that what they are doing is significant and that their supervisor values their contribution.

Focused Attention: Do not MULTITASK!

Listen to Understand, Not to FIX!



"Frankly, I don't remember why I called this meeting."

Just because a team member values Quality Time doesn't mean they want time with the boss. For many it's time to enjoy with colleagues.

Descriptions of Quality Time

Time invested here can mean the difference between an engaged employee and one who simply does what is necessary.

Quality Conversations

This is when two people share their thoughts, feelings and desires in a friendly, uninterrupted way.

Creates a safe environment where accomplishments, frustrations and suggestions may be shared.

Shared Experiences

While a 'sit down and talk' conversation might not be appreciated, an invitation to participate in an activity with others would be.

Think of an introvert who likes being around others though is quiet and just observes the activity.

Acts of Service



When we follow these guidelines, we demonstrate that we are willing to help our colleagues in the way that is most beneficial to them, rather than what is convenient to us.

Don't tell me you care; show me!

How to Serve Effectively

- **Cover your responsibilities before you volunteer to help someone**
- **Ask before you help**
- **Don't assume you know what they want or need**
- **Do it their way!**
- **Serve voluntarily**
- **Check your attitude**
- **Finish what you start**



Tangible Gifts

How many of you have employee reward recognition programs?

And...how do employees feel about them?

And...how much \$ is spent on them?

If you spend time and \$ here, it's critical to get the gift giving right!

Physical Touch



- Is it appropriate at work?
- Spontaneous Celebration
 - High Five, Handshake, fist bump
- Communicating care, concern and empathy
 - Hand on a shoulder, brief hug
- Critical Takeaway:
- Recipient is always the authority on what is acceptable touch



Steps to Successfully Implement:

- Overcome Busyness
 - Prioritize appreciation activities
- Make Appreciation Communication important to your organization
- Overcome the fear of being overwhelmed
- Don't let structural or logistical issues stop you
- Get over the weirdness factor
 - Feelings must be a part of Facilities!



Languages of Appreciation at Work™

Quick Reference for Languages of Appreciation



Words of Affirmation: leave a note or tell them a specific trait that you value in them



Quality Time: give your focused attention for a period of time to check in or just hang out



Acts of Service: say “I have 10 (or more) minutes, how can I help in that time?”



Tangible Gifts: buy them their favorite drink or snack, or a little something they would like



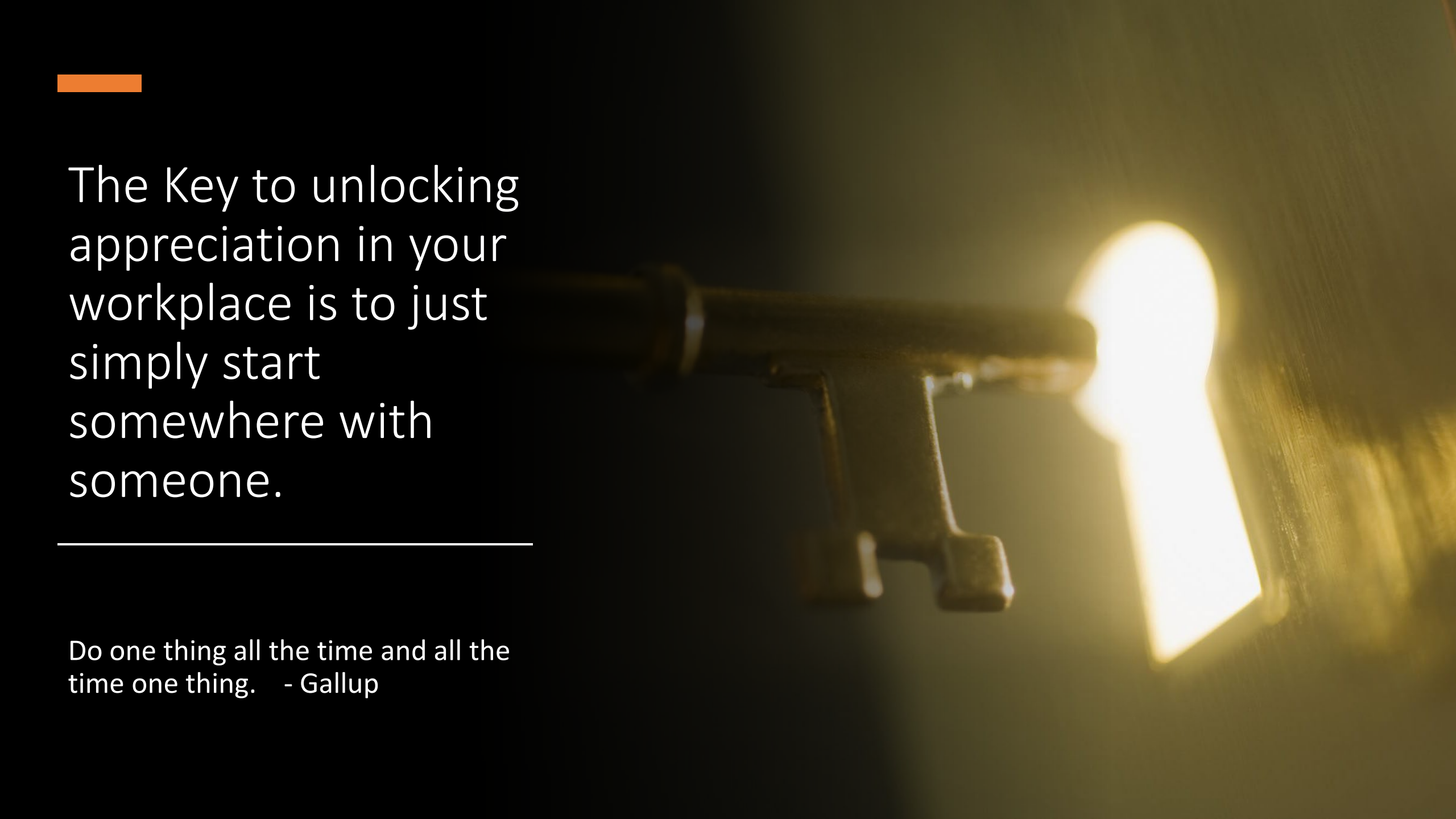
Physical Touch: give a celebratory high five or fist bump, or a congratulatory hand shake



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Dr Maya Angelou

When an organization is composed of teams communicating effectively, it can mean the difference between surviving difficult times and succumbing to a disengaged workplace.

A close-up photograph of a key inserted into a lock. The key is positioned horizontally, with its head on the left and its bit on the right. A bright, warm light shines through the keyhole, creating a strong glow and casting a soft shadow of the key onto the lock's surface. The background is dark and out of focus.

The Key to unlocking
appreciation in your
workplace is to just
simply start
somewhere with
someone.

Do one thing all the time and all the
time one thing. - Gallup

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