

Helping Staff Find Joy at Work



Objectives

- Describe the link between engagement and workplace productivity
- List five obstacles that impact employees' joy at work
- Identify ways to create a positive environment

Employee Engagement....

Engagement refers to an employee's level of commitment to their jobs; the enthusiasm with which they do their jobs, and their emotional investment in the organization they work for...

<https://businessleadershiptoday.com/the-link-between-employee-engagement-and-business-performance>

Recent Gallup research shows that only 32% of U.S. employees overall were engaged in 2022 . Engagement dropped among younger employees. Issues noted by researchers are as follows:

- clarity of expectations
- connection to the mission or purpose of the company
- opportunities to learn and grow
- opportunities to do what employees do best
- feeling cared about at work

(<https://www.gallup.com/workplace/468233/employee-engagement-needs-rebound-2023.aspx>)

Employee Engagement = The Joy of Work

How does employee engagement impact your company?

- Profitability – high levels of engagement = more profitability
- Absenteeism – engaged employees have less burnout, take less sick days,
- Retention – engaged employees want to impact the mission of the company – less likely to want to leave
- Innovation- impacting the mission means being creative, innovative- more engaged employees are known for coming up with new ideas
- Productivity – engaged employees are more connected and feel that they are valuable in their job position as it relates to the mission of the company. They feel hopeful for the future of the company which has a positive impact on productivity.

The Link between Engagement and Productivity – a few more words....

Gallup defines employee engagement as the involvement and enthusiasm of employees in both their work and workplace. (<https://www.gallup.com/workplace/229424/employee-engagement.aspx>)

High engagement leads to increased productivity which means less absenteeism, higher retention rates, and better customer service, resulting in more client satisfaction and client retention, resulting in better profitability

“Gallup's most recent global analytics concluded that a good job, with engaging work, is the very foundation of a thriving life.” (Gallup Global 2022)

What is joy?

Joy is....

According to Webster's New College Dictionary, joy is a very glad feeling; happiness; great pleasure; delight.

Dr. Rebecca Newton, PhD, Organizational Psychologist at the London School of Economics and Political Science defines "joy" as:

"Joy is not just an individual phenomenon; it's also what psychologists call "affiliative," which means that it has to do with strengthening our bonds with others through positive behaviors such as being kind and friendly or actively peace-making." – *Rediscover Joy in The Workplace; Harvard Business Review, Sept 2021*

What prevents employees from experiencing joy in the workplace?

- Isolation – loss of workplace normalcy, routines, workspaces, personal connections
- Lack of Upward Mobility – no opportunities to move up in the organization, to grow
- Loss of Productivity – too many tasks, urgent deadlines, feeling drained at work
- Stress and Overall Decreased Wellbeing –dealing with workplace drama, helping others overcome their issues, too many “to dos”, too many changes too fast
- Fear – BIG ONE – fear of getting sick, fear of losing job, fear of working remotely or having to return to the office, fear of not being able to juggle home and work; fear of workplace violence

How to regain the joy lost....

- Isolation – encourage participation in employee workgroups, positive projects, employee activities both at work and in the community.
- Mobility – help employees to identify development goals that can have a positive impact on professional goals; provide access to trainings, professional webinars both in person and virtual. Develop a career growth plan with your employees.
- Productivity – encourage employees to set schedules, give permission to leave work on time, set time in work schedule to focus on positive tasks that bring an accomplished feeling.
- Stress – Allow managers to talk about the stress they are dealing with. Communicate to employees about stress management benefits company offers.
- Fear – Talk to direct reports about what they feel challenged about and show your support to them as they work to identify how they will manage. Focus on things your company is doing to address employee safety, health and wellbeing.

Engagement and Wellbeing go hand in hand....

Gallup's research shows that engagement and wellbeing are reciprocal – each impacts the other; they are also additive in that they each have a unique impact on employees and can combine to amplify and improve performance.

What are the elements that Gallup identifies as making up our life wellbeing?

- Financial wellbeing
- Physical wellbeing
- Social wellbeing
- Community wellbeing
- Career wellbeing

.

Creating and Improving Joy in the Workplace...

Improving joy in the workplace is a responsibility of all leadership working together!

- Bring your employees' strengths into each day. Help them to identify their meaning and purpose in their position
- Focus on professional growth and its impact on employees' autonomy in their jobs
- Rebuild relationships through work. – Coaching, Walk and Talks
- Make sure there is a feeling of physical and psychological safety
- Help to balance engagement, productivity and wellbeing

Your Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.