



Creating a Workplace Where People Want to Be

How one nonprofit transformed their workplace culture, and how you can too!

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What is your roll at work?



0

Program
Director/Manager

0

Human Resources

0

Staff member - other

0

Consultant/Self-
employed



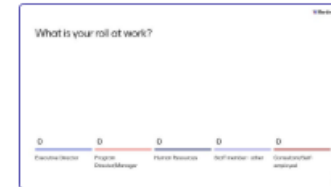
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**Describe a
workplace
where YOU
want to be.**



The Story: How one organization transformed its culture.

- “It was just toxic.”
- “There was lots of closed door or suddenly hushed conversations.”
- “Back-stabbing”
- “Our receptionist didn’t like kids, and it showed! She was so irritable at the clients if the kids made the littlest noise and we are an agency that serves kids every single day.”
- “Not family friendly. When people walked in the office our copier and breakroom table were there in the lobby. There was no privacy, and it wasn’t welcoming at all.”
- “Incompetent boss. He ended up getting fired. You could hear him loud talking on his phone all day long, even when he went to the bathroom. We could hear him! It was so weird.”
- “I just stayed quite and kept my head down and left as soon as I could every day.”
- “One of our staff members got to travel a lot with her husband and she was always talking about these expensive trips they took, right in front of families who couldn’t even afford to buy diapers for their babies. I always felt bad about that. “



Staff Expectations

The nature of our work requires that we are team oriented, approachable, flexible, and fun! It is extremely important to me as the director, and to the success of this organization, that we all are invested in creating a place that embodies respect, professionalism, and a passion for the field of early childhood. In an effort to reduce work stress and support a positive work environment for all, the following expectations should be followed by all staff:

- **Maintain professional courtesy at all times.** There should be no negative talking about other staff members. As an employee of the Children's Council, you are expected to be on board with our mission and values and perform as a team directly. If the issue cannot be resolved, please then discuss with your immediate supervisor.
- **Maintain a positive work environment.** There is a zero tolerance for complaining, talking behind closed doors, discussing client/family information in common/public space. Ask for help if you feel overwhelmed, and practice positive communication.
- **Be aware that your attitude affects others and impacts the organization as a whole.** Everyone has a bad day now and then. It is up to you to handle yourself professionally, having courtesy for others. We should all model positive praise, support, and wonder.
- **Manage your workload effectively.** Everyone should have updated job descriptions, as well as program descriptions/expectations and ongoing meetings with supervisors to set priorities. Work deadlines should be met in a timely manner. Program/work files should be always kept up to date.

I have read the above expectations and agree to abide by them as an employee and representative of the Children's Council. I understand I will be evaluated by these standards as part of my annual performance review.

Employee Signature

Date

Here's how you can too...



Recognize the problem – where are we now?



Have the hard conversation – get to the root of the problem



Vision with your team – where do we want to be?



Co-develop staff expectations for your workplace.



Operationalize your work – put it into action.

Recognize the Problem

Recognize the Problem

Poll the staff (anonymous) if you don't have a pulse on the problem

½ day retreat/staff meeting

Be willing to have a hard conversation

- Call it out and act on it.
- Leader self –analysis

Visioning – where do we want to be





Be willing to have hard conversations

Call it out and do something about it.

Leader – self-analysis to understand how you are contributing to the current culture.



Where do we want to be?

Describe our ideal
workplace culture.



Co-develop Staff Expectations with your team.

5-10 statements “rules for behavior” that outline how we commit to treating each other in the workplace.

The staff writes them collectively

Consensus is important

Operationalize

Everyone signs agreement

Review annually as a team –
tweak if necessary (sign again)

Review as part of annual review

Tell job candidates what to
expect

Part of our HR Policies

Use for onboarding new staff





Recap & Questions?

Please provide your feedback of this session:

