

IMPROVING JOB QUALITY FOR FRONTLINE WORKFORCE PROVIDERS

October 26, 2023 | Time: 3-4:30PM

OVERVIEW

This Learning Lab served as a platform for Worker-Researchers to update workforce organization leadership on the progress they've achieved so far and share key insights gained during the in-person Worker-Researcher Retreat in Oakland on October 16-18. In this space, Worker-Researchers discussed their interview questions and outlined their research methodologies.

From there, we split into breakouts:

- 1) a breakout session for workforce organization leadership to discuss expectations and commitments to the project and
- 2) working space for Worker-Researcher pairs.

OBJECTIVES:

- Share Worker-Researcher progress to date
- Align on expectations and supports needed to begin interviews/data collection

KEY POINTS

Worker-Researchers shared key takeaways from the in-person retreat, which included:

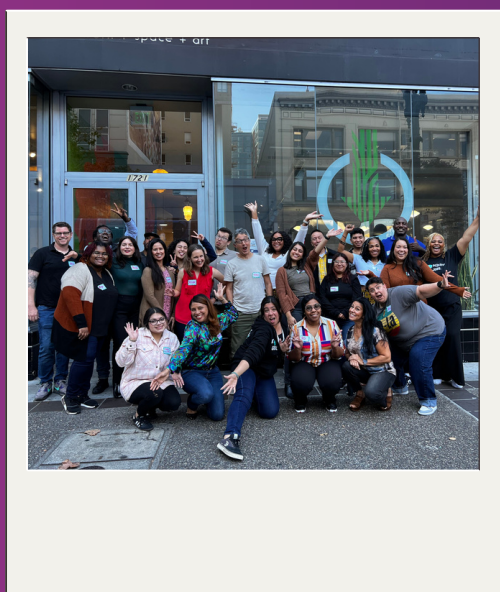
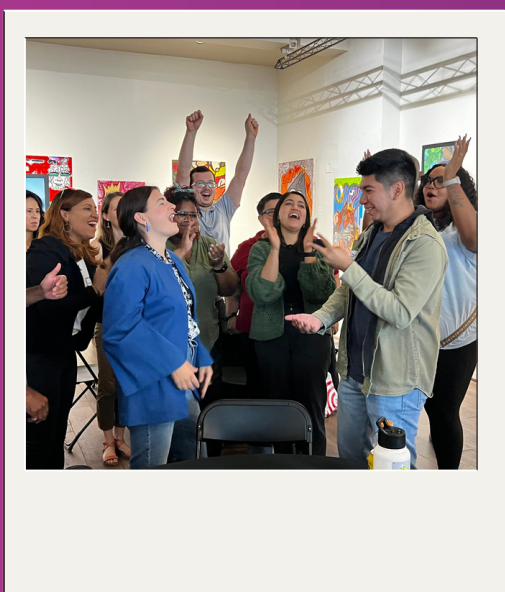
- Being well fed throughout the event - made them feel seen and taken care of
- Engaged in community-building and even did an art walk around downtown Oakland
- Brought items of importance to our collective altar
- Began to clarify and align on project vision and activities
- Given an opportunity to ask and answer questions
- Drafted org-specific interview questions with their co-workers while presenting questions to peers
- Discussed research considerations such as rigidity, accountability on behalf of our management, and the timeline of the project
- Considered what research would look like for long-standing orgs (15+years vs startups)

Themes that emerged from the retreat, which Worker-Researchers shared, encompassed:

- Job satisfaction
- Leadership/power dynamics
- Current job experience
- Previous experience
- Resources and support
- Policies and procedures
- Organizational communication
- Motivations and north star
- Barriers and challenges at work
- Autonomy
- Feeling valued
- Voice
- Psychological safety
- Advancement
- Job quality definition
- Ideal jobs

Workforce organization leadership was committed to supporting the Worker-Researchers in conducting their research projects and expressed interest in becoming or continuing to grow as quality job employers.

Workers expressed concern about having the resources and internal capabilities to implement recommendations. The request was made to be informed of key takeaways throughout the project so they can assist in co-designing solutions that are feasible.



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