

IMPROVING JOB QUALITY FOR FRONTLINE WORKFORCE PROVIDERS



JANUARY 11, 2024 | TIME: 3-4:30PM | LEARNING LAB #3

OVERVIEW

This learning lab focused on the aspects of trust, confidentiality and feedback loops as a component of Job Quality and was an opportunity for Worker Researchers (WR) and Organization Leadership to explore this crucial topic together. WR had the opportunity to share their progress to date, which included attending monthly cohort meetings, creating and refining interview questions, and beginning interviews with coworkers to assess job quality within their organizations. During this discussion, WR highlighted challenges they faced conducting interviews, such as organizational hierarchy dynamics, insufficient organizational investment, and concerns regarding confidentiality in recording. This feedback led to a deeper discussion on JFF's Job Quality Framework and the broader need to create an overall culture of trust at their organizations. WR and Organization Leadership had open discussions on the importance of trust, communication, and feedback loops in the workplace and were able to engage in brainstorming potential solutions to the challenges that were identified. This learning lab fostered collaboration and understanding between both Worker Researchers and Organization Leadership.

OBJECTIVES:

- Share Worker-Researcher progress to date
- Engage in discussion and sensemaking on job quality topic of Communication, Trust, and Feedback Loops

KEY POINTS

WHAT DOES FEEDBACK LOOK LIKE BETWEEN STAFF AND LEADERSHIP?

18% still in the early stages and still have some real gaps to address

45% emerging and are on the right track

36% advanced and have made significant progress but still have some room for improvement

0% rocking it and are the model

WHAT ARE SOME ORGANIZATIONS DOING WELL?

- Organizations are prioritizing staff wellness
 - Compensation Equity analysis
 - Regular employee satisfaction surveys
 - Employee resource groups created
 - DEI trainings
 - Updated and improved policies (vacation, sick, paid leaves)

WHAT DOES AN IDEAL CULTURE LOOK AND FEEL LIKE?

- Everyone feels supported, included, and like they belong.
- Everyone feels safe to speak without fear about their experiences and provide feedback.
- Transparency and autonomy
- Systems of accountability, responsibility, and feedback loops
- Collaboration around common goals and vision

WHAT IS PREVENTING US FROM GETTING TO THE IDEAL STATE?

- Lack of communication
- Lack of transparency from leadership on decision-making
- Staff turnover
- Lack of team integration activities
- Opportunities for more staff collaboration, teamwork, and involvement in organization strategy

- Organization are working on creating a stronger HR department
- Organizations are working on building trust and more opportunities for feedback:
 - Regular staff surveys
 - Frequent check ins and collaboration
 - Collaboration throughout departments

Worker-Researchers and Organization Leadership worked collaboratively to address confidentiality challenges faced interviewing coworkers assessing job quality in their workplace. Together they came up with solutions like sharing an anonymous survey option, holding focus groups and establishing confidentiality agreements. Both worker researchers and organizational leadership are committed to work together to overcome those issues and ensure the success of this project.