SUPPORTING ORGANIZATIONAL SUSTAINABILITY (SOS) INSTITUTE: STRATEGIES TO ENHANCE EMPLOYEE RESILIENCE & ENGAGEMENT WITHIN SURVIVOR-SERVING ORGANIZATIONS

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Credit & Disclaimer

This webinar is part of a project entitled the SOS (Supporting Organizational Sustainability) Institute, supported by the U.S. Department of Justice, Office on Violence Against Women.

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PRESENTERS

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Learning Objectives

After this webinar, participants will be better able to:

• Identify strategies to support and continue to engage employees within organizations that serve survivors of violence and trauma;

• Utilize tools and resources to continue to engage employees; and

• Discuss tips to address the needs of employees during the current health crisis.
Poll 1: Your Role

What is your role within your organization?

- Executive Director
- Program Staff
- Board member (past, present, or future!)
- Other
Chat: Strategies to Manage Public Health Crisis

(1) Raise your hands if you have changed some of your daily work practices in the last 6-8 weeks.

(2) Please share one or two strategies that you used to support staff emotionally and physically during the disruption.
Virtual Work Norms?
Tips for Virtual Co-Working

✓ Communication is key.

✓ Be flexible and be practical.

✓ Set optional daily team check-in, if possible.

✓ Tech Check.

✓ Practice compassion and service to each other, the same way we do for others in our communities.

✓ Keep your eyes and ears open for those who need help.
Organizational Resilience During Hard Times

• It’s okay not to be ok.
  \textit{The world needs you. Your work is important.}

• What do we need to survive?
  \textit{How do we use the strengths we have in leadership, board, our staff and community to serve the people we need to serve?}
Organizational Resilience During Hard Times (2)

• What do we need to thrive?

*What’s the long term vision of our work? How can we use acute adaptations to power our future justice work?*
Poll 2: Do you feel your organization engages staff in the following areas?

- Connection to mission and values
- Staff/employee performance and appreciation
- Address trauma exposure
- Strategic and equitable compensation
- Staff capacity building and leadership support
- Positive supportive workplace environment
- Good communication
- Organized staff meetings
10 Strategies to Enhance Employee Resilience & Engagement (part 1)

1. Connection to organizational mission and values
2. Organized and thoughtful hiring process
3. Staff development/capacity building
4. Support to Address Trauma Exposure
5. Staff/employee performance review and appreciation
10 Strategies to Enhance Employee Resilience & Engagement (part 2)

6. Strategic and Creative Compensation

7. Staff Leadership Support

8. Positive Supportive Workplace Environment and Culture

9. Good Communication Principles

10. Organized Staff Meetings
Mission Statement:
Tapestri is dedicated to ending violence and oppression in immigrant and refugee communities using culturally competent and linguistically appropriate methods.

Location: Atlanta, Georgia
Staff members: 17

Named a Best Place to Work by Opportunity Knocks in 2012.
Staff Support

Attractive Benefits
• Ample vacation
• Personal time off (PTO) merged with sick days

Professional Development
• Development opportunities for all
• Professional certification
• Continued education
• Networking
Staff Engagement

- Regular staff meetings, organizationally and by team
- Open door policy for communication and mutual support
- Team approach on all work and projects
- Structured onboarding process
Communication & Input

❖ Communication and transparency
  o Team discussions on new project proposals, to ensure goals are achievable and transparency
  o Clear mission and values awareness

❖ Staff input and feedback
  o Work environment assessment
  o Vicarious trauma support and response to needs
  o Ideas and suggestions are valued
Mission Statement:
The mission of Rose Brooks Center (RBC) is to break the cycle of domestic violence so that individuals and families can live free of abuse.

Location: Kansas City, MO

Staff members: 100
Organized and Thoughtful Hiring Process

- Transparency and intentional assessment - aligned with agency
- Structured onboarding: 3 C’s: comfort, confidence, and control

Staff Development

- Advocacy and Education Manager position – for staff & community
- Request staff training dollars in grants, if possible
- Individual training needs and capacity/load evaluation - annually
Staff Performance Review & Support

- Annual review, key accomplishments and professional goals
- Regular supervision, includes impact of trauma
- Regular recognitions, individual, at staff meetings, and anniversaries
- Clear job description, updated annually

Staff Involvement and Feedback

- Performance & Quality Improvement Plan
- Staff Engagement & Satisfaction Survey
- Equity and Inclusion Survey - guide different plans
Rose Brooks: **Staff Support**

**Address Trauma Exposure**
- Wellness & Resiliency Committee, supported by local foundation
- Trauma prevention, various: orientation, trainings, supervision
- Resilience self-assessment tool (in progress)

**Equitable Systematic Compensation & Leave**
- Generous leave time benefits, based on employee values
- Flexible work schedules and opportunities for remote work
- Pay differential for evening, overnight, and weekend staff
Promote and Support Staff Resiliency

Resilient people:
• Experience overall more hope, optimism and positivity
• Have inner strength and resourcefulness, that can help cope with new priorities, strategies, technologies, and major changes.

Goal at Rose Brooks:
Create an environment where all people feel listened to, valued, appreciated, and know they matter even though they will experience the impact of being exposed to trauma.
10 Facets of Resiliency:

1. Ability to calm yourself
2. Care for your physical self
3. Express emotions
4. Replenish self
5. Support yourself without judgement
6. Sense of coherence
7. Hardiness
8. Hope
9. Optimism
10. Social support
Making It Real: Example from Idaho Coalition Against Sexual & Domestic Violence

Collective Thriving
Where everyone is valued, everyone is safe, and we create the conditions where everyone can thrive

Location: Boise, Idaho

Staff: 18
14 full time and 4 part time youth
Transformative Theory of Change

- Organizational values
- Our issue
- Approaches across the organization
- Our vision
All of You is Welcome

- Embrace everyone’s lived experiences
- What is your life purpose?
- What is your core strength?
  Gifts?
Human-Centered Ways of Being

- Interrupt Habits – unconscious ways of being
- Cultivate Practices – intentional ways of being
During COVID-19

- Shed everything that never served you
- Rhythm and pace
- Embrace **spaciousness and reflection**
Reflecting on what you heard, do you have questions or comments for the presenters?

For next steps: Use the toolkit and resources attached. Contact Futures Without Violence.
Handouts

1. PowerPoint

2. Overview of presenters, organization and bios.

3. Ten Strategies to Enhance Employee Resilience and Engagement Within Survivor-Serving Organizations *(will be e-mailed)*.

4. Rose Brooks Strategies to Enhance Employee Support and Engagement

5. Resources on COVID-19 response

The recording of the webinar and handouts/resources will be posted on the FUTURES website in the next few days:

https://www.futureswithoutviolence.org/resources-events/webinars
FUTURES Resources

- Resources on COVID-19 Response for Domestic & Sexual Violence Programs
- Core Values Within Domestic & Sexual Assault Organizations (webinar)
- Mission and Core Values Toolkit
- Workplace Policies and How They Support or Contradict Core Values (webinar)
- The Benefits of Mentorship: Empower, Lead, Succeed in Organizations Serving Survivors of Violence (webinar)
- Ten Actions for a Successful Leadership Succession & Resources
- Survivors and the Workplace - In Spanish - Coronavirus Response Resources
THANK YOU!

Please take a moment to take a short evaluation regarding today’s webinar, and submit any questions:

https://www.surveymonkey.com/r/SOSstaffengagement

Learn more about the SOS Institute, access resources and past webinars: https://www.futureswithoutviolence.org/organizational-leadership-training/supporting-organizational-sustainability-training

For questions or additional information, please contact Mónica Arenas: marenas@futureswithoutviolence.org