

S'MORE SUMMER

Notes on Staff Retention, Belonging, and Appreciation

Overview

The following resource offers some insights into how to ensure you are promoting an inspiring workplace as well as one that ensures staff feel appreciated and valued.

Retention & Belonging

Inspiring Workplace: *Working with seasonal staff means some view their role as a 'clock-in, clock-out' means for a paycheck. How might we inspire, increase morale, and encourage our seasonal team's affect? Is this something realistic that we should care about?*

- Know which roles you care about this for
- Sometimes people do not know clearly what clocking in and out looks like versus more of an investment—spelling this out for folks could help them attain this. As an example, looking at the core responsibilities and providing an example of “good,” versus “best.”
- Finding ways for folks to stay connected during the off-season will also help them to view working with your organization (even if seasonal) as more than just a job
 - Pre-summer meet ups
 - Virtual reunions or check-ins
 - Holiday postcards or celebration
- Also let people know the ways your organization can support them during the year like providing professional advice, serving as a reference, etc.
- Clearly communicating potential pathways for advancement is also a way for folks to stay invested and to invest in doing their work well.
- If available, sharing “perks” of retention (i.e. third year team members get x) which may inspire folks to continue with the organization and in order to continue will likely place a higher value on doing their job well or exceeding rather than meeting expectations

Appreciation

Staff Appreciation/Fostering a Workplace Where Team Members Feel Valued:

Working with remote teams and having seasonal staff, what are ways that we can extend our hand/reach regarding staff appreciation and value without having to rely solely on other seasonal team members' commitment to implementation?

- Connect locally and informally (i.e. I am going to be here if anyone wants to come); if members of your organization are going to be at an in-person event for example, let folks know that members of the team will be there and that you would love to see them.
- Host a few optional, low lift events during the off-season—a check-in to see how people are doing and what they have been up to.
- Invite them to a virtual coffee/frappe.
- Use social media to share some great things team members have been up to in the off-season; host moderated facebook groups.