

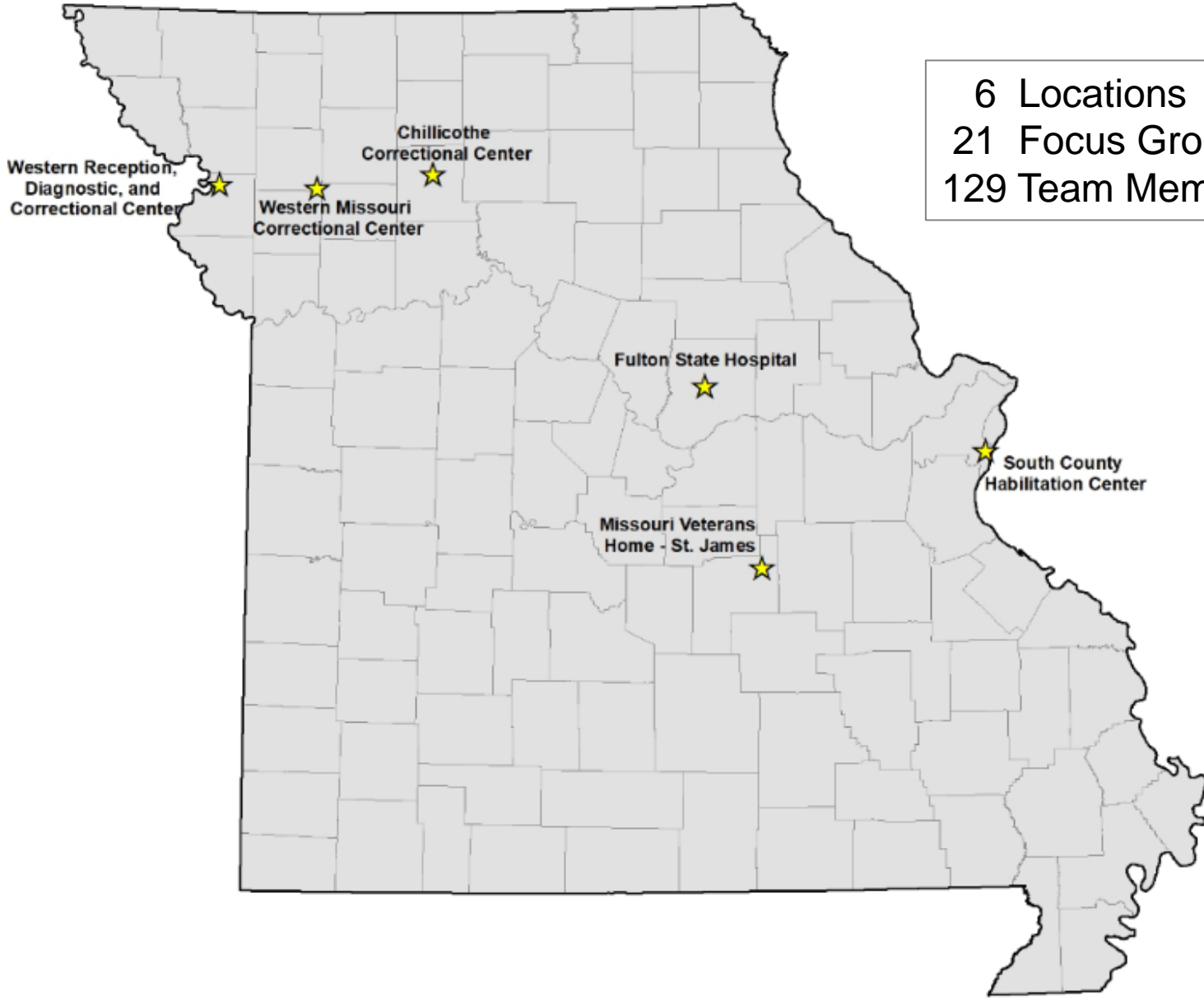
The State of Missouri lacks a culture of recognition



SOURCE: <https://boxofcrayons.com/2015/11/bob-chapman-on-why-everybody-matters/>



The capstone team conducted focus groups in departments with high turnover



6 Locations
21 Focus Groups
129 Team Members



Direct quotes from frontline team members

Question:
In what ways
are you
motivated to
perform your
best?

“I feel like a disposable lighter, the management uses you and uses you, and when you are worn out they throw you to the side when they are done with you.”

“Nothing here makes me want to do my best.”

“We are nothing but punching bags, we get bit, punched, kicked, slapped, and uppers just say we have more people willing to take your place.”



Four steps to creating a culture of respect and recognition

Onboarding

Expectations

Coaching

Accountability

