

Executive Summary

Missouri Leadership Academy, Class 9



Why belonging matters:

Belonging is critical to our life satisfaction as well as our mental and physical health. Humans have an instinctive need to belong. Maslow placed belonging high on his hierarchy of human needs only surpassed by physiological and safety needs. We spend a third of our life at work. Belonging is critical to our well-being and effective communication is essential to developing a sense of belonging.

Recommendations:

- All employees take DiSC Assessment, starting with managers
- Each department has one DiSC Certified team member

What is DiSC:

- DiSC is a Behavioral assessment that measures how you respond to situations, such as challenges and conflict, how you influence other people, how you respond to communication from others. It does not measure things like aptitude, interests, or values.
- DiSC is an acronym that stands for the four main personality profiles described in the model: (D)ominance, (i)nfluence, (S)teadiness, and (C)onscientiousness.
- The model provides a common language people can use to better understand themselves and those they interact with—and then use this knowledge to reduce conflict and improve working relationships.

Where we are currently:

I feel that I belong
73% agree
(range 61-87%)

- The State has an excellent data source for measuring how we are doing in terms of belonging.
- Results from QPS 13 show that on average 73% of the State team agrees that they belong at their organization.
- DiSC has been recognized and adopted in the State's formal leadership programs, like Leadership Academy and Missouri Way.

Financial Impact:

- ~\$55 per DiSC Assessment
- \$500 portal one-time fee
- ~\$3,000 per DiSC certification

Less than \$2.5 Million

Summary:

Providing all team members a common language will allow all team members to be heard. Team members will feel valued which will promote growth and retention. These actions will result in a stronger, more sustainable State of Missouri team.