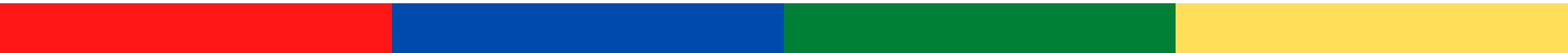




December, 2022





Erin  
Babb  
DESE



Donna  
Brake  
DHEWD




Justin  
Buckler  
DNR



Charlene  
Fitch  
DNR



Jim  
Nugent  
DPS



Have you ever...

# BELONGING IN THE WORKPLACE

## Benefits of belonging

- Uniqueness is accepted and valued
- Safety to bring full self to work
- Positive Relationships
- Strong interpersonal connections




# WHO IS RESPONSIBLE?

**Senior  
Leaders**

**Managers**

**Supervisors**

**Team  
Members**



Communication is essential to  
building belonging

# THE COST OF LOSING A TEAM MEMBER

\$23.9M per month

- Costs one-half to two times a team member's salary to replace\*
- >1,000 State team members (avg. salary \$47,866) resigned each month in 2022\*\*

\*Gallup. <https://www.gallup.com/workplace/247391/fixable-problem-costs-businesses-trillion.aspx>. Accessed 2022-11-11.

\*\*OA Talent Development Dashboard. Accessed 2022-11-11.

# THE IMPACT OF INCREASING BELONGING

## Increased sense of belonging linked to\*

- 50% reduction in turnover risk
- 56% increase in job performance
- 75% reduction in sick days
- Higher likelihood of recommending agency to others

In Missouri, citizen service increased when team members felt they belonged\*\*

\*Harvard Business Review. The Value of Belonging at Work. December 16, 2019.

\*\*Missouri Leadership Academy Class 9 QPS Introduction. August 9, 2022.



# BELONGING IN THE STATE OF MISSOURI

I feel that I belong

**73% agree**

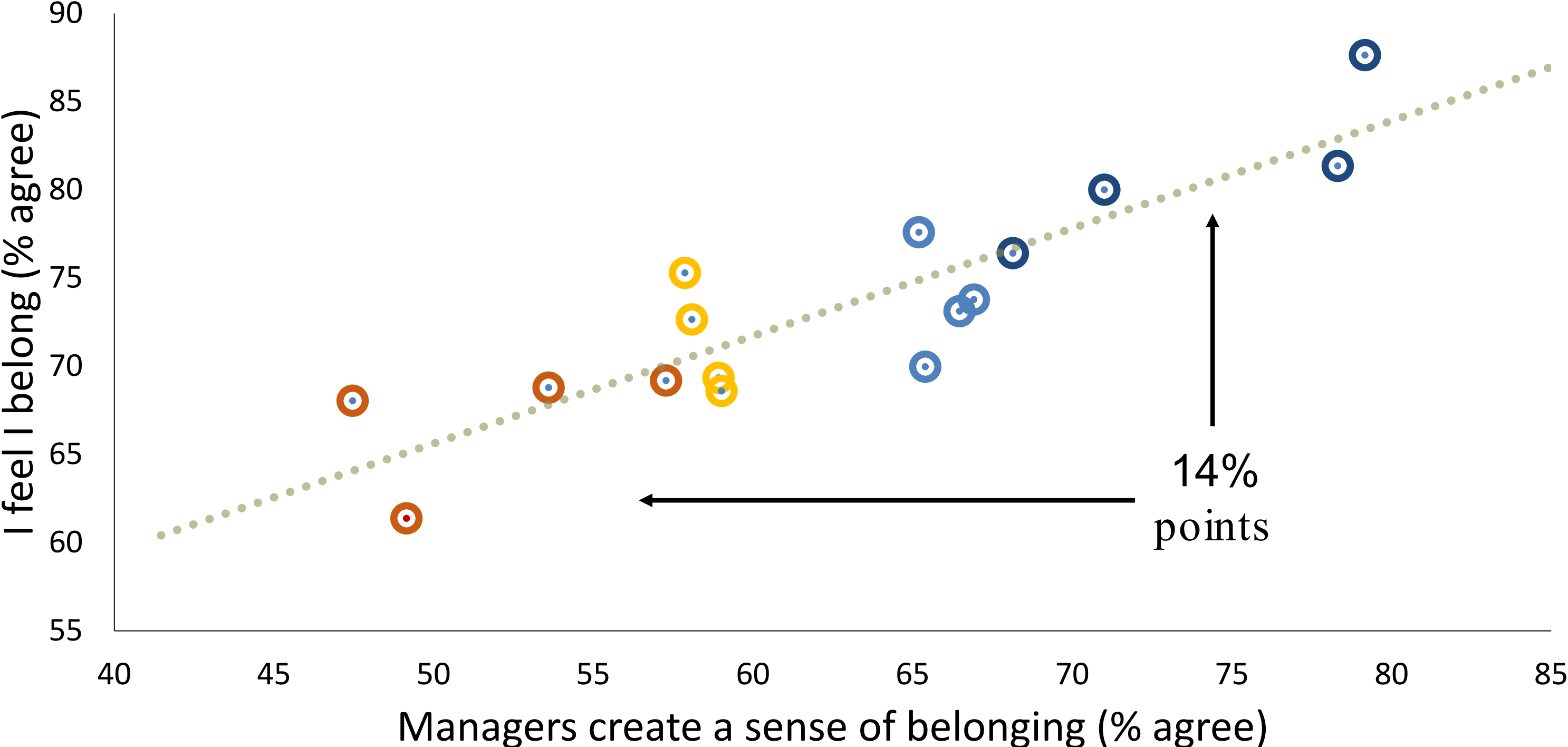
(range 61 – 87%)

Managers create a sense of belonging

**62% agree**

(range 47 – 79%)

# MANAGERS PLAY AN IMPORTANT ROLE





# RECOMMENDATIONS

- All employees take DiSC Assessment, starting with managers
- All departments have one DiSC Certified team member

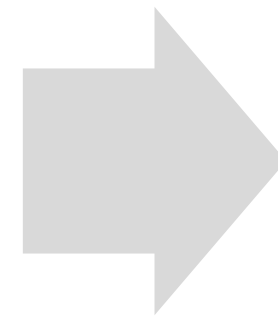
# FINANCIAL IMPACT

**Less than \$2 Million**

- \$40 per DiSC Assessment
- \$500 per department one time fee
- \$3,000 per DiSC certification



**WHAT**



**WHY**

# WHAT IS DiSC?

- Behavioral assessment – measures how you respond to situations, challenges, conflict, how you influence others
- Assessment is quick and easy:
  - Users responds to how well they agree to a statement
  - Approximately 80 questions
  - No right or wrong answers

# WHAT IS DiSC?

- Results categorize users into 4 distinct behavioral patterns: Dominance, Influence, Steadiness, and Conscientiousness
- Results provide an overview of unique behavioral style, tendencies, needs, preferred environment, and strategies for effective behavior
- Results are a dialogue, not a diagnosis – creates a shared/common language to foster a culture that promotes belonging

# DiSC STYLES

- **Direct**
- **Results-Oriented**
- **Strong-Willed**

**D**

- **Outgoing**
- **Enthusiastic**
- **Optimistic**

**I**

- **Analytical**
- **Reserved**
- **Precise**

**C**

- **Patient**
- **Accommodating**
- **Tactful**

**S**





# WHY USE DiSC?

- Understand self
- Understand others
- Create a common language



D



C/S



C



D



D

**USING DISC IN OUR CAPSTONE TEAM**

# DiSC ACROSS AGENCIES

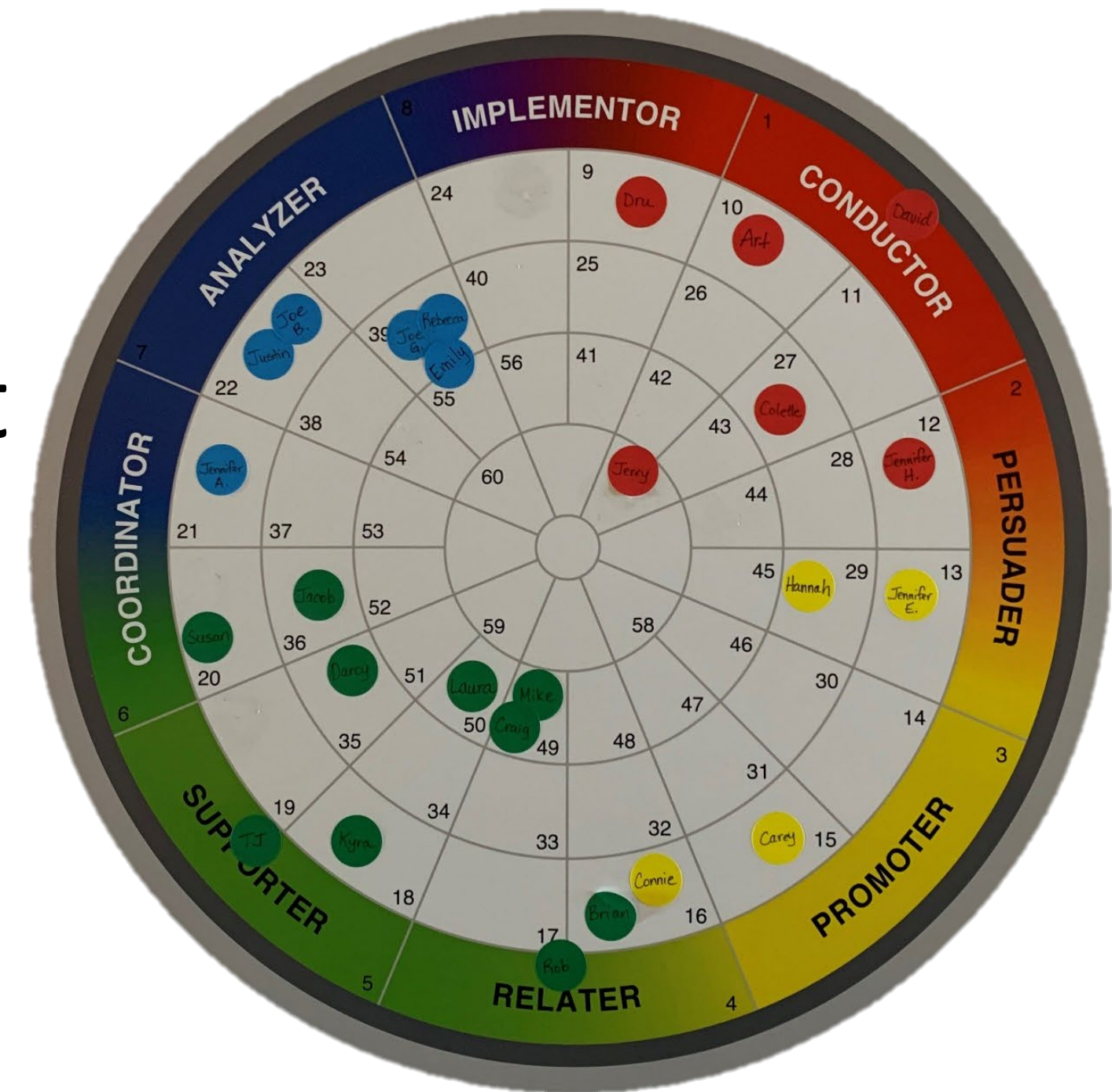
## DESE/OFFICE OF CHILDHOOD

- Each new team member takes a DiSC Assessment
- Incorporated team building activities related to DiSC into OOC's one year anniversary event
- Team member quote: *"I have worked for the State of Missouri for almost 15 years and this was by far the best meeting I've attended."*

# DiSC ACROSS AGENCIES

## DNR

- All new supervisors take assessment
- Available to teams to use
- Some post results in visible places



# DiSC IN LEADERSHIP TRAINING

- Missouri Leadership Academy
- The Missouri Way

