

# IMPROVING FRONTLINE TEAM MEMBER INVOLVEMENT

## DATA POINTS

- FRONTLINE STAFF ARE REPORTEDLY 20% – 30% LESS INVOLVED THAN SENIOR LEADERSHIP
- ACROSS ALL AGENCIES, INVOLVEMENT RANGES FROM 34% TO 76%
- DCI AND DED HAVE HIGHEST RATES OF EMPLOYEE INVOLVEMENT

## IMPACT OF EMPLOYEE INVOLVEMENT



INCREASED PERFORMANCE



BETTER CUSTOMER EXPERIENCE



GREATER RETENTION

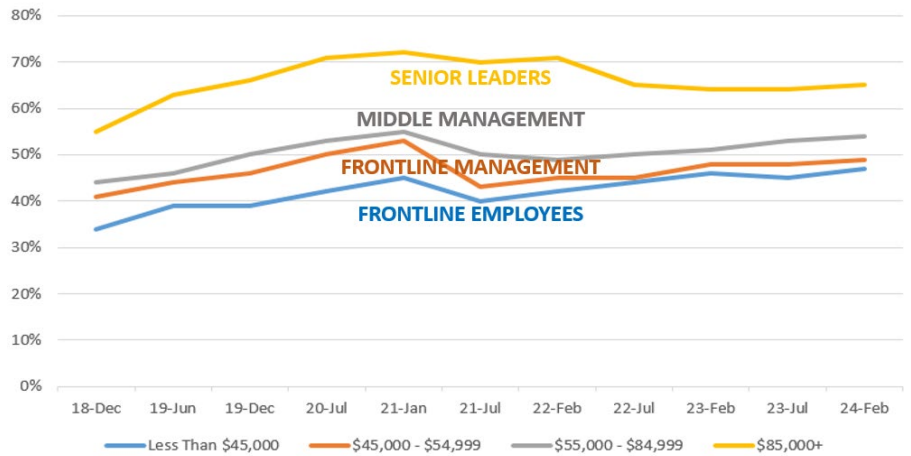


HIGHER PRODUCTIVITY

## SERVANT LEADERSHIP

Servant leaders empower their employees by providing skills and tools to accomplish tasks, removing barriers, and focusing on improvement while involving frontline employees in the decision-making process and communicating the goals of the organization.

Statewide QPS Employee Involvement Results by Salary



How can the State of Missouri's senior leadership improve Employee Involvement of frontline team members within 12 to 24 months?

Improve servant leadership skills through training senior leaders

- LinkedIn Learning trainings and follow-up

Create a servant leadership culture

- Clearly define expectations of servant leaders

Strengthen communication between senior leaders and frontline staff

- Town halls and small team meetings