

# CBC LEADERSHIP DEVELOPMENT PROGRAM

Zoom Workshop – September 23, 2020

- I. The Quarterly Starter
- II. State of the Workforce – Where We Are Right Now
- III. Information to Action: The CBC Employee Survey
- IV. Managing Your Best Performers



# The Quarterly Starter (Breakout)

# *State of the Workforce:*

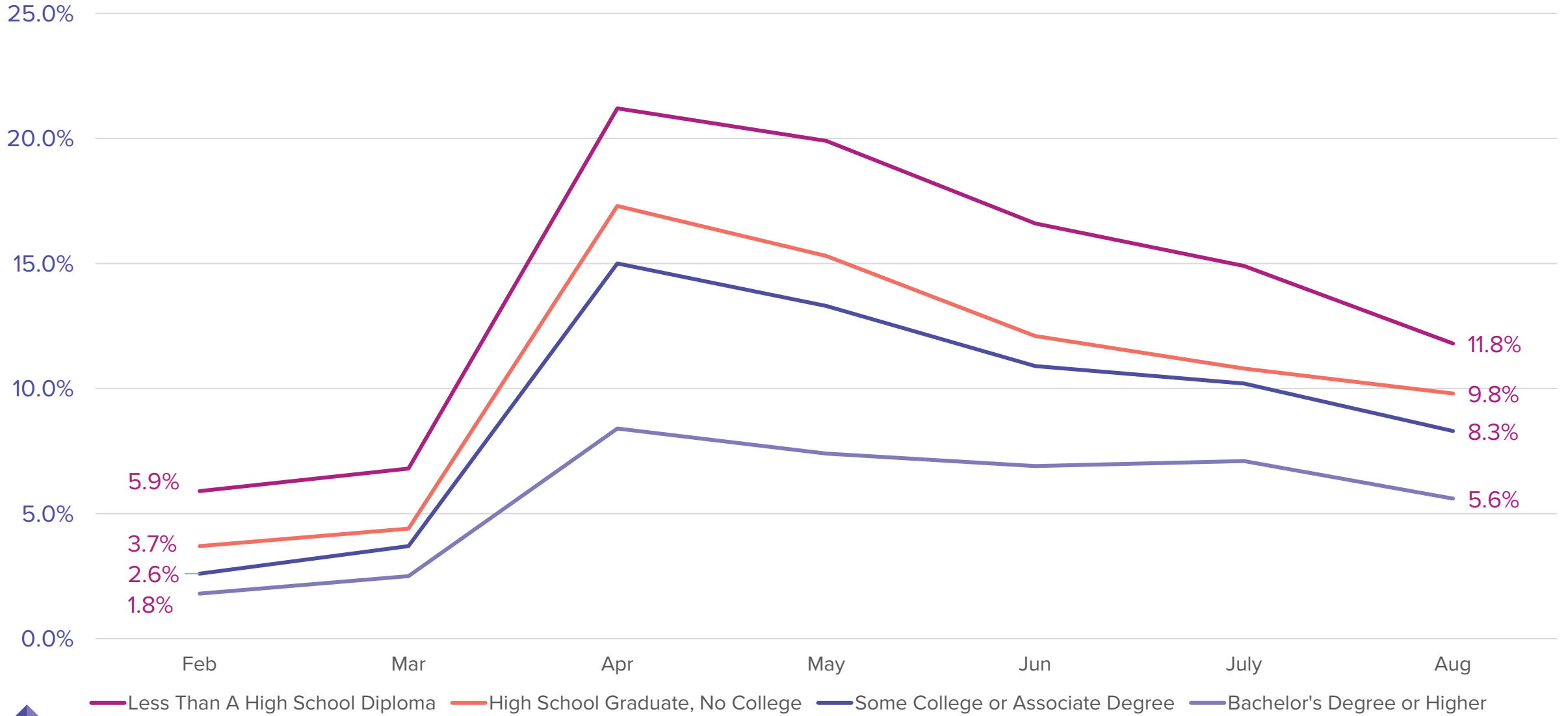
## **Where We Are Right Now**

Day 206 of the Coronavirus Era

41 Days Until the Election

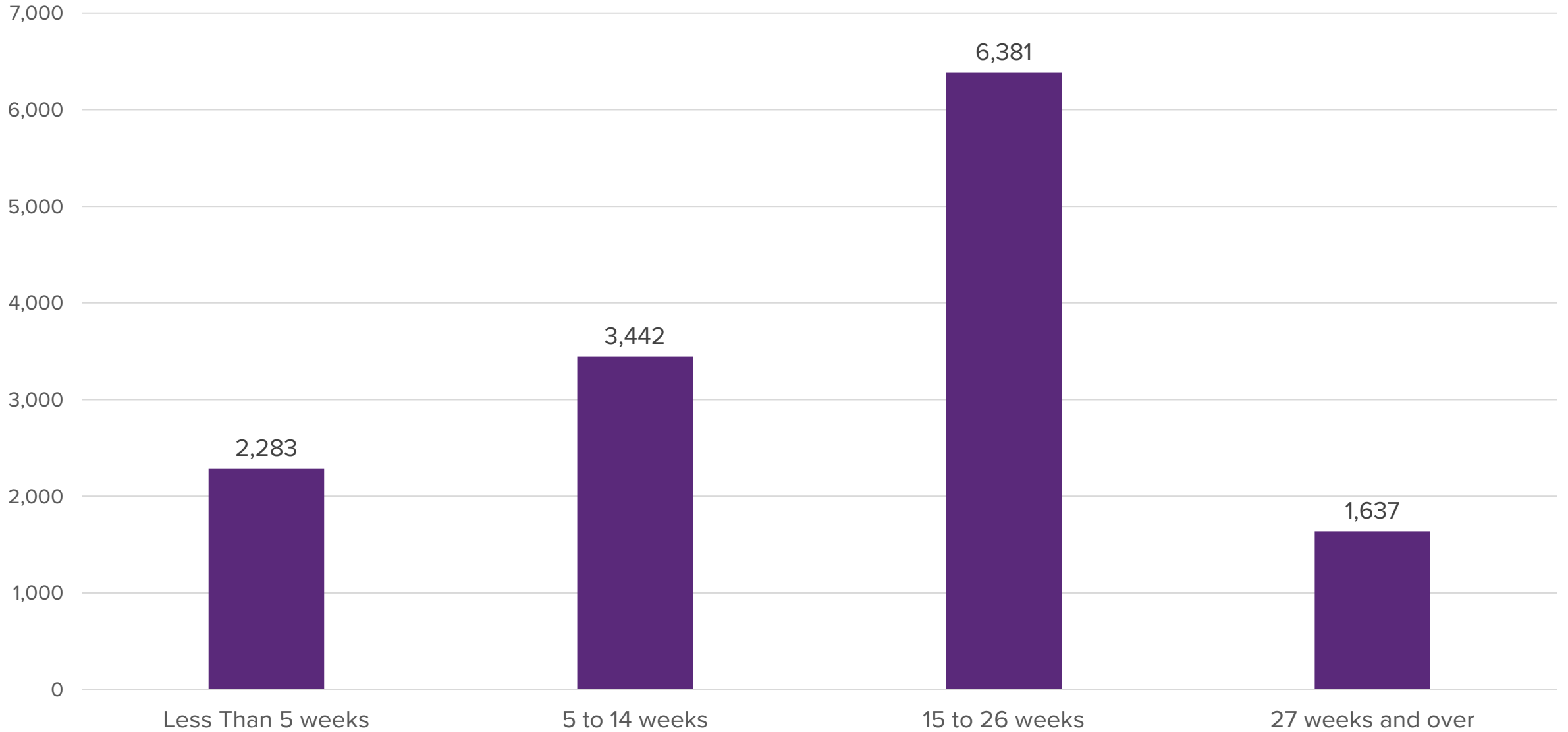
# Is The Curve is Bending?

## Unemployment Status By Educational Attainment



Source: U.S. Bureau of Labor Statistics – 9/7/2020

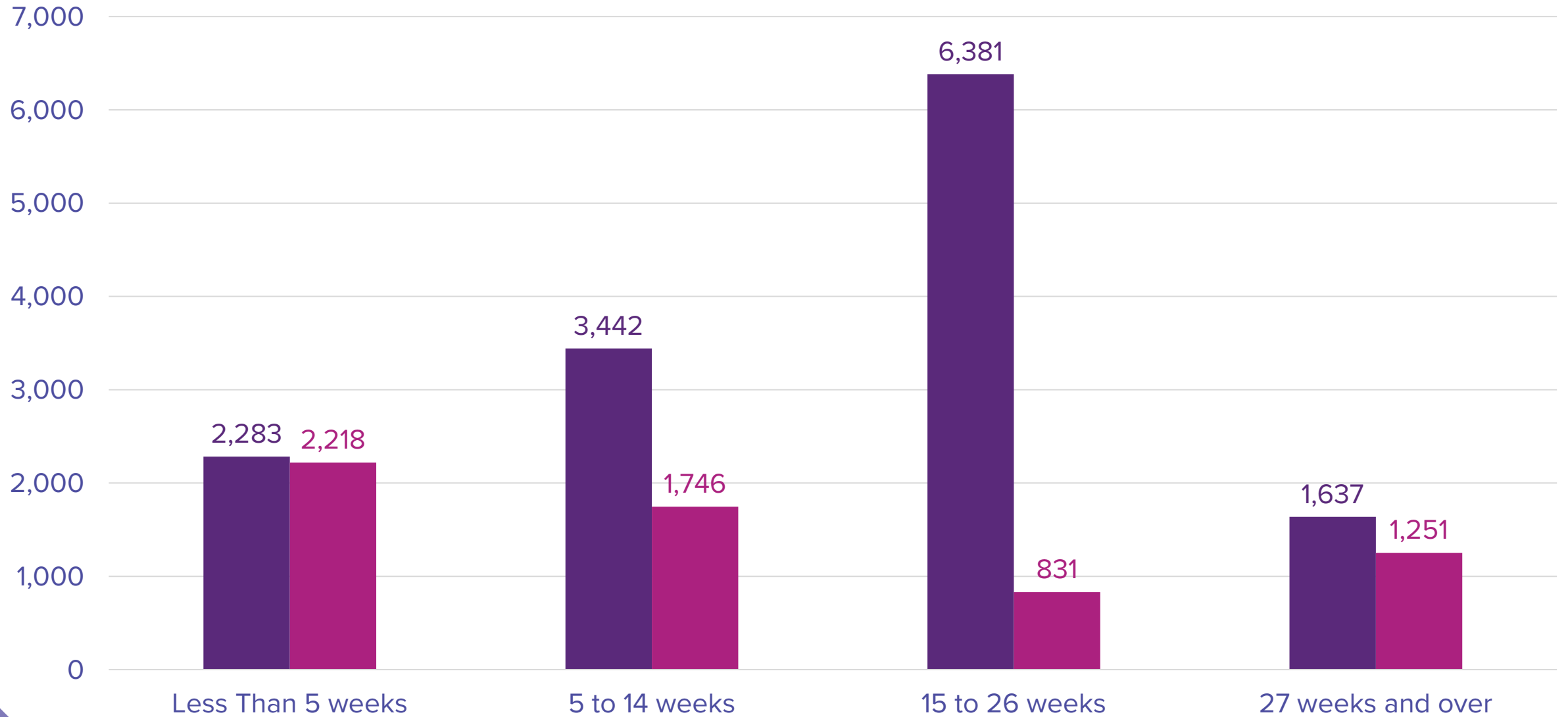
# Unemployed By Duration of Unemployment



Source: U.S. Department of Labor – 9/4/2020

# Unemployed By Duration of Unemployment (in thousands)

## August 2019

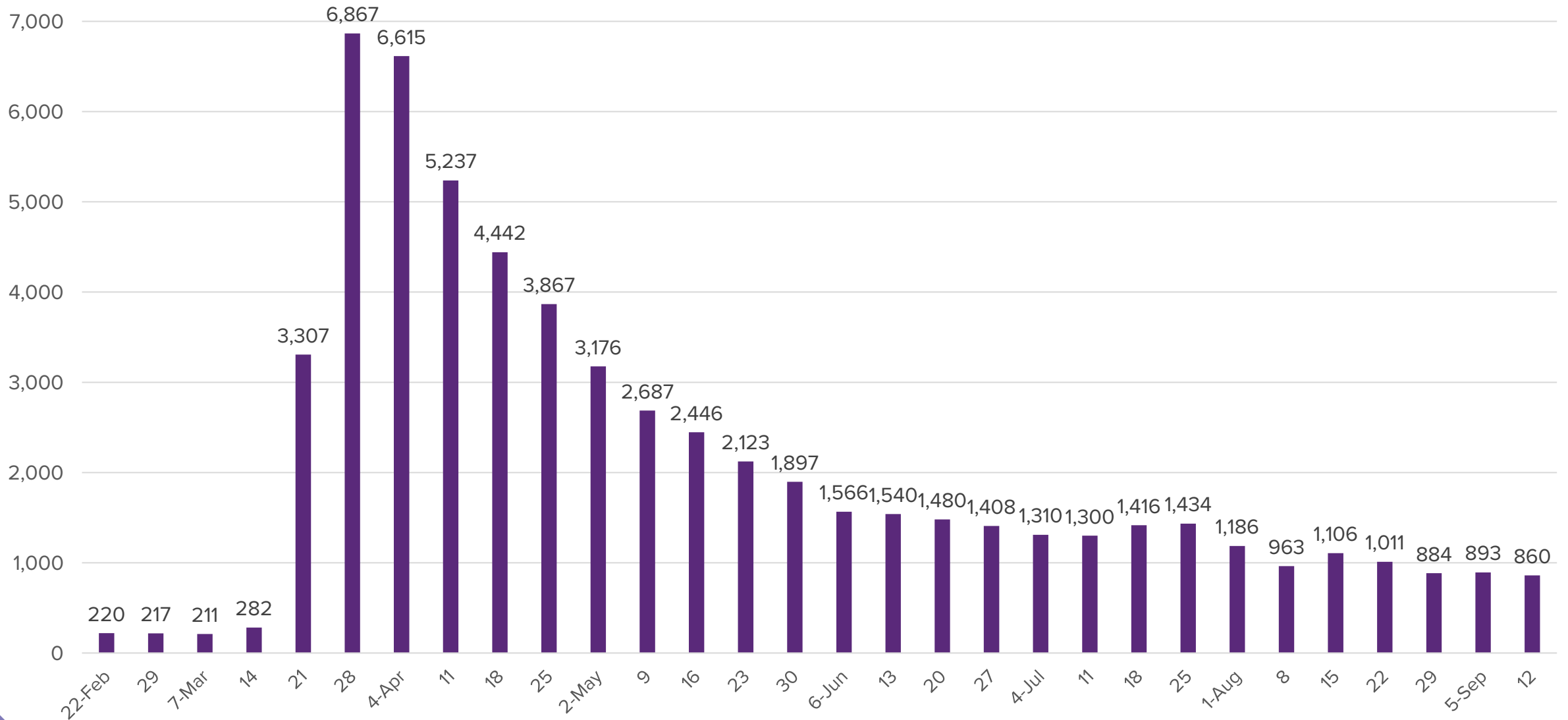


Source: U.S. Department of Labor – 9/4/2020



# When Does It Get Better?

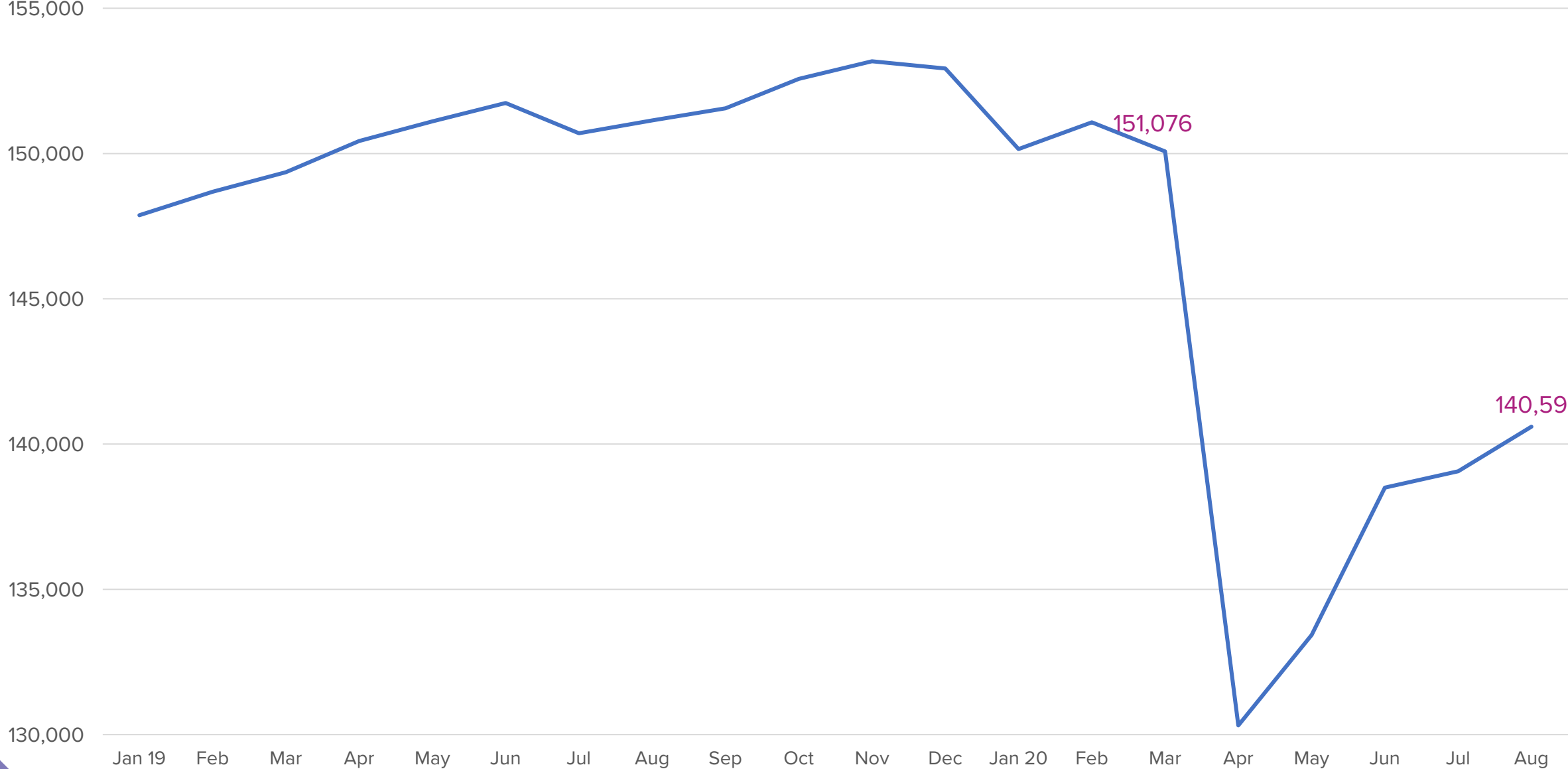
Initial Unemployment Claims Per Week – United States (in thousands)



Source: U.S. Department of Labor – 9/17/2020



# Non Farm Payrolls By Month



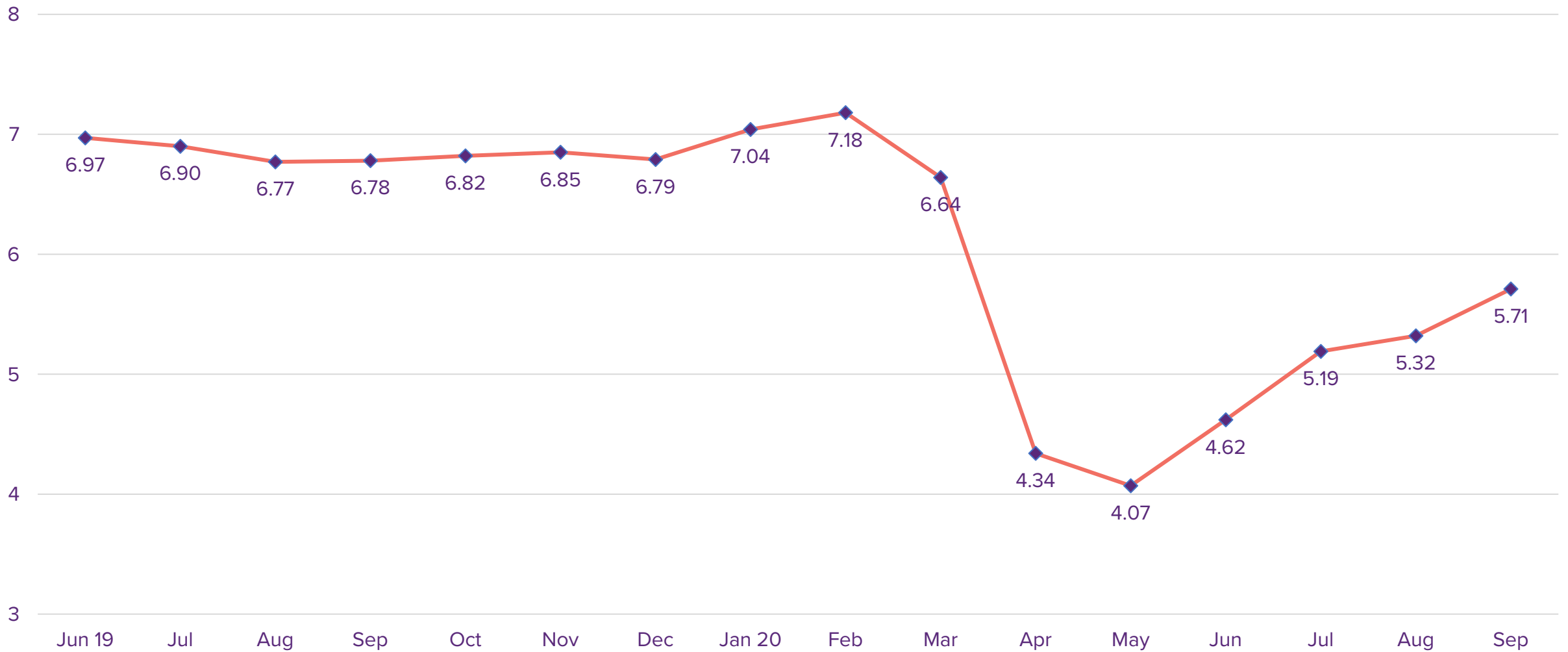
Source: U.S. Department of Labor – 9/10/2020





# State of the Workplace

## CEO Confidence Index in Current Business Conditions



*Chief Executive, September 14, 2020*



# Workforce Issues Up To The Moment

- Trends We're Seeing
- Just Because You Build It Doesn't Mean They'll Come
- The Election Is Stopping (Everything)
- Mental Health



# You're Working More & Going To More Meetings

- Average workday has increased by 8.2%
- Employees sent 5.2 percent more emails a day.
- Emails had 2.9 percent more recipients.
- About 8.3 percent more emails were sent after business hours.
- People attended 13 percent more meetings.
- Each meeting was 12 minutes—or 20 percent—shorter
- The number of people invited to each meeting rose by two, or 14 percent.



# You're Expected To Take a Stand

- Workers expect their bosses to take a stand against systemic racism
- 61% of Americans expect corporations to publicly speak out against racial injustice
- 62% trust small businesses to do so,
  - only 43% feel the same way about large companies.
- People have placed far more trust in companies to respond to racial injustice (71%) than in the government (36%).



# You know, it's not all bad!

- You can work anywhere!
- Fewer commuters = better traffic, more time, reduces fuel demand
- More movies will be streamed and available to watch at home
- Telehealth and teletherapy have skyrocketed, making access to medical treatments and therapists easier.
- More Americans are venturing into the great outdoors
- Outdoor dining and pedestrian-friendly streets
- States are investing in major broadband connections to support remote learning and telemedicine.



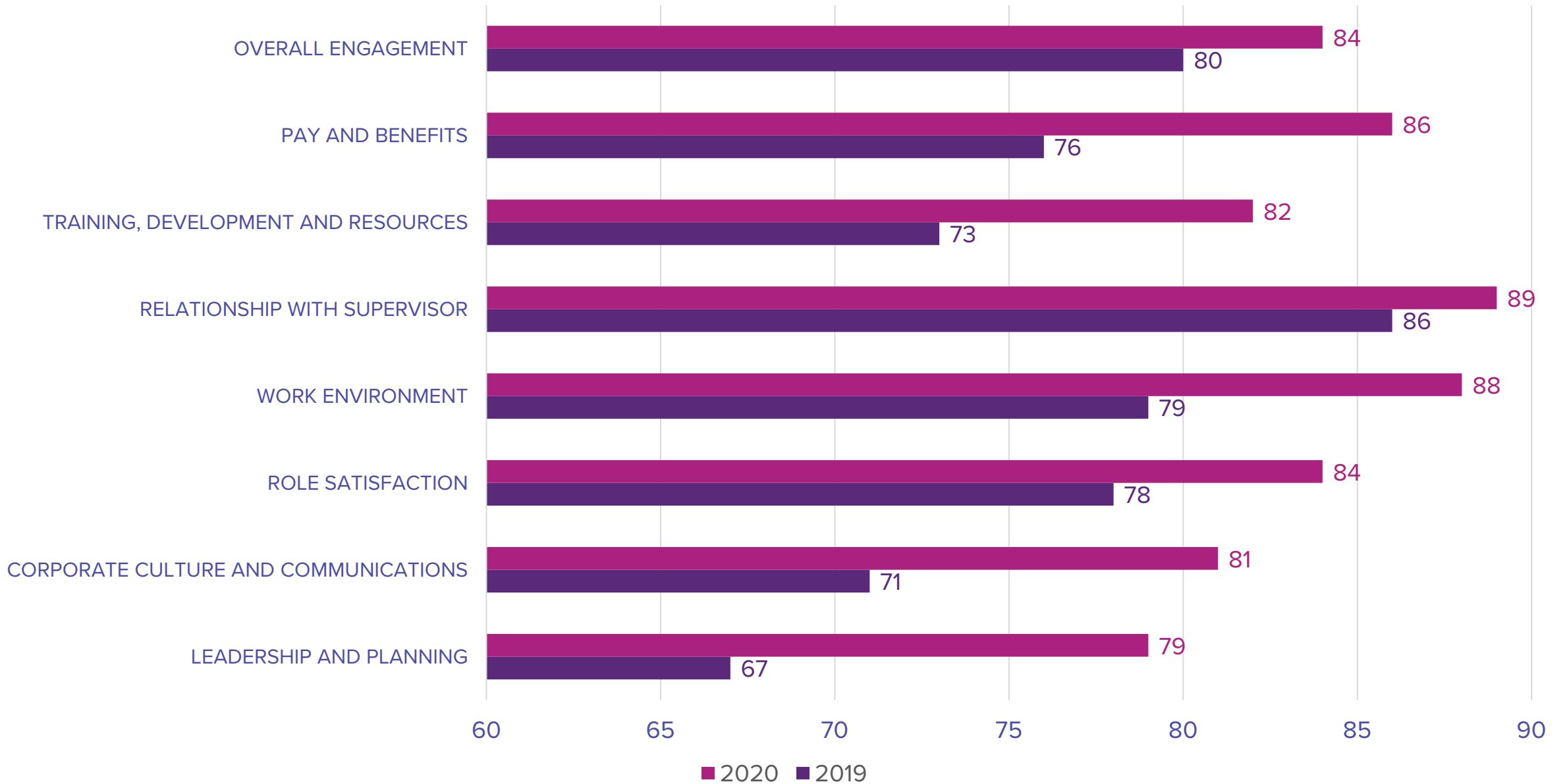
Poll

# CBC Employee Survey



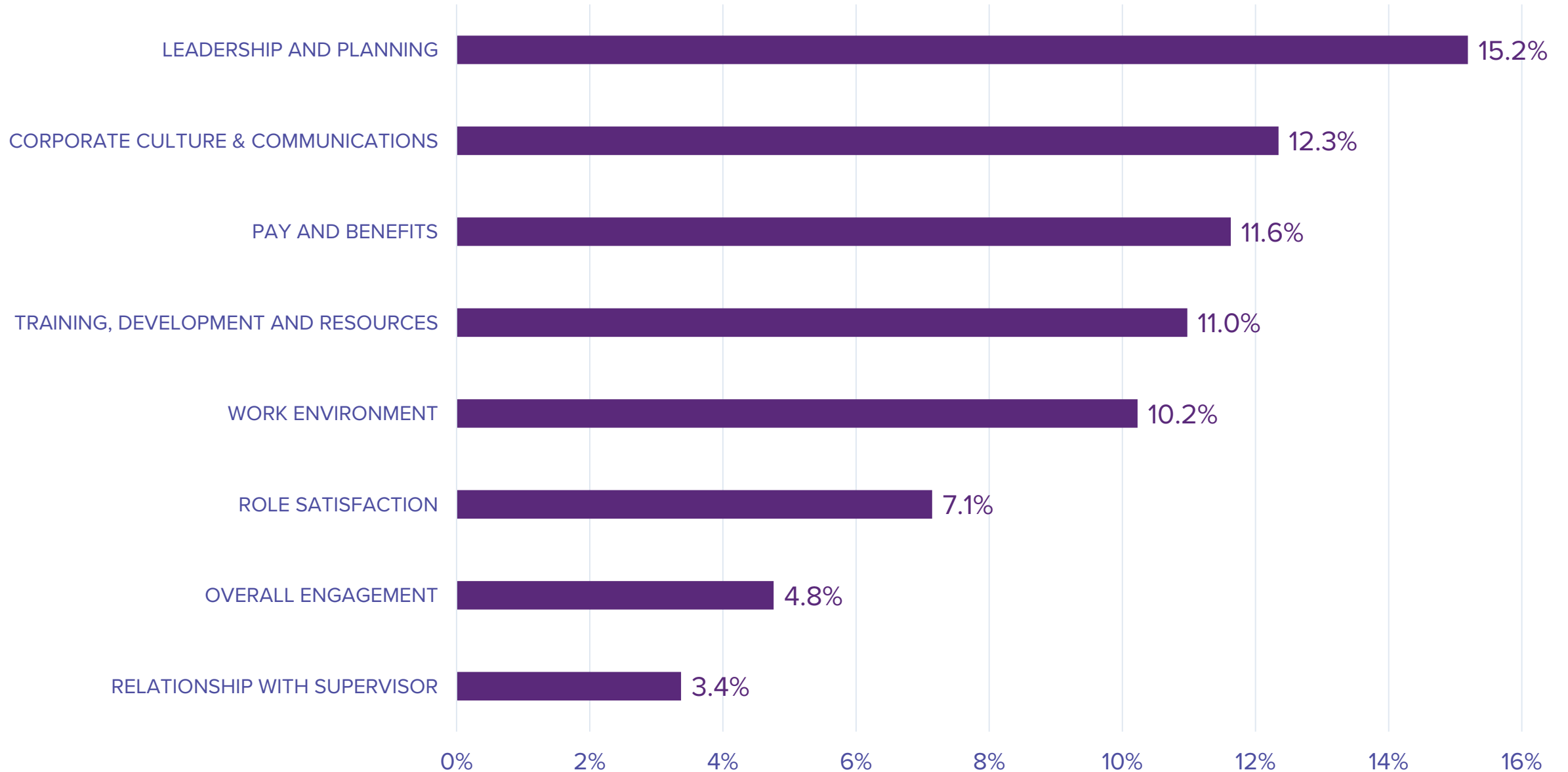
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### CBC: Comparison of Scores - 2020 to 2019





# CBC – IMPROVEMENT FROM 2019



## But...don't get cocky.

- Engagement scores are through the roof everywhere
  - Gratitude for employment
- Much lower response rate this year
  - 2019: 72
  - 2020: 56



## Where We Still Need To Go



# What Should We Do To Get There?

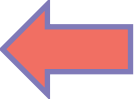
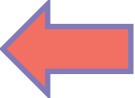
## Your Pick 5

- What is realistic?
- What is measurable?
- What will be impactful?
  - pretty hard to improve on an already high score
- What will get the most consensus?
- What are you most passionate about?



# Choosing Your Pick 5?

<b>PAY AND BENEFITS</b>	
My pay is fair for the work I perform	68
Overall, I'm satisfied with this organization's benefits package	84
I'm satisfied with the amount of vacation (or Paid Time Off)	91
I'm satisfied with the sick leave policy	68
I'm satisfied with the amount of healthcare paid for	93
I'm satisfied with the dental benefits	93
I'm satisfied with the vision care benefits	94
I'm satisfied with the retirement plan benefits	91
I'm satisfied with the life insurance benefits	93
I'm satisfied with the disability benefits	91
I'm satisfied with the tuition reimbursement benefits	81
<b>Pay and Benefits - AVERAGE</b>	<b>86</b>



# Breakout

## Your Pick 3

1. My choice
2. Why it's important
3. What's my best idea to fix it (solution)

## Others

- What do you think?
- Do you have other ideas for solutions?



# Present

1. My choice (Pick 1)
2. Why it's important
3. What's my best idea to fix it (solution)

## Others

- What do you think?
- Do you have other ideas for solutions?
- Is this something you'd like to help with?



# Managing a Great Employee



# Great Employees

- Say their best bosses pushed them to do more, be better, not settle for anything
- Say they want more opportunity and challenges
- Thus, ‘you’re doing a good job’ doesn’t cut it
- And...no such thing as a perfect employee

The Inverse Review for Top Performers



# Upcoming Events

- Next Workshop

October 28(t)

Also – you're welcome to:

Setup a group coaching call with me

Ask online questions (I'll answer them!)



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