



Leadership 201 Team 3

Creating a Rewarding Environment

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Issue

The fundamental challenge is how to convince first line supervisors to **embrace** the concept of creating a rewarding workplace and generate a **desire** for them to use tools we provide them or come up with what works for their staff.

Assumptions:

- The USGS does not always have a rewarding work environment.
- 1st line supervisors are the key to potentially improving the work environment.

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Goal

Move USGS *culture* towards a more rewarding work environment

Definition of a rewarding environment

- Intrinsic rewards
- Accountability
- Fairness
- Place in organization
- Work life balance

Road Blocks

- Overcome communication
- What's in it for me?
- Enhancing tools and feedback

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How Do We Get There?

Overcome communication gaps

- Electronic
 - Mobile app with employee feedback
 - Internal center blog
 - Computer-based rewards widgets
- Organizational communication
 - Agency “rewards” Day
 - Build in to monthly team meetings
 - Quarterly brown bags

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How Do We Get There?

What's in it for me?

- Motivated and energized employees
- Higher retention
- Attract better employees

- Carrots
 - Feedback – exit interview surveys among employees
 - Share success stories
 - Pilot / Test studies
 - Counts towards required supervisory training

- Sticks
 - Require in EPAP
 - Require DOI Learn annual training
 - Require other training – annual Agency day

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How Do We Get There?

Enhancing Tools

- Rewarding environment guidance
 - Include in supervisor training
- Online tools for supervisor
 - A to Z index of ideas
- Center based tools
 - Library of books on Rewarding Workplaces
- Remove restrictions on rewards
 - USGS appeal
 - Award caps
 - QSI caps

Feedback

- Periodic 360 reviews for supervisors
- Alternatives to FEVS
- Suggestion boxes
- Additional tools – unconscious bias

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Larger Issues

Accountability

- Insufficient

Workload

- Hiring challenges
- Attrition
- New processes
- Compressed management chain

Supervisory toolbox

- Award policies

Reality check

- Uncertainty of data

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The Process

Team Takeaways

- New tools
- Collective problem solving
- Dilemmas take more time

Tools Used

- Polarity Maps
- Storytelling
- Brainstorming / brainwriting
- Dictionary

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