

RTAP Peer Roundtable Notes

Boosting Employee Morale

10/30/2024 | 10:00–11:30 | Online

Attendees

- | | |
|------------------------|--------------------------|
| 1. Stacy Struck | 14. Christine Thompson |
| 2. Scott Stark | 15. Mike Boll |
| 3. Pat LaCourse | 16. Annette Punt |
| 4. Joanne Brackey | 17. Amy Listerud |
| 5. Kristin Deutsch | 18. Randy Jahnke |
| 6. Kayla Neptune | 19. Lisa Sabyan |
| 7. Michelle Miranowski | 20. Kimberly Cook |
| 8. Kirk Kuchera | 21. Marta Krosch |
| 9. Amy Nieland | 22. Rhonda Torgerson |
| 10. Mike Boll | 23. Stephanie Noerenberg |
| 11. Christine Neary | 24. Mariah Kathan |
| 12. Kayla Sullivan | 25. Jaycie Kratky |
| 13. James Peterson | |

Roles

- Timekeeper: Pat LaCourse
- Process Observer: Mariah Kathan
- Parking Lot: Kayla Sullivan
- Conversation Encourager: Amy Nieland

Action Items

Task	Assigned to
Send games list to Mariah	Kayle Neptune
Send document from CEO to Mariah	Kayla Sullivan

Challenges:

Conflicting employee needs and solutions that won't make everyone happy

Negative comments about drivers and dispatchers

Management awareness of what is going on with staff

Longer term employees making negative comments due to making big changes

Staff bickering with one another within and between departments
Being short staffed, which leads to employees being overwhelmed and stressed
Negativity
Rider complaints about how a driver did the route and causing a tense situation between drivers
Polarization, siloed roles vs. larger team

Low Morale Causes:

Drivers and dispatch not really understanding what the other roles look like
Dispatcher issues when they work right next to each other all day
Stressed due to low staffing
Hard to get long term employees to accept or adapt to change
Fairness with people who are not feeling like others are pulling their weight

Helpful strategies to help with drives and dispatchers:

Keeping everyone included in conversations
Holding regular all staff meetings
Making sure to take action as a manager when you feel the tension
Encourage dialogue between departments
Helping to see how each role functions

- Ride A Long for dispatchers after they understand the jobs and the routes
- Drivers sit with dispatch for half to a whole day soon after hiring

Try to look for positive solutions in all situations to help with growth amid change, making it better for everyone and not just one person

Lead with positivity as an example and eventually it'll help staff to embrace the changes
Leadership should take the primary role in disputes
Issues need to go to leadership (not handled directly with each other) in some circumstances.
Listening to everyone involved in a situation can help boost morale, communicating is incredibly important even if you can't find a solution, as it shows staff that they are valued.
Make sure you hear all the sides of all the stories before moving forward.
Attending an LTP course helps build skills
Working to keep people informed and encouraging strong communication
Managing toxic behaviors or individuals

Ways to boost Morale:

Quarterly all staff meetings with games, meals, agency discussion, a chance for departments to communicate with each other

Food can be a tool, donuts, potluck, etc.

Plant swap to share plant cuttings with others to propagate new plants

Ask a Peer:

Surveys asking about tolerance for local share for operating and capital will be coming out from MPTA board. Make sure that you fill this out so that we know what you need.

Next Peer Roundtable: November 13: Topic: Best Tips of 2024