

BCC Employee Experience Project Review

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Summary

- I interviewed 5 members of CSS-Companies, 2 from CSS-Clubs, Lili as the Social Media/Marketing manager, Jamie as Data Analyst, and 3 Sr. Managers.
- Using the data from their interviews and the survey I sent afterwards, I created a preliminary experience map.
- Targeting pain points, I created a list of potential ideas to implement to improve employee experience.

TRAINING



- Overwhelmed
- "Slipped through the cracks"
- "Outside" the BCC

LEVEL 1



- Begin finding your place
- Confidence grows

LEVEL 2



- Transitions not as organized
- Some go from 1 to 3, others 1,2,3. Lots of variation in leveling up.
- Level 2 autonomy
- Level 3 partnership and teamwork

LEVEL 3



LEADERSHIP



- Proud
- Responsibility
- Exciting to learn new roles

MENTOR



- Meaningful
- Sharing knowledge

TRAINING



- Overwhelmed
- "Slipped through the cracks"
- "Outside" the BCC

RECRUITING SEASON



- Strong sense of purpose
- "urgency"
- motivated
- busy

FALL: PDP



- Take control of projects
- Repetitive
- Lack of motivation
- Harder to see purpose

WINTER SEMESTER



- Comfortable
- Less motivated
- Team building experiences

SPRING/ SUMMER



- Projects
- Opportunities for more responsibility

Implemented Ideas

Reverse Scrum

Friday Recess

Recess Prompts

- Talents tend to be lifelong, something that is natural to you. Go around and share a **story from your childhood** that showcases one of your strengths, then talk about how you have seen that grow from a talent to a strength as you have matured.
- Engage your curiosity through some **“would you rather”** questions! Go through this list of would you rather questions and answer them beyond just saying which one you would rather do. Think about alternative scenarios, give your reasoning, question why other people chose the way they did, and make your own questions, be curious and have fun!
- A shift is nothing if not a big group of **accountability partners**. This week, get to know each other and your strengths better by coming ready to talk about the "best of us" and how we can help each other out as a shift.
- This week's theme is Strengthsfinder, and strengths are nothing if not our own **personal superpowers!** During recess you will be talking about superheros and super powers. Who is your favorite superhero? What superpower would you have? How do those two things relate to your strengths and how might you incorporate parts of that into your daily life?

Survey Results

- 30 participants in survey #1, 18 participants in survey #2. 61% of respondents had participated in at least one recess prompt.
- Reflection Time
 - The participants who do reflection time once a month decreased from 36.7% to 33.3%
 - The participants who do reflection time every week increased from 10% to 11.1%
- Initially, 11 participants felt their reflection time was a 6 or below on a scale from 1-10 regarding effectiveness, in the second survey only 3 participants felt their reflection time was a 6 or below. (7 or above went from 63% to 83%)
- There no clear favorite of prompts, each one was mentioned in responses.

Survey Comments

“Sometimes it was difficult to get a decent turnout, but the more people there were the better it was!”

“I thought the prompts were good! The only thing is I sometimes struggle coming up with answers to the prompts on the spot”

“I actually really liked them! It was a simple team bonding activity that helped us get closer to each other.”

“Wish they had been other days besides just Friday”

“I liked the creatively themed recesses!”

Reverse Scrum

M-Th: Tribal Knowledge

F: Something you are proud of or something you did with the theme throughout the week.

Survey Results

- There was a total of 20 responses
- 25% felt that tribal knowledge was “very effective”, 60% felt it was “moderately effective”, and 15% felt it was “not effective”
- Some responses:
 - “There are times when no one has anything to share, so someone is called on to share anything they can think of and I think that is when it becomes ineffective.”
 - “It helps me with reminders and keeping up on things”
 - “I like the idea of having team members share a goal they set for themselves during Monday Scrum and then reviewing it at the end of the week.”
 - Other: Been helpful, but it would be nice to post them in the Ops channel afterwards, hard to get participation and feels forced, prompts would be nice (teams, workflow, etc), makes reverse scrum longer than it needs to be, great to hear tips and tricks, very useful for new hires.

Survey Results Cont.

- For the Friday Reverse Scrum prompt, 65% felt it was a positive addition, 30% felt it was neither a positive nor negative addition, and one person felt it was a negative addition.
- Comments:
 - “I like focusing on the theme of the week, it keeps us unified”
 - “I just love the chance to celebrate one another”
 - “If there is nothing particularly special about the week, it is hard to come up with something
 - Good to hear from others, and brag about yourself!
 - “Gives me a constant appreciation for others”
 - “Encourages active communication and reflection between team members”
 - Other: Takes a lot of time, people feel included, hard to remember what was said week to week, helps me to recognize the good I have done, some people don’t want to share these things and it “wastes” end of shift time.

Overall Impact

- According to the survey results, the majority of employees enjoyed the recess prompts and reverse scrum changes.
- These programs allowed for team members to build and maintain relationships.
- A focus on the theme of the week during recess and reverse scrum was helpful for many BCC employees.

Takeaways

- I was able to get to know my team members better as I interviewed them and participated in the recess and reverse scrum prompts
- If I were to do this again, I would change the metrics I measured, focusing more on team relationships and the effectiveness of the meetings.
- The theme of the week can be a powerful unifying factor when we actively try to incorporate it into our work days.
- People like direction, so having themes and prompts are good to help people connect and share valuable insights and information.