Positive Organizational Culture and Climate

Participants shared the following words to describe a positive organizational culture and climate:

- Holding "caucus" or "affinity" group discussions about anti-racism topics
- Developing an anti-racism framework for the agency
- Creating an agency-wide culture committee
- Developing a strategic plan around this topic
- Offering diversity and other training on this subject matter
- Requiring implicit bias training
- Began a diversity workgroup to assure forms are updated into other languages
- Using diverse staff to recruit diverse staff
What is your program doing to help staff feel emotionally safe and supported during this time?

- Holding low-impact debriefing meetings for peer support
- Offering well-being check ins at the start of each meeting
- Creating weekly video news updates from upper leadership (commissioner, administrator)
- Holding monthly meetings with upper leadership and staff to talk about how things are going and what workers need
- Sending daily emails
- Holding regular virtual check ins
- Making sure to check in during supervision
- Providing items needed to continue remote work
- Encouraging the use of Employee Assistance Program (EAP)
- Sending surprise appreciation gifts
- Providing materials to keep us safe
- Sending monthly self-care suggestions

What workplace conditions and benefits have promoted the positive culture and climate? In what new ways has your agency built a positive culture and climate during the COVID-19 pandemic?

- Practicing social distancing and wearing masks in the office
- Performing safety checks when entering the office
- Encouraging staff to work from home
- Allowing access to office when needs such as printing arise
- Offering opportunities for director engagement and transparency through monthly staff meetings and email communications
- Emailing about birthdays and other fun activities
- Asking fun questions during meetings (e.g., favorite Netflix show, etc.)
- Gathering in person, socially distant, and with masks to continue some normal activities
- Making efforts to engage with newly hired workers
- Ensuring everyone has the proper devices for working remotely
- Continuing to have flexibility and offering remote work
- Offering wellness activities via Zoom, including “Feel Good Fridays” with a DJ
- Offering stipends for phone and internet
- Providing PPE and ensuring cleanliness of the buildings
- Offering opportunities for earning and using more personal/leave time
What unexplored strategies exist to advance racial equity through culture and climate?

- Separating White staff from other staff during focus groups or caucuses so that non-White staff are not required to participate in “White awakening”
- Looking closely at removals and the disparity in this action
- Educating mandated reporters about possible bias and how it leads to child abuse reports
- Including diversity training
- Recognizing Indigenous people on the federal/state holiday of Columbus Day
- Creating groups to continue discussing diversity in the workplace, as well as in the families they serve
- Holding more trainings on racial justice in addition to committees and focus groups
- Creating an environment where staff feel comfortable to express their thoughts and opinions

Considering the workforce’s needs in a pandemic, what should your program do next?

- Continue to explore the benefits of working remotely
- Revise workloads and job descriptions to reflect remote work
- Strategize how to sustain teleworking
- Explore long-term remote work
- Encourage staff to be creative, innovative, and take risks
- Offer a secondary trauma training