

NEW MOMS

STRONG FAMILIES. BRIGHT FUTURES.

Designing a Quality Participant Employee Experience

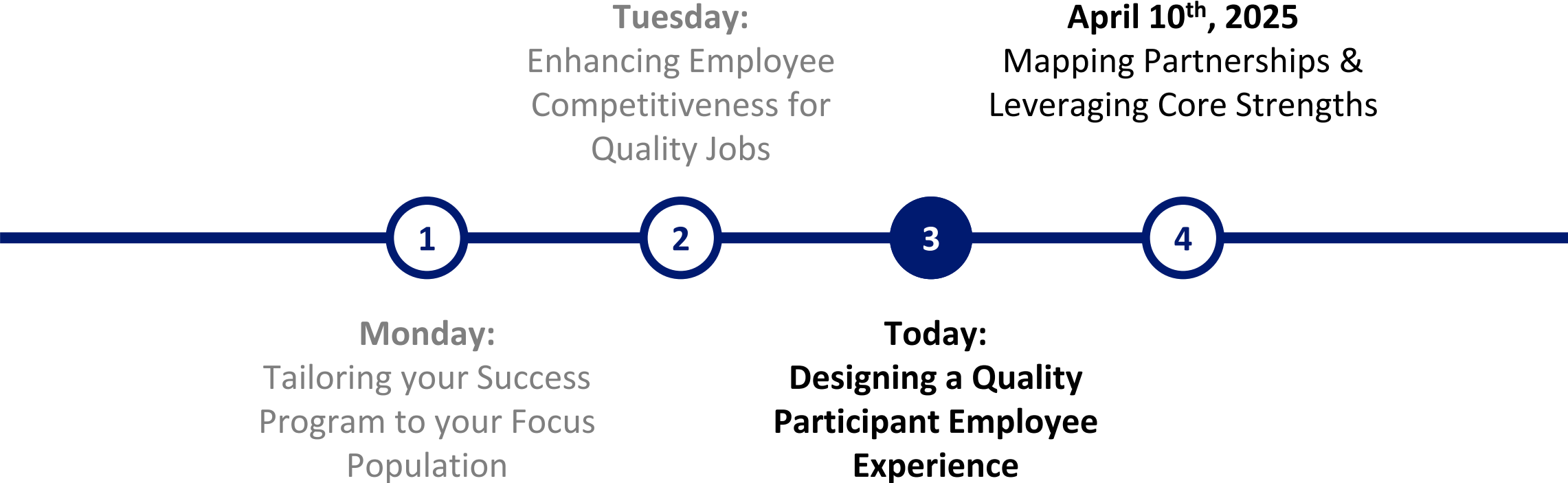
Dana Emanuel

Senior Director of Learning & Innovation

April 9, 2025



Continuing Education Week – April 7th to April 10th



You Belong Here



Objectives

1. Understand the definitions of and pathways toward belonging, meaning, & mattering in the workplace.
2. Explore tools high-quality connections and breaking bad news.
3. Design a “road test” for trying a new learning in your ESE.



Agenda



Context

Meaningful Work

High Quality Connections & Breaking Bad News

Road Test Design

Wrap Up/Feedback



NEW MOMS

STRONG FAMILIES. BRIGHT FUTURES.

New Moms' mission is to **strengthen families by partnering with young moms** as they progress towards housing stability, economic mobility, and family well-being.

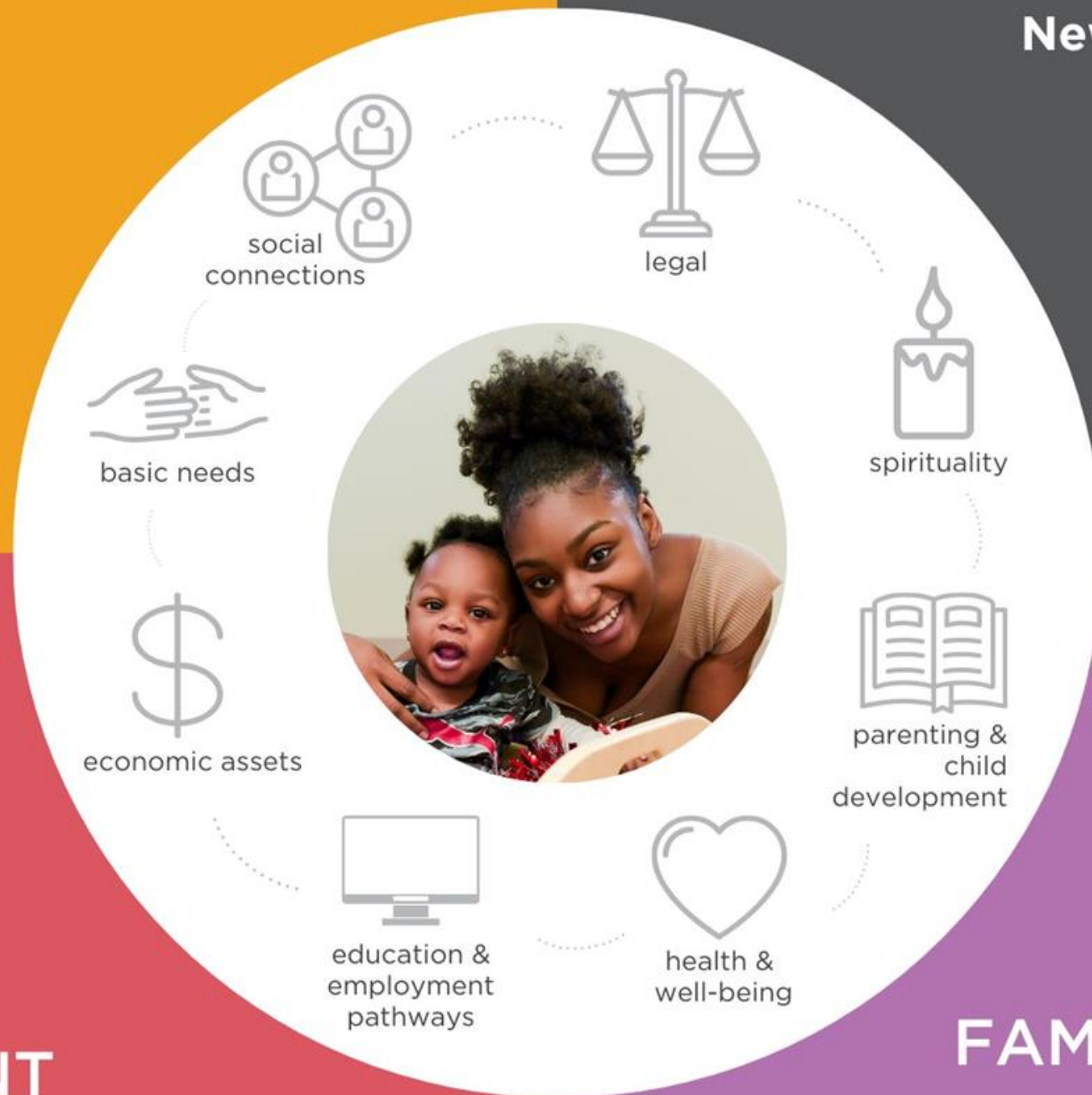
We envision a future where **every young family thrives.**



HOUSING



WORKFORCE DEVELOPMENT



New Moms' Executive Skills Coaching Approach

bolsters the strengths, skills, goals, and potential of young moms and their children. Our model places young moms at the center as they take powerful first steps for family well-being.

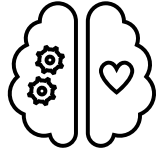


FAMILY SUPPORT

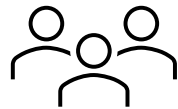
What is the most meaningful and enjoyable aspect of your work?



Four Main Sources of Meaningful Work



The self (eg, values, beliefs, motivation)



Others (e.g., coworkers, leaders, groups)



The work and its context (e.g., design of the work, organizational context)

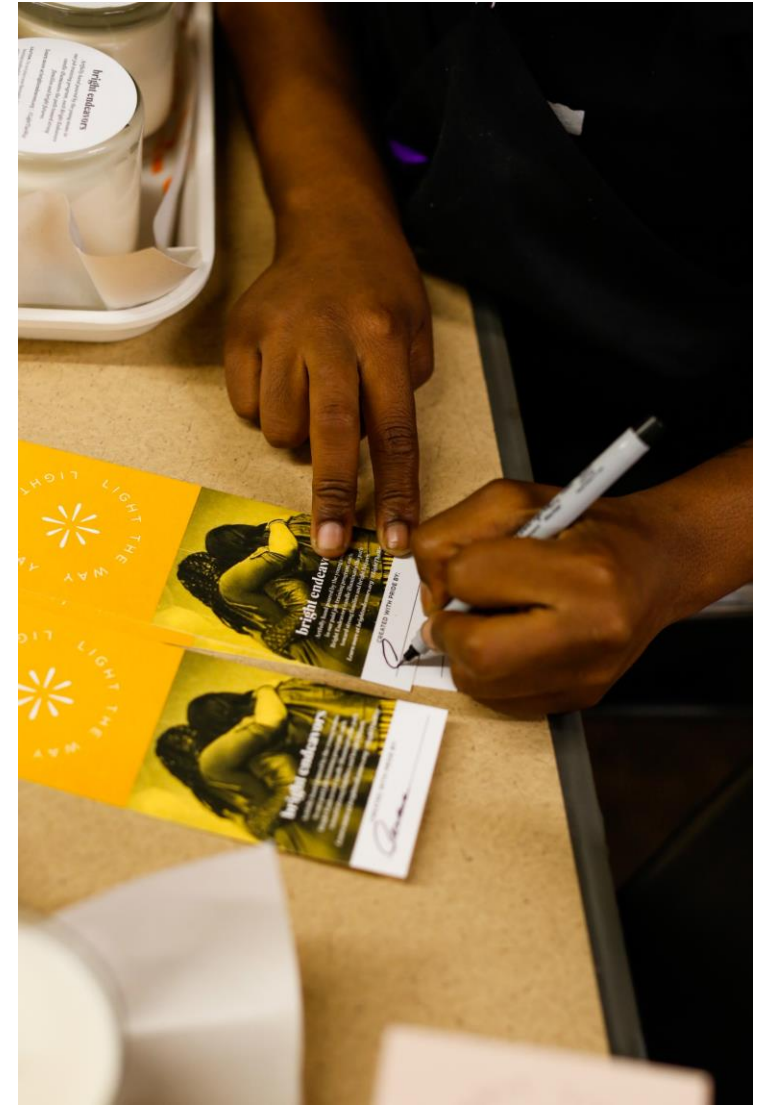


Spiritual life (e.g., diety/ies, spirituality)



(Prilleltensky, 2021)

**Mattering is a
combination of
Feeling Valued
and Adding
Value**



(Prilleltensky, 2021)

Benefits of Meaning to Individuals

Mental Health

Physical Health

Economic Gains

Sense of control

Sense of self-
efficacy

Feeling of
engagement

Feeling of
accomplishment

Feeling of
alignment



An investment that works.

Feeling connected to and respected by ESE staff was associated with:

- ✓ Exiting ESE for a positive reason
- ✓ Stronger outcomes after exit, including post-intake employment retention at 18 months
- ✓ Predicted working at least 30 hours/week in that 18-month follow up

Benefits of Meaning to Orgs

Work motivation

Absenteeism

Work behavior

Engagement and
satisfaction, sense
of empowerment at
work

Experience of
stress

Organizational
identification
(feeling like we're
one with the org)

Career
development

Individual levels of
performance

Sense of personal
fulfillment

Common ESE participant employee activities



Recruitment



Orientation
& HR



Meeting
with staff



On the Job
training/
technical
skills



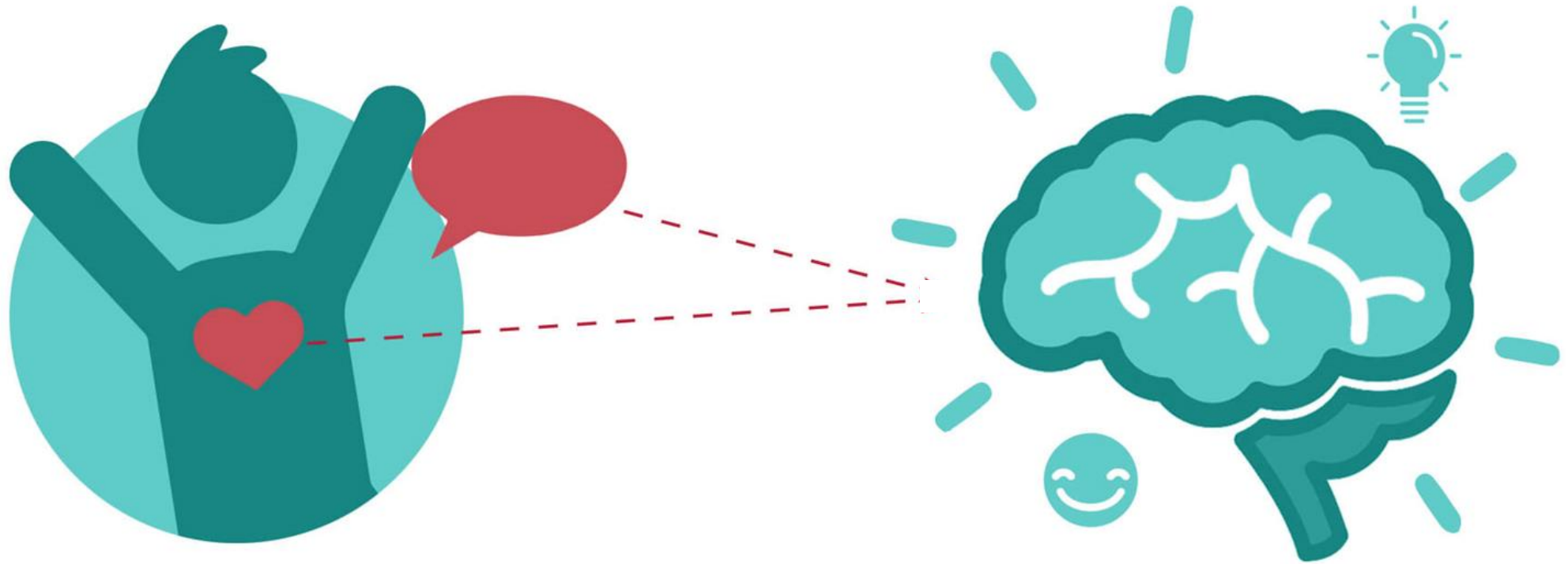
Career
planning/
job search



Job
retention



High-Quality Connections (HQC)

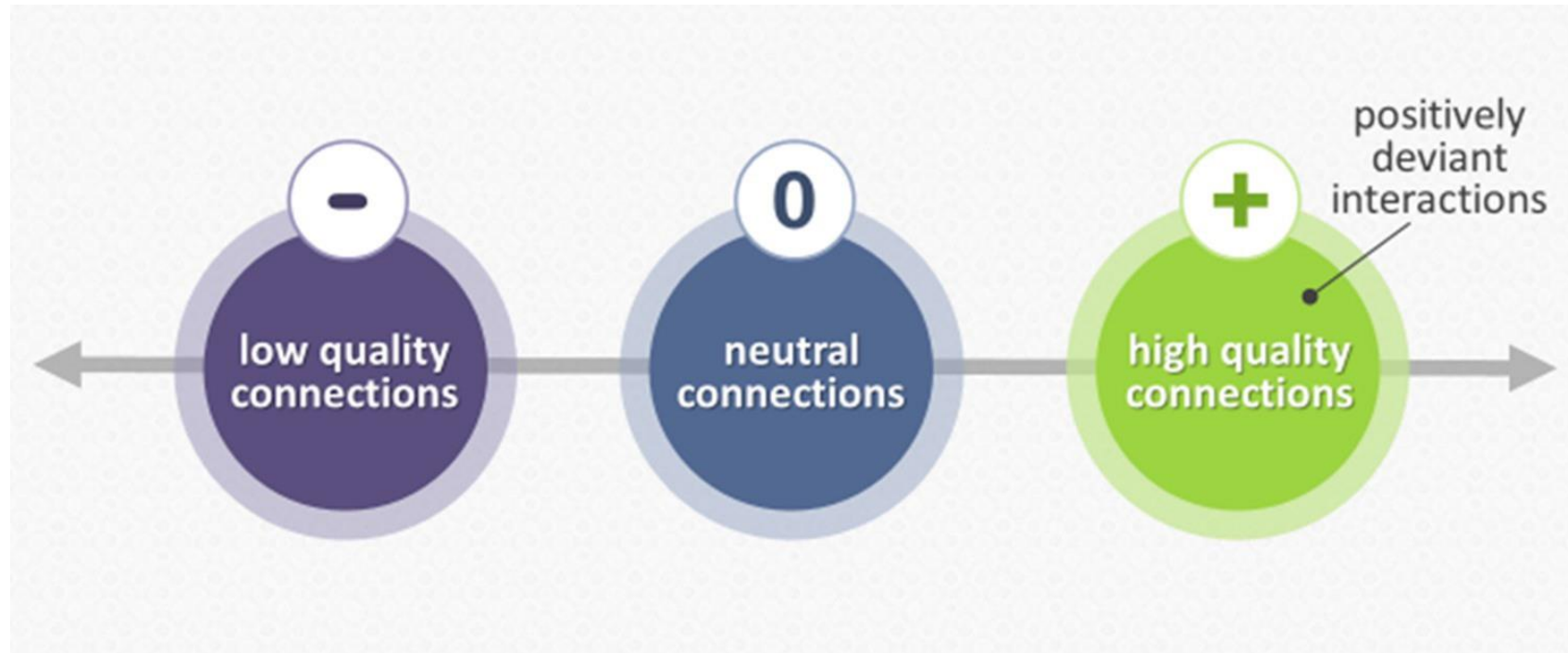


(Dutton, 2003)

High Quality Connections are the DNA of Positive Relationships



Connections exist on a continuum



- All connections vary in their quality
 - Any type of connection can become high quality, including remote ones
- We can build skills - and design environments - that enable us to move to the right on the continuum

(Worline & Dutton, 2011)

Let's play with HQCs!

The most boring thing about me is...

3 Defining Features of HQC



VITALITY



POSITIVE REGARD



MUTUALITY

Why do HQCs matter to individuals?



Psychological Safety



Health



Imagination



Adaptability & Resilience



Reduces negativity & pessimism

Incorporating HQCs into ESE Employee Experiences



Embed the language of HQCs

- Call it by its name
- Tell folks why it is important
- Use visuals as a pathway
- Create a celebration for it (“Core Values Rockstar”)
- Model it for your supervisor and team



Articulate HQCs as a Strategy



- Include HQC in your Theory of Change **as a strategy** that impacts your targets and outcomes
- Reflect on and hold accountable for **high quality work performance AND high quality connection**
- Impact evaluation: ask ESE employees and staff their subjective sense of **belonging, connection, and positive regard** related to your ESE

Celebrate and Play Regularly



Craft a HQC: Discussion

- First moments matter
- Open-ended, powerful questions
- Find common ground
- Self disclosure, with boundaries
- Play!
- Actively offer to help with a task
- Demonstrate trust through high expectations shared warmly





Delivering Bad News

Delivering Bad News can be difficult



- We pretend it doesn't exist, which is not true
- We spin or sugarcoat it and confuse people
- We don't give people a chance or choice to react

Prepare

Visualize how you will do this

- Make a plan
- Get the setting and people right

Deliver

Be forthright & straightforward

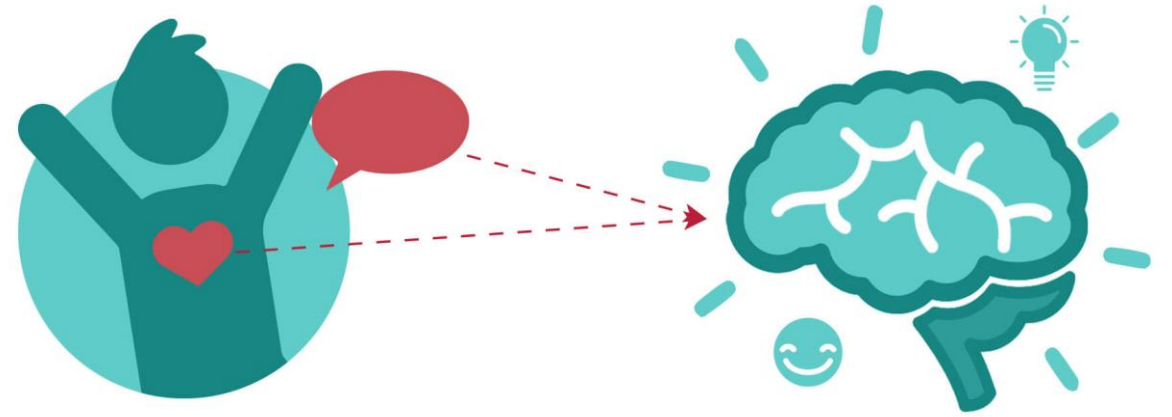
- Briefly recap the situation
- **Provide an early warning:** “I wish the news was different...”
- State the Bad News simply
- Allow silence
- Acknowledge emotion: “I can see you’re...”
- Answer questions

Follow-Up

Simply state what happens next

- Formulate a next-step plan
- Leave but do not abandon
- For you: debrief with someone

Practice



1. Breakout rooms of 2
2. Agree who is breaking bad news first, and who goes second
3. Prepare: take 1 minute to consider the bad news you will break and how you will break it
4. Practice delivering bad news using the template
5. Switch



From knowledge to practice

1. What 1 new concept resonated most with you and why?
2. What is 1 way that you can think to apply this concept to your work with colleagues?

Road Test Design of: Meaning, HQC, or Breaking Bad News

Goal

What, who,
where

What we
hope to learn

How we will
learn

How we will
use the info





Or email me!
Dana Emanuel
demanuel2@newmoms.org

NEW MOMS

STRONG FAMILIES. BRIGHT FUTURES.

- ✓ Consulting to strengthen Human Services
- ✓ Training & TA with incorporating Executive Skills into ESEs
- ✓ Tailored 1:1 advising



NEW MOMS

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**Thank
you!**

**Additional slides not
in recording**

bright endeavors

A SOCIAL ENTERPRISE OF NEW MOMS



bright endeavors

A SOCIAL ENTERPRISE OF **NEW MOMS**

Why We Exist?

Provide job training for
young moms!



About the Work

16 week paid program.
Production Assistants develop professional
skills that help prepare for future
employment



What Do We Make?

Hand make beautiful products like
candles, reed diffusers, & soaking
salts



Design a Road Test

A road test is a way to quickly gather feedback from users of a new approach or tool in order to make improvements.

1. Define a plan to test the strategy
2. Implement the strategy, implementation methods, and execute the test
3. Reflect and revise using evidence

What a Road Test Looks Like

