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Student Research

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Boosting Employee Morale Through Team Building

Nancy Marquez

Boise State University

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Boosting Employee Morale through Team Building

By
Nancy Marquez

Process

► **Innovative Approach**

- **Research**
 - The Definition and Measurement of Employee Morale -Administrative Science Quarterly
 - 14 Categories
Leadership Style, Career Development, Organization Development, Policies of Compensation and Benefit, Job Satisfaction, Job Security, Work Environment and Conditions, Relationship with Supervisor, Work Groups, Other
- **Creating Innovative Approaches**
 - Resources and suggestions personalized to team need and interests
 - Review previous attempts or solutions that were successful in the past and compare to current situation and team

Process

▶ **Emotional Intelligence**

- Awareness of Self and Others
- Consideration of the Audience: Emotional Intelligence
- Value to Others: Emotional Intelligence

“Your ability to recognize and understand emotions, and your skill at using this awareness to manage yourself and your relationships with others.”

▶ - Dr. Travis Bradberry and Dr. Jean Greaves

- ▶ Searched for solutions that will develop self awareness and emotional intelligence to achieve better communication and understanding within the team

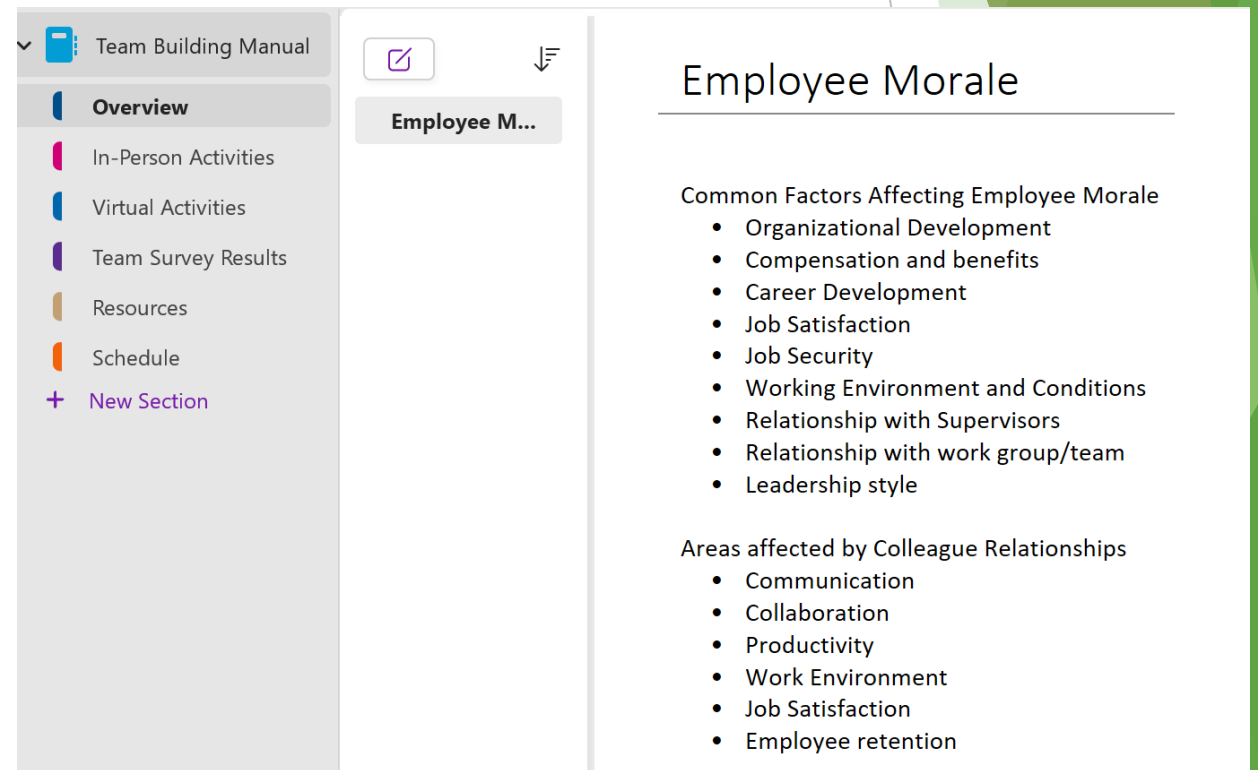
The Solution

▶ Creative Framework and Unique Approach

Go beyond planting a seed, build a foundation for it to grow

▶ Team Building Manual

- ▶ Include research specific to factors affecting the team
- ▶ Step by step guide, information or links for each suggested activity
- ▶ Feedback from the team
- ▶ Additional resources addressing team feedback and any identified problem areas
- ▶ Schedule to plan frequency of activities
- ▶ Templates for activity page, schedules, and sign-up sheets



Team Building Manual

Overview

- In-Person Activities
- Virtual Activities
- Team Survey Results
- Resources
- Schedule
- + New Section

Employee M...

Employee Morale

Common Factors Affecting Employee Morale

- Organizational Development
- Compensation and benefits
- Career Development
- Job Satisfaction
- Job Security
- Working Environment and Conditions
- Relationship with Supervisors
- Relationship with work group/team
- Leadership style

Areas affected by Colleague Relationships

- Communication
- Collaboration
- Productivity
- Work Environment
- Job Satisfaction
- Employee retention

The Pilot

▶ **My Innovative Solution**

In addition to providing options, I got the team started with a pilot activity

Ice Breaker- Two Truths and a Lie

- ▶ Created a schedule and timeline
- ▶ Recruited volunteers
- ▶ Prepared polls in Microsoft Teams for colleagues to be able to vote

Results

- **Measuring Impact**
 - Survey sent to team members
- **Benefits to Stakeholders**
 - Increase in morale, employee retention, culture within the team, and productivity
- **Actual Impact on Stakeholders**
 - 100% Agreed building relationships with coworkers is important
 - 90% Stated they would participate in a team building activity in the future
 - 82% Agreed activities could help them better understand their colleagues
 - 93% Stated they enjoyed the pilot activity
 - No preference in regard to delivery: in-person vs virtual activities

Conclusion

- Anticipated Results
 - Small group of volunteers for activity
 - Only a handful of team member participating in survey
- Surprises
 - Excitement from team members and management
 - 70% of the team participated in the survey
 - Responses were positive overall
 - Only 1 team member felt team building was a waste of time
- Confirmation
- 69% believed silos and/or cliques existed in the department
- What I would do differently
 - Prepare polls ahead of time and show correct answer once voting has ended
 - Send a pre-survey to team members prior to creating the manual and pilot activity
 - Research more activities targeting emotional intelligence and self-awareness

References

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