



CREATING A WORKPLACE

That Doesn't Suck

You must have a sophisticated recruiting strategy and process.

Me:



“We decided to stop worrying
about turnover so we can
focus on retention.”

NACS INTERVIEWEE

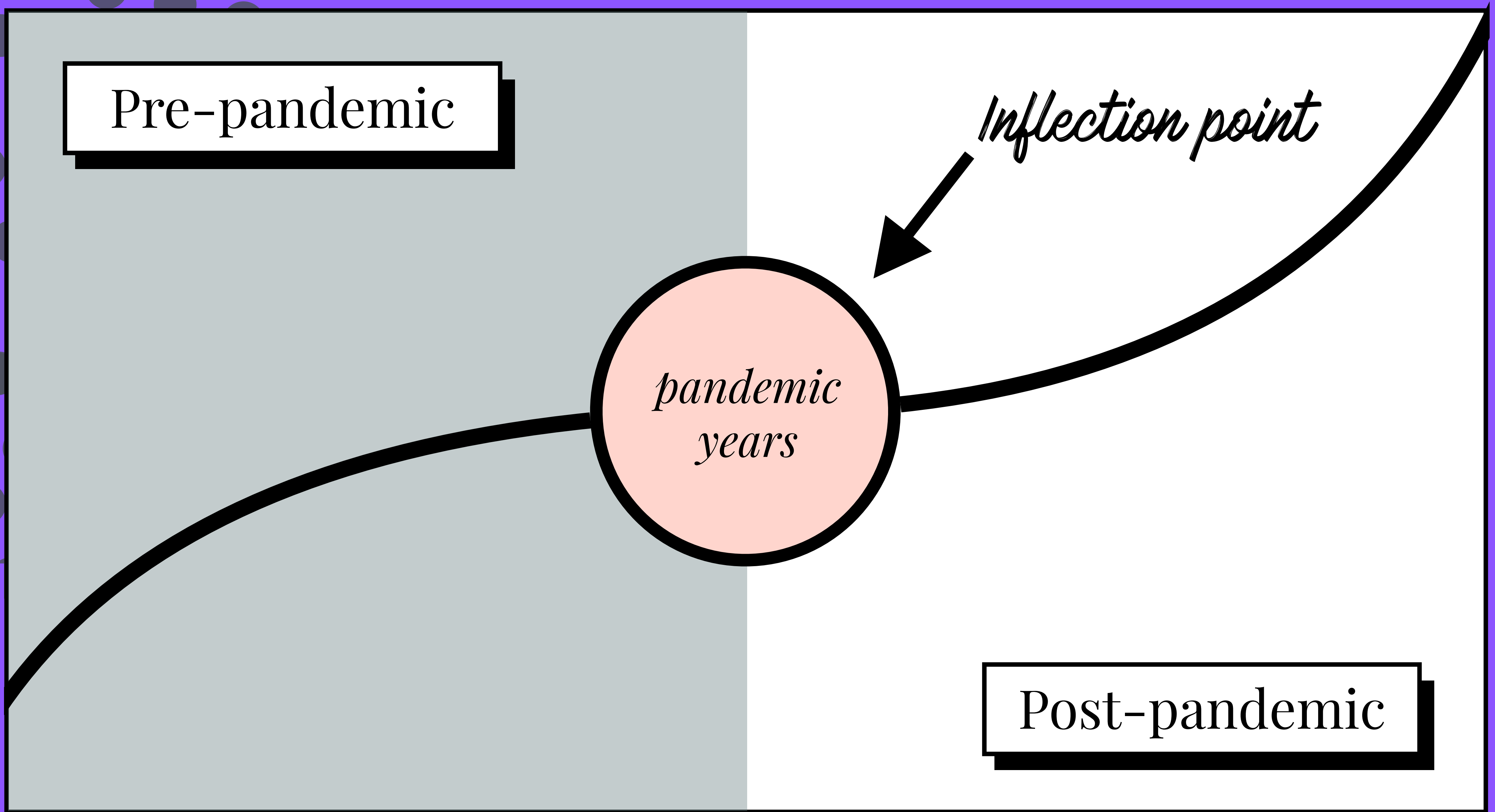
NACS®

Pre-pandemic

*pandemic
years*

Inflection point

Post-pandemic





**When you think of a
healthy workplace, what
words come to mind?**

Flexibility

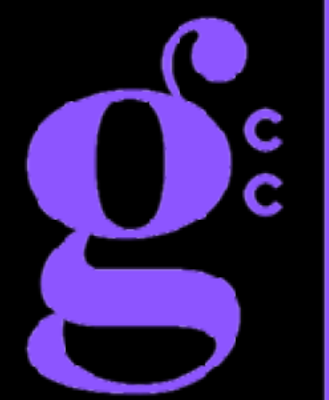
*Trusting
Relationships*

People-First Leaders

Wellness

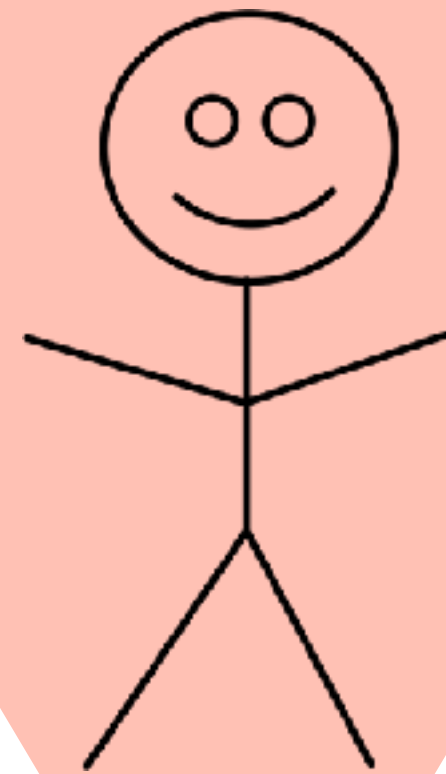
AUTONOMY

Work Community



ORGANIZATION

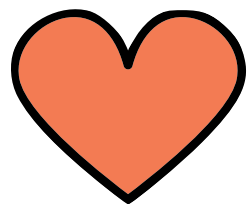
LEADERSHIP



CREATING AWESOME WORKPLACES



COMMUNICATE Intentionally

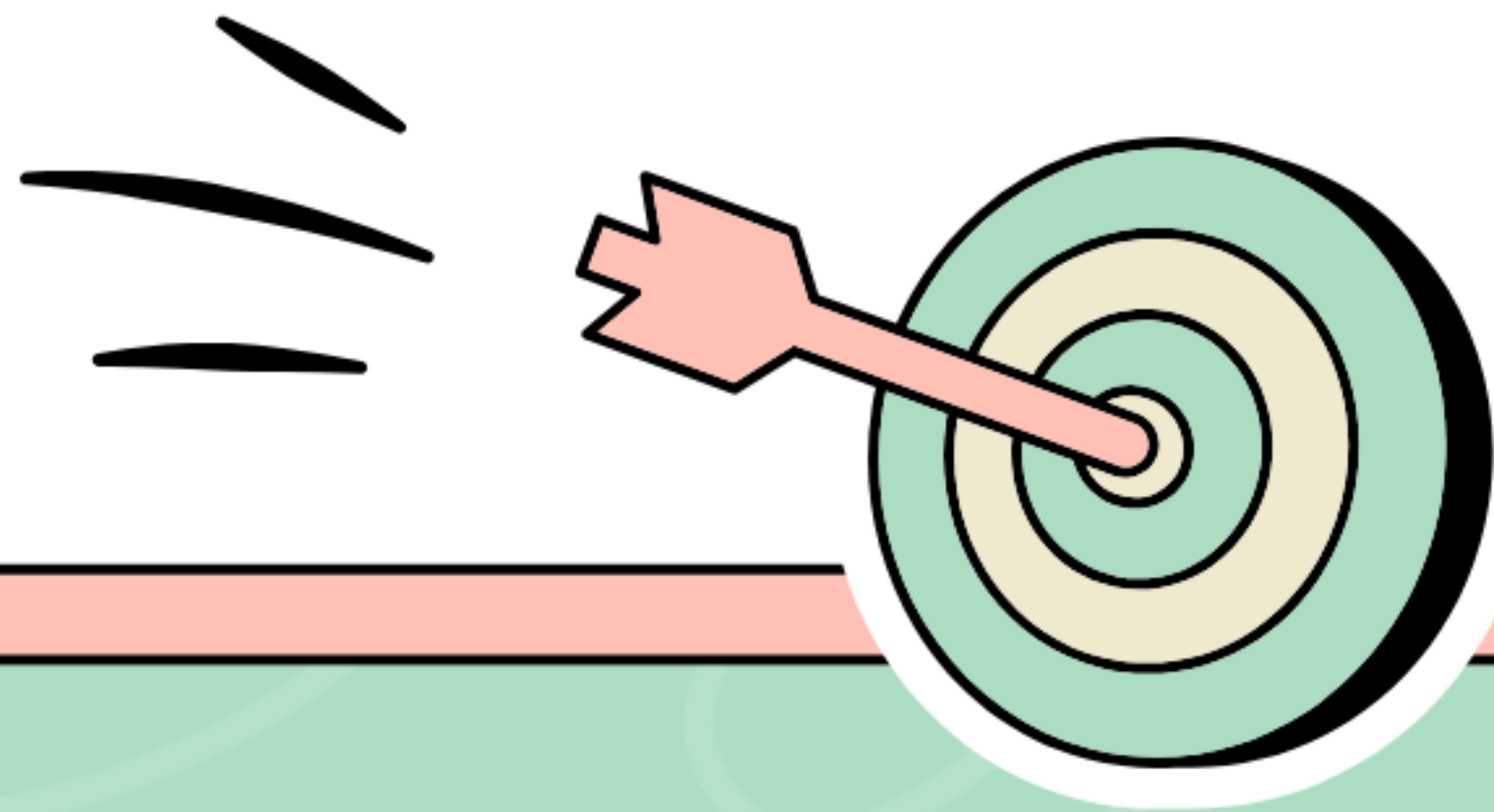


CENTER the Humans At Work



Navigate **TRENDS & CHANGES**

COMMUNICATE Intentionally





mark
@TheCatWhisprer



I legitimately have no idea what anybody under 30 is saying anymore.











THE

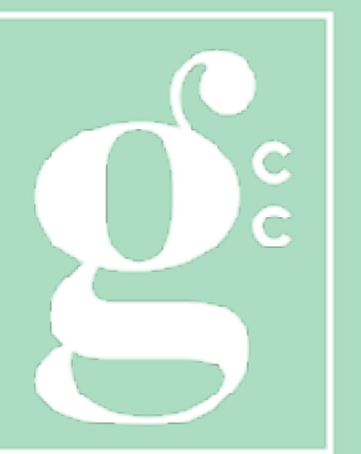
GOLDEN RULE

centers you ←

**THE
PLATINUM
RULE**



→ *centers them*





make time to learn

communication and

work preferences



Communication Matrix

Communication Matrix

Employee Info	Best Times to Reach	Unavailable Times	Best Way to Reach	Time-Sensitive Requests	Emergencies	Special Requests
Lisa X. Walden	10am - 6pm	7pm - 9am	Text, Slack, Email	Text	Call	Don't leave voicemails please (text instead!)

1.

Introvert

Extrovert

2.

Firefighter

Farmer

3.

Clear plans

Winging it

4.

Text

Call



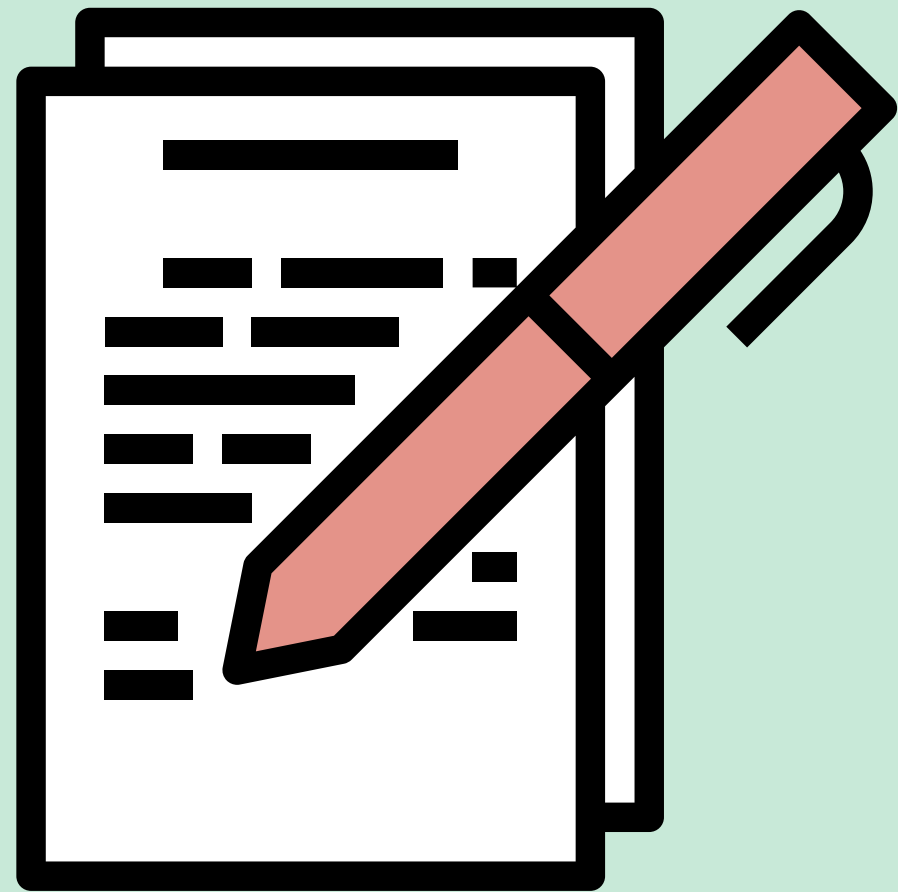
YOUR “WORKING WITH ME” CHEAT SHEET

“Don’t be afraid to bring me problems, but please try to come with an idea for a solution,”

“When I get really busy, my communication can get short. I’m not mad, just have a lot going on!”



START YOUR “WORKING WITH ME” CHEAT SHEET



EXERCISE

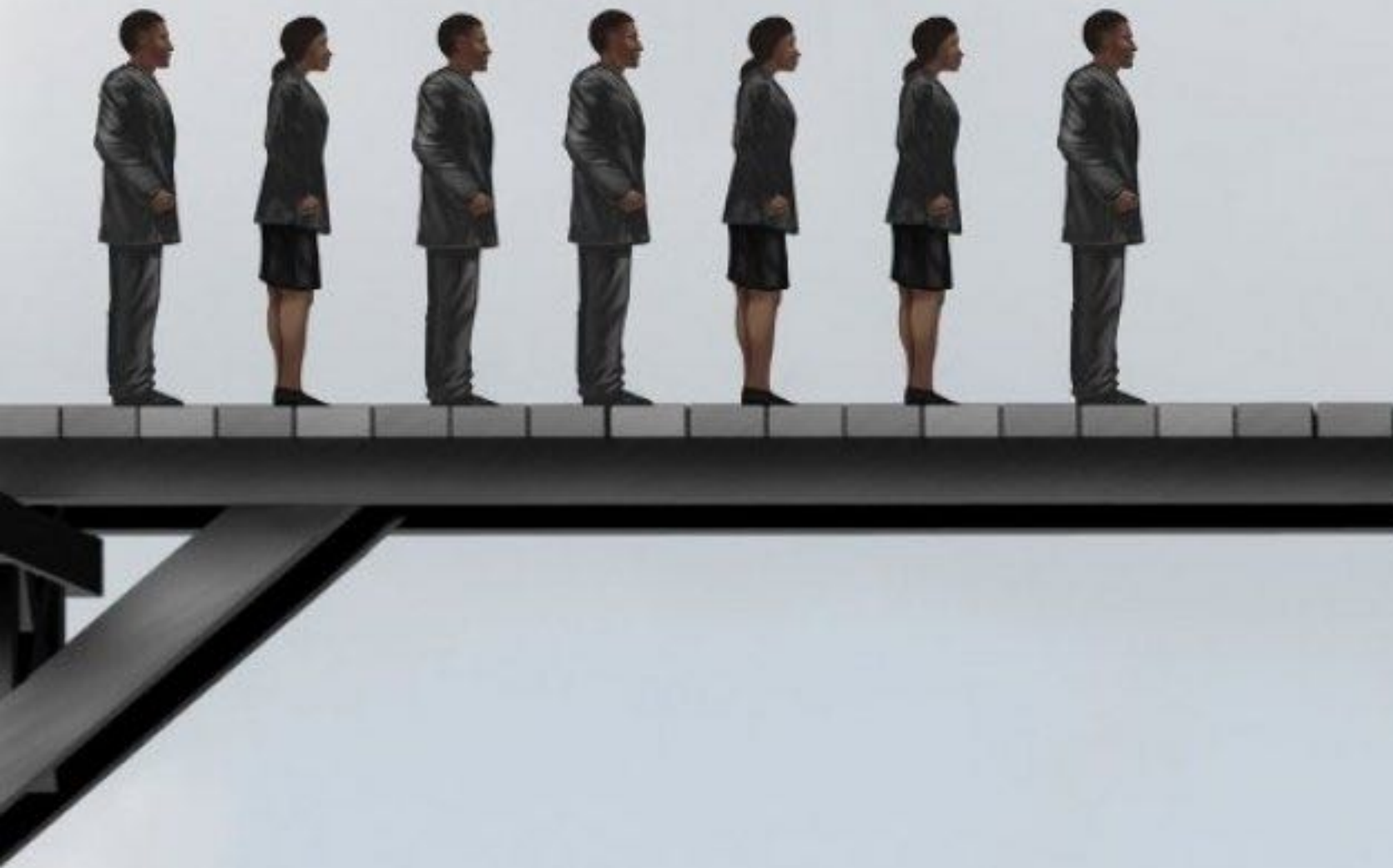
- 1. How can people avoid annoying you (i.e. what's a working pet peeve)?**
- 2. What is something you do that might annoy others?**
3. What's the most effective way for you to receive feedback (especially constructive feedback)?
4. What will help you avoid stress?
5. What else is essential for people to know about when working with you?



CENTER Humans at Work



leaders



employees



leaders

employees





79%

**of people who've quit
jobs say a**

lack of appreciation

**was one of the main
reasons they left.**





70%

say their motivation and morale would improve “massively” if their manager simply said “thank you” more often.



**craft a culture of
recognition and
appreciation**



“

MIKE ROBBINS, AUTHOR “BRING YOUR WHOLE SELF TO WORK”

**IN SIMPLE TERMS,
RECOGNITION IS ABOUT WHAT PEOPLE DO;
APPRECIATION IS ABOUT WHO THEY ARE.**

Praise vs. Criticism Ratio

+

5:1

-

RECOGNITION

Formal Program
Based on performance



APPRECIATION

Informal
Based on attitude/behavior





priotize listening

& action



- More holidays.**
- Instant pay.**
- Leadership change.**
- 15/30/60/90 Check-Ins.**

NACS[®]

**“Tell Me
About
Yourself”**



Appreciation



Check-In



Navigate What's Trending



Baby Boomers

1946 - 1964

78.8 million

Gen Z

1996 - 2010

TBD

Gen X

1965 - 1979

65.8 million

Millennials

1980 - 1995

76.2 million

Silent Generation

1928 - 1945

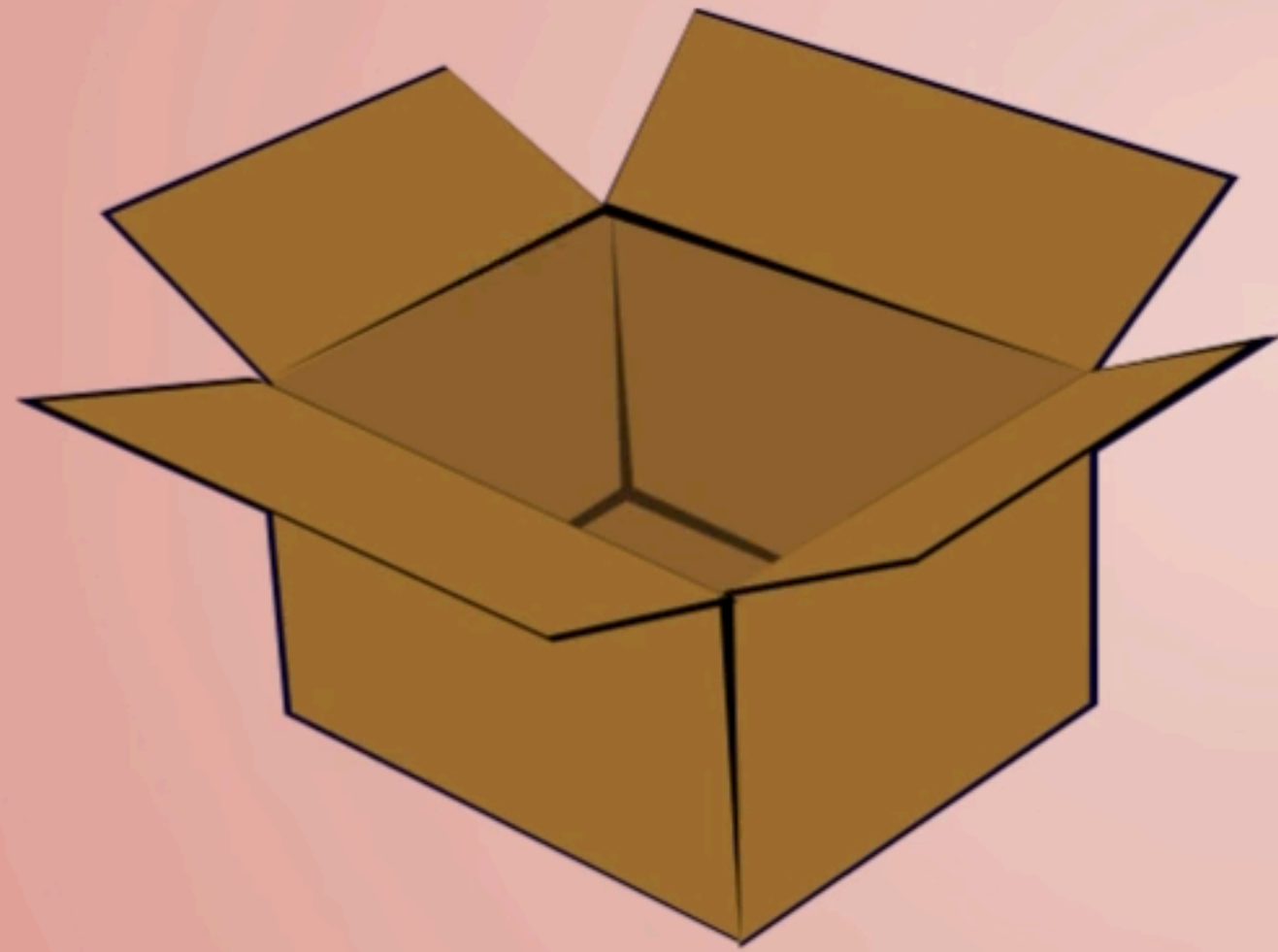
47 million

Pew Research

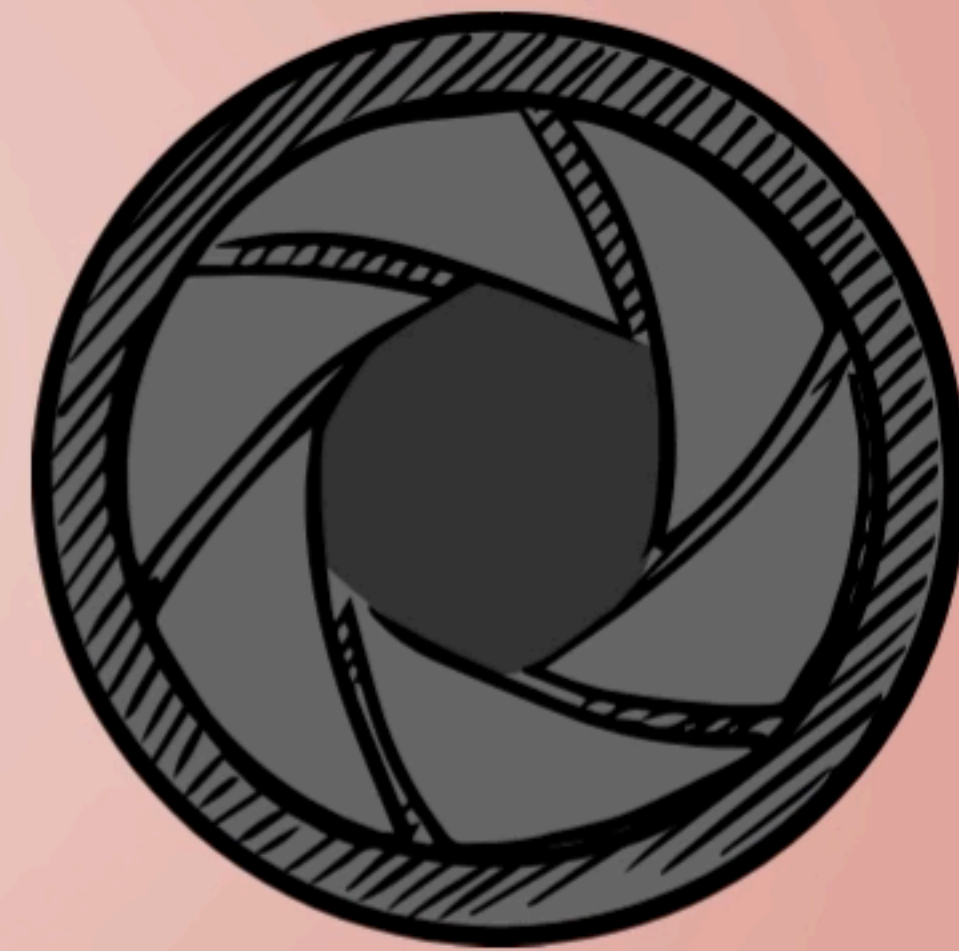




Generational awareness is a tool



not a box...



...but a lens





 YouTube



 TikTok



Gen Z

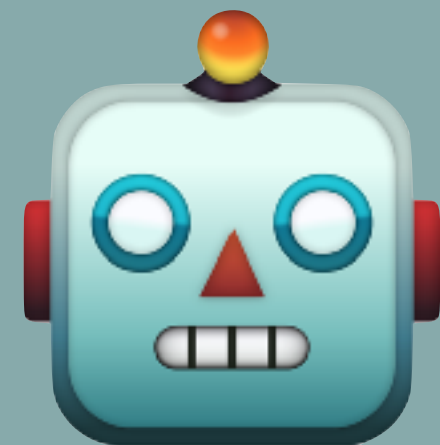
1996 - 2010



digital explorers

vs.

DIGITAL NATIVES





**Working to Live,
Not Living to Work**

'Quiet quitting is the status quo': Workers are still proud to do the bare minimum

14 August 2023

Share

STRESS

The Great Exhaustion: Long- Lasting Pandemic Effects

Why now is exactly the time to slow down.

EDITORS' PICK

'Coffee Badging,' New Coping Trend To Get Around In-Office Mandates

Bryan Robinson, Ph.D. Contributor ©

author of *Chained to the Desk in a Hybrid World: A
Guide to Balance.*

Follow

CAREERS

How the viral 'Bare Minimum Mondays' trend helped me beat the Sunday scaries and avoid burnout

As told to Sarah Jackson Updated

Share Save



Marisa Jo Mayes has gone viral for TikToks of her "Bare Minimum Mondays," which she says helped redefine her relationship to work.

Marisa Jo Mayes



Paul Fairie ✓
@paulisci

A Brief History of Nobody Wants to Work Anymore

“Nobody Wants to Work”

1894

2022

According to a new survey released by TinyPulse, 1 in 5 executive leaders agree with this statement: “No one wants to work”. These same leaders cite a “lack of response to job

2014

What has happened to the work ethic in America? Nobody wants to work anymore. It has not always been that way. When I first started to work as a teenager, I saw people work hard.

2006

like nobody wants to work anymore and when they do

1999

“Nobody wants to work anymore,” Cecil said. “They all want to work in front of a computer and make lots of off this land last week. But they just fooled around. They didn’t want to work. Nobody wants to work anymore.

1981

“Nobody wants to work anymore.”

1979

— disgusted businessman

1969

called “Nobody Wants to Work Anymore.” Talking about un-

1952

everybody was getting too darned lazy and nobody wants to work anymore. That’s the truth if I ever heard it.

1940

trouble is everybody is on relief or a pension — nobody wants to work anymore.”

1937

ams counties are complaining that “Nobody wants to work anymore.” There is work, it is reported, for 15

1922

it is because nobody wants to work any more unless they can

1916

he answered, “the reason for food scarcity is that nobody wants to work as hard as they used to. I asked a

1905

unreliable. None want to work for wages.

1894

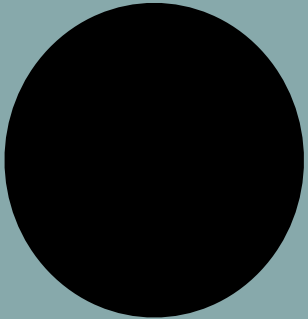
next winter? It is becoming apparent that nobody wants to work these hard times.

Boomers

Work-life
Separation

Gen X

Work-life
Balance



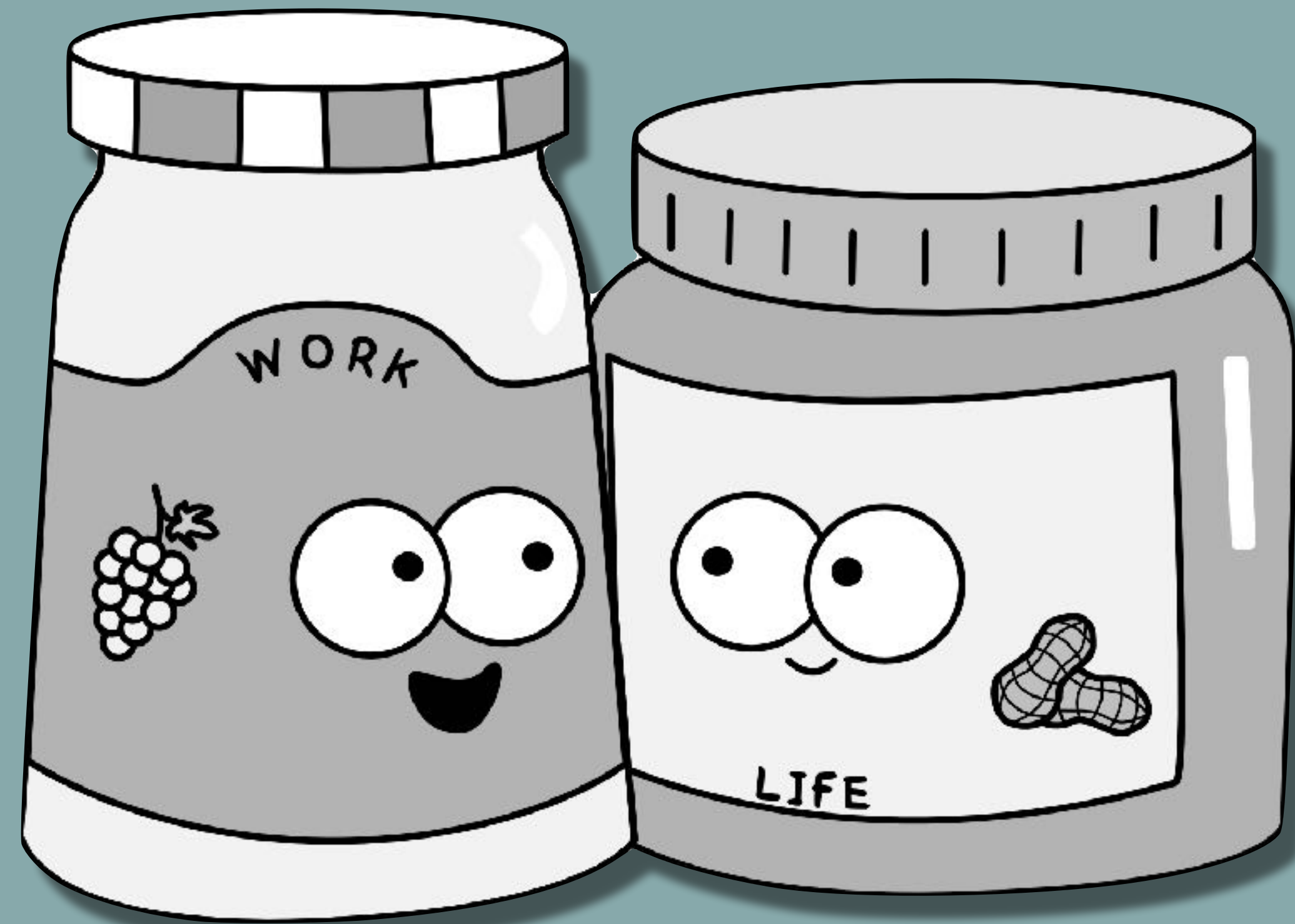
Millennials

Work-life
Integration

Gen Z

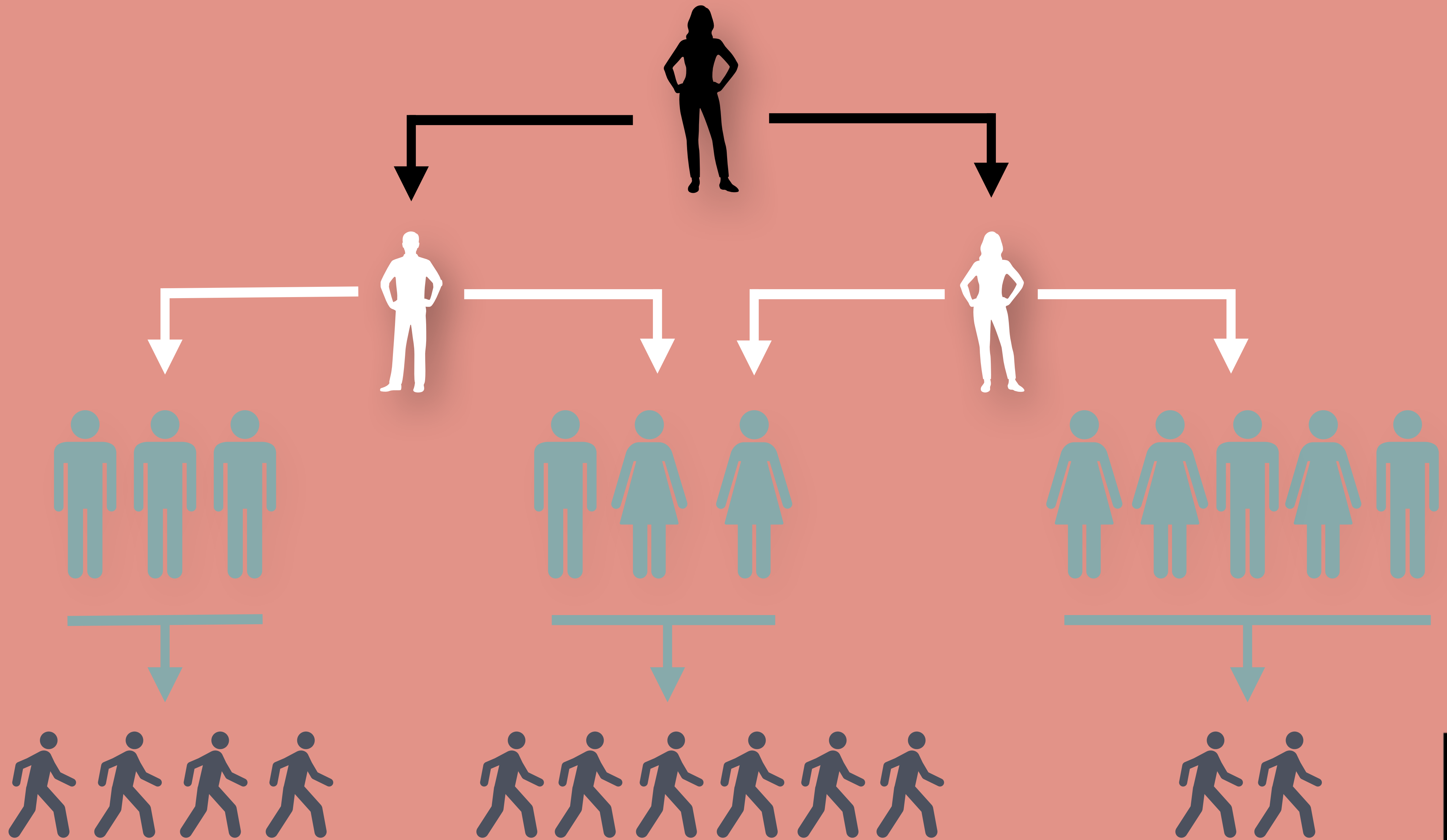
Work-life
Harmony

WORK-LIFE HARMONY





New Rules of Empowerment



JUMP!



INSTRUCTIONS

SINK OR SWIM



STEP BY STEP

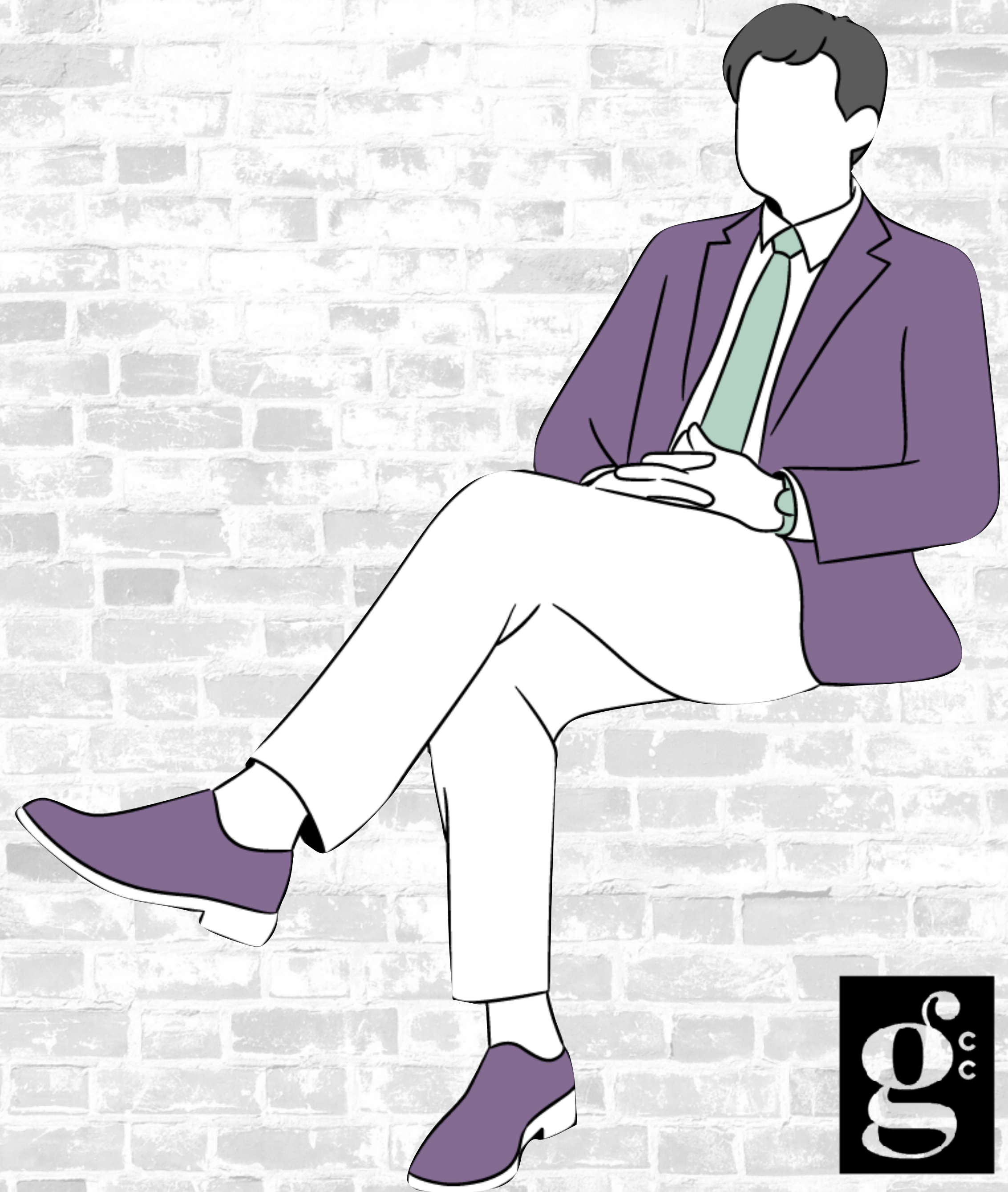


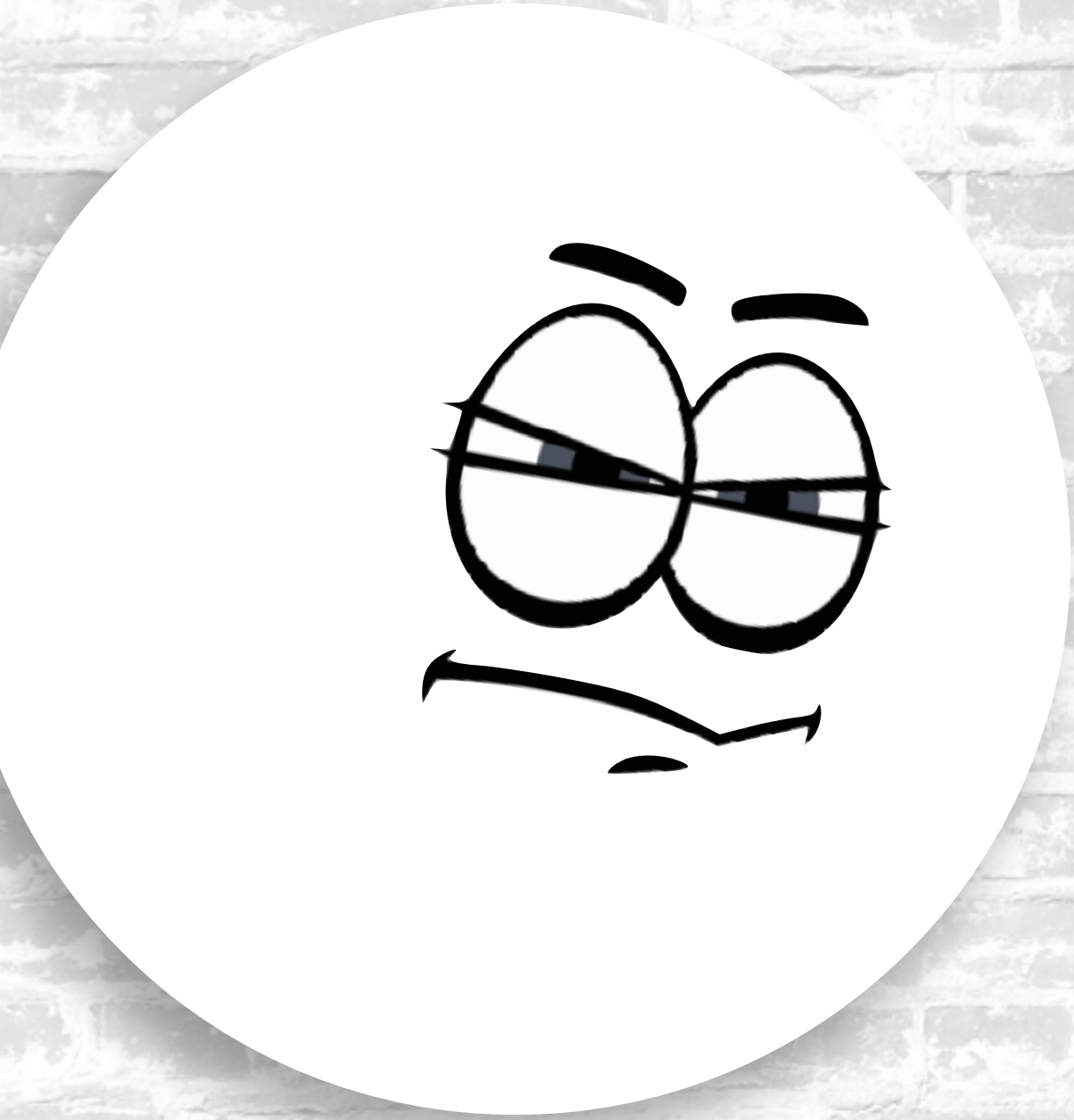
**Compassionate
Leadership,
not Bosses**

75%

said the **most stressful**
aspect of their jobs was
interacting with their
immediate boss.

McKinsey, 2020

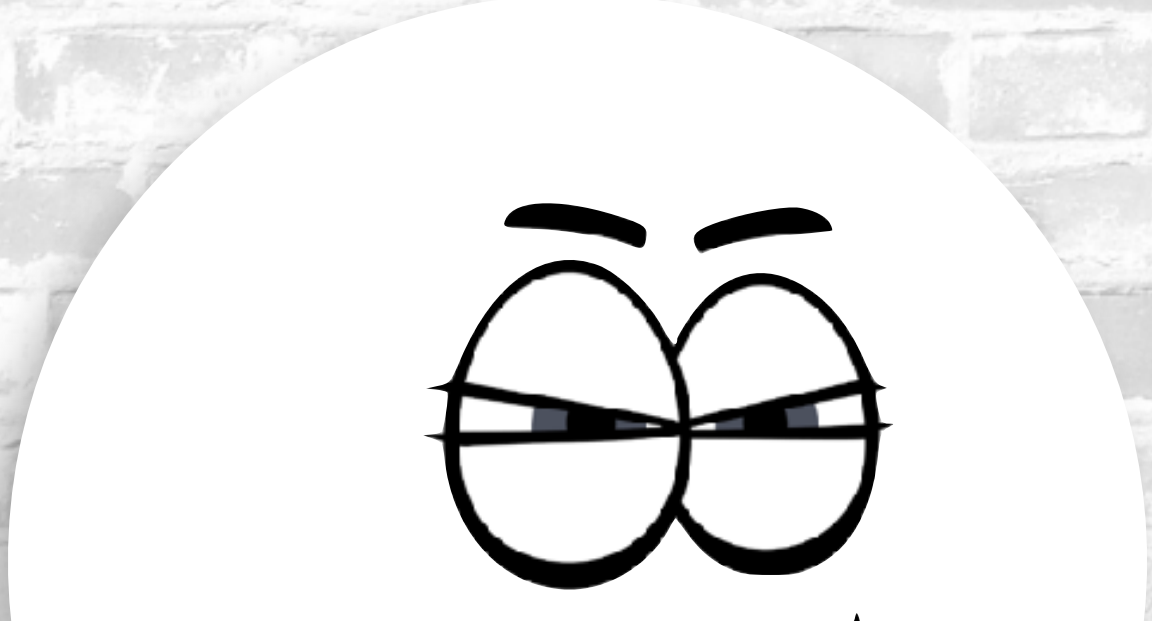
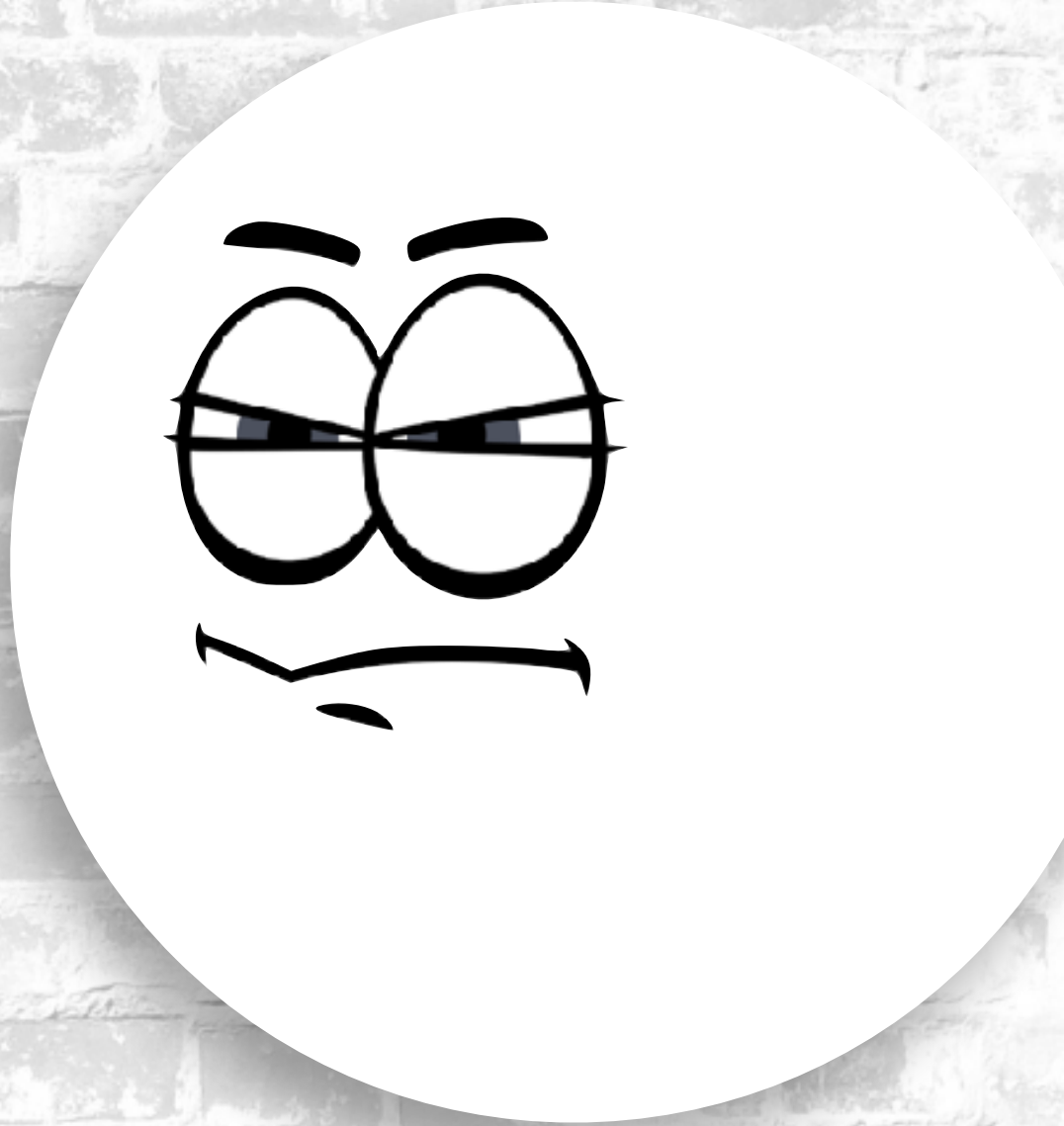




58%

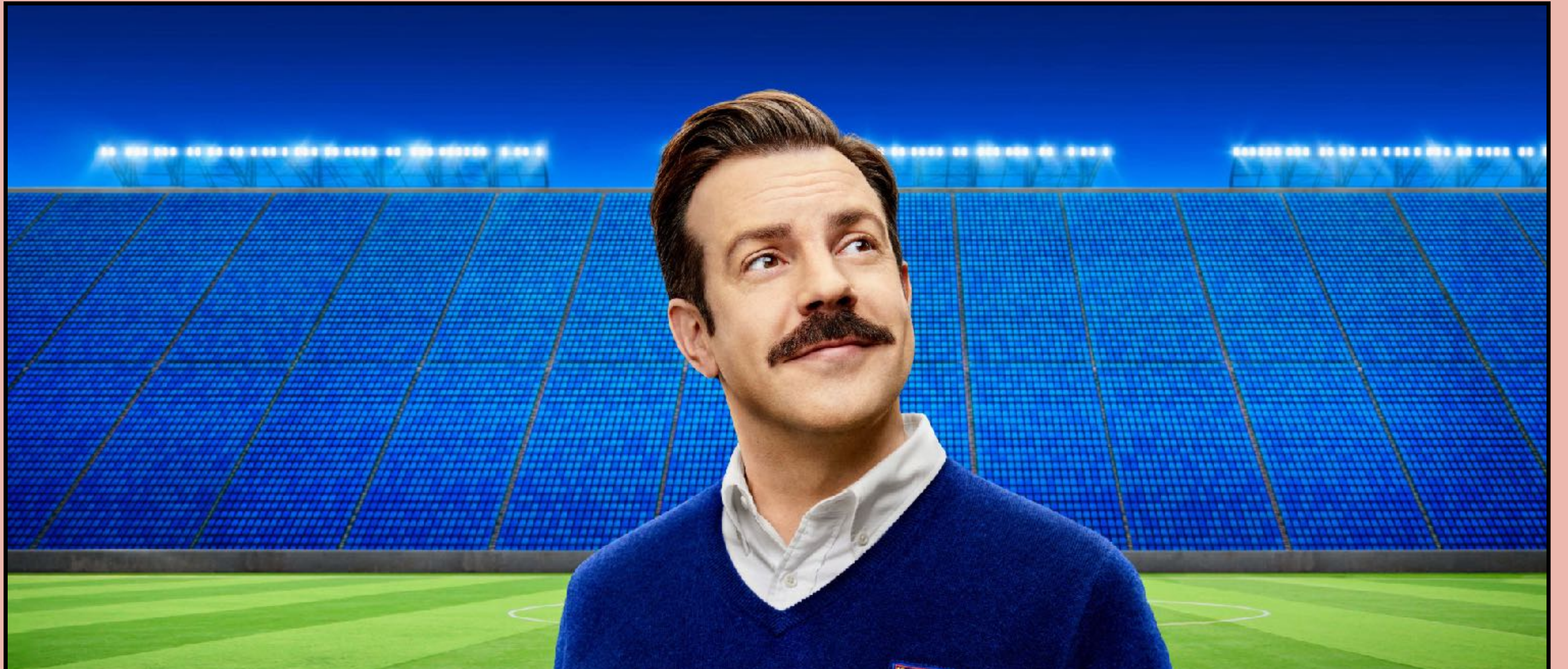
of people **trust strangers**
more than their own boss.

HBR





Boss Leader



Coach Leader

Boss

- ~ Leads with rules/regulations
- ~ Seeks to maximize productivity
- ~ Focused on control
- ~ Spends most of time talking
- ~ Manages time

Coach

- ~ Leads by inspiring others to action
- ~ Seeks to maximize potential
- ~ Focused on training
- ~ Spends most of time listening
- ~ Manages trust

“What makes a good
C-store culture?

A great leader.

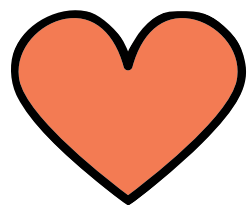
They may not deliver the best
results, but they’re good results.
And they care about people.”

NACS INTERVIEWEE

CREATING AWESOME WORKPLACES



COMMUNICATE Intentionally



CENTER the Humans At Work



Navigate **TRENDS & CHANGES**

BETTER

is a direction.



thanks!

g^cc

**good
company**

CONSULTING

@goodcompanyconsulting

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