

Workplace Stability

Employee retention and performance in your economically diverse workforce

aha!
Process, Inc.
A Rabby Payne Company


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Driving Forces

Nonprofit	Business
• How to reduce poverty	• Retention
• Self-sufficiency	• Improve safety
• Improve community	• Competition
• Donations/funding	• Employer of choice
• Quality of life	• Net income
• Poverty language	• Daily instability language

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Mental Model for Instability: What It's Like Now



Developed by Phil DeVet (2006)

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Mental Model for Stability



Developed by Phil DeVol (2006)

Mental Model for Long-Term Stability



Developed by Ruby Payne (2005)

What Pain Does Instability Create for Employees and Businesses?



Agency Time

Life/work balance to make ends meet, services based on middle class environment

Absenteeism, life/work balance


What Pain Does Instability Create for Employees and Businesses?




 <p>Crime and Safety</p>	<p>Victims of predatory lending, street crime, drug trade, sex trade; relationships take precedence over work</p>	<p>Relationships take precedence over work</p>
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What Pain Does Instability Create for Employees and Businesses?



 <p>Entertainment</p>	<p>Preferred forms foster little bridging social capital, humor may offend</p>	<p>Decreased networking capacity, strained social events, harassment complaints</p>
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11 Essential Resources



1. Financial: Asset, income, good/borrow
2. Emotional: Ability to control emotional responses
3. Mental/Cognitive: Mental capability to deal with daily life
4. Language/Formal Register: Ability to use appropriate vocabulary and grammar
5. Social Capital/Support Systems: Friends, family and other resources to help
6. Physical: Health, energy
7. Spiritual: Belief in divine power/authority
8. Integrity and Trust: Trust, predictability, and safety
9. Motivation and Persistence: Energy, drive, and planning
10. Relationships/Role Models: Access to people who respectfully behave appropriately and are nurturing
11. Knowledge of Hidden Rules: Know unwritten rules of different groups

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Emotional Resource

Low ← → High

Emotional	No emotional stamina. Impulsive. Engages in self-destructive behavior (addiction, violence, abusive adult relationships, casual sex).	Moves between voices of child and parent. Blames and accuses. Impulsive mood swings.	Uses adult voice except in conflict. Outbursts of anger. Sometimes engages in impulsive behavior.	Uses adult voice in conflict. Avoids conflict. Rarely impulsive.	Uses adult voice in conflict. Confronts, yet maintains relationships. Is not impulsive.
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Source: Payne, R. K., & Krabill, D. L. (2002). *Hidden rules of class at work*. Highlands, TX: aha! Process.

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Hidden Rules Among Classes

Unspoken cues and habits of a group

Family Structure

Entertainment

Money

Possessions

Social Emphasis

Food

Clothing

Time

Education

Destiny

Language

Worldview

Love

Driving Forces

Humor

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Hidden Rules of Class at Work

Low ← → High

Hidden Rules of Class at Work	Knows and uses hidden rules of street at work.	Knows and uses hidden rules of hourly wages at work.	Knows and uses hidden rules that members of mid-management follow at work.	Knows and uses hidden rules that officials at executive level follow at work. Knows hidden rules of country club.	Knows and uses hidden rules that are followed in corporate boardroom and with charities. Understands organizational, social, and business pedigree and hierarchy.
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Source: Payne, R. K., & Krabill, D. L. (2002). *Hidden rules of class at work*. Highlands, TX: aha! Process.

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Resource Network for Employers

Pioneered in Michigan by James Vander Hulst and others, the resource network for employers pulls together a consortium of businesses to “provide job retention services, work supports, and training opportunities for entry-level employees, many of whom are receiving public assistance.”

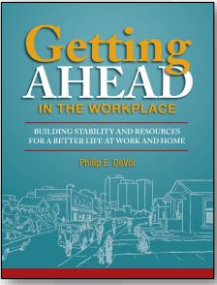
—Michelle Derr and Pamela Holcomb, Mathematica Policy Research

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Getting Ahead



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