



MRA
HR Conference
Elevating the Employee Experience

**Session 5: Elevating Employees
Experience: Moments that Matter**

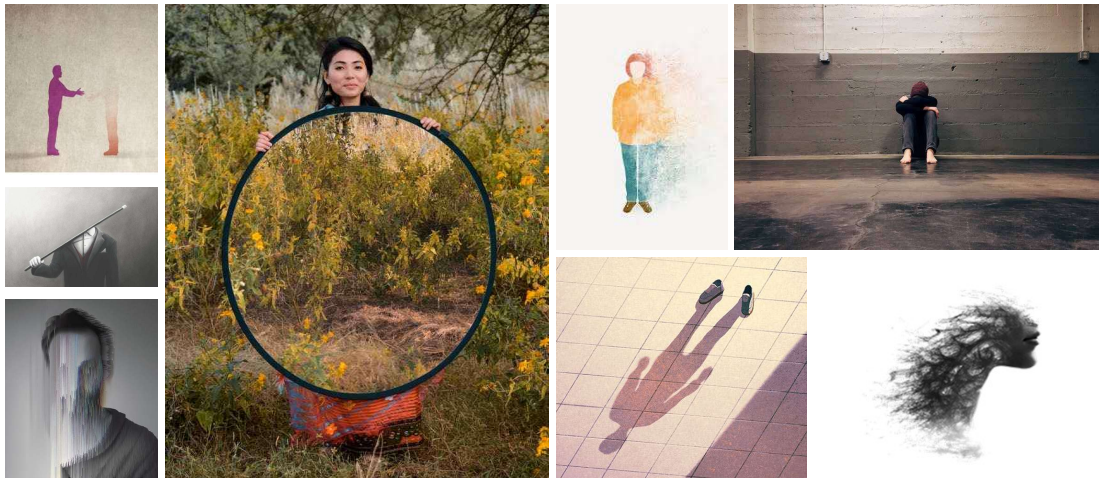
Presented by:
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Bringing People into Focus



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The 8



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The 12 Touchpoints



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Moments of Meaning & Gratitude

Appreciating
Your Life

Appreciating
Other's Talents

Appreciating
Your Own Talents

Appreciating
Opportunities

Appreciating
Your Growth

Sharing
Your Gratitude

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B.I.G.★ R.I.G. ★ F.I.G.

BEGIN

In Gratitude

RESPOND

In Gratitude

FINISH

In Gratitude

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Moments of Compassion & Caring



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The Value of Values



Sets an expectation
for how you interact
with (everyone)



Differentiates you
and connects you
with (anyone) who
shares your values

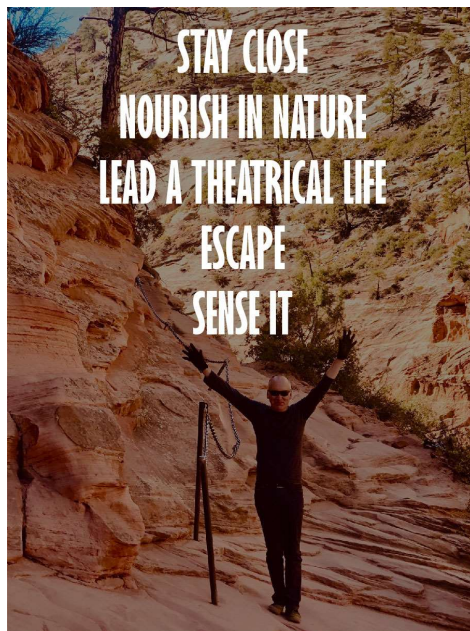


Guides your
decision making
and tells what you
will... and won't do

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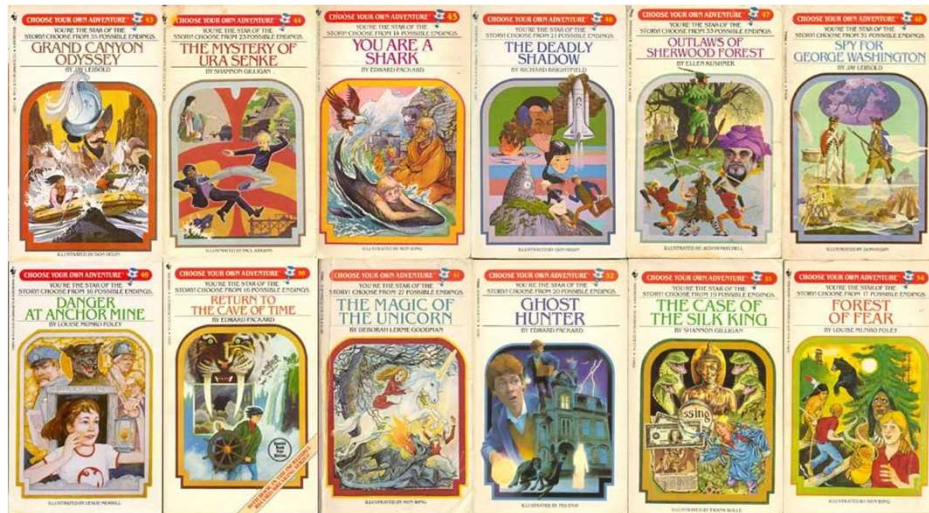


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Moments of Thriving & Well-Being



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Purpose



Balance



Nutrition



Movement

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Moments of Self-Reflection

LEADER WELL-BEING SELF-ASSESSMENT

Consider the well-being questions below.

Step 1: First, give yourself a rating from 1-5 for the last year.

Step 2: Look ahead and decide what rating you would like to see for yourself one year from now.

Step 3: Help yourself get there by answering, "What is *one thing* I could do to produce this change?"

Areas of Well-Being	My Rating Last Year	Desired Rating Next Year	My Well-Being Action
1. Do I model healthy lifestyle choices?			
2. Do I exhibit balance with my personal and professional priorities?			
3. Am I encouraging my team to engage in well-being opportunities?			
4. Do I share my own well-being activities or goals with members of my team?			
5. Am I able to speak confidently with my team about company benefits?			
6. Do I focus on gratitude and regularly express gratitude with my team?			
7. Do I celebrate individual or team well-being achievements?			
8. Do I regularly ask my team about their personal and professional goals?			
9. Do I seek a variety of perspectives on team issues and look for diverse experiences?			
10. Do I encourage participation in surveys or goal-setting through my own discussions?			
11. Do I stay up to date with company announcements, events and news?			
12. Do I communicate important updates about our business with my team?			
13. Do I share my team's successes with other leaders in my company?			
14. Do I or my team participate in volunteer or donation opportunities?			
15. Do I use my paid time off and encourage others to do so throughout the year?			
16. Do I show concern for the physical safety of my team?			
17. Do I talk about mental health with my team?			
18. Can I explain how my personal values affect my well-being actions?			
19. How would my family or friends rate my mental well-being?			
20. How would my team rate my support of their wellness journey?			

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1. Do I model healthy lifestyle choices?
2. Do I exhibit balance with my personal and professional activities?
3. Do I share my own well-being activities or goals with members of my team?
4. Do I stay up to date with company announcements, events and news?
5. How would my team rate my support of their wellness journey?

Moments of Belonging



- It's hard to read the label when you are inside the jar.
- What experiences can you curate for your life to evaporate ignorance and biases?

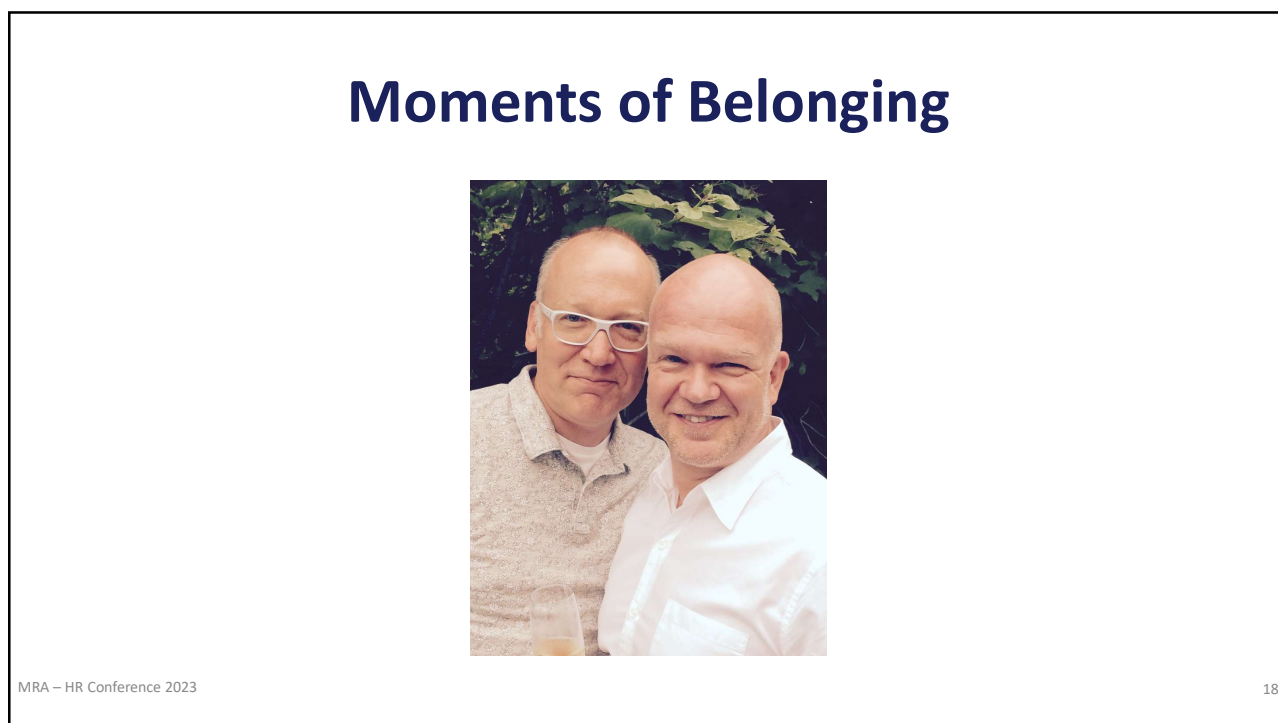
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Missed Moments



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You Matter Here Conversations

humanworks YOU MATTER HERE CONVERSATION PLANNER

LEADER NAME: _____ EMPLOYEE NAME: _____ YEAR: _____

Use this planner on an annual basis to increase engagement with each of your direct reports during your one-on-one meetings.

PRE-MEETING REFLECTION

What is a specific milestone you are grateful to them for bringing to your team? Express gratitude.

How have they added value this week? Recognize and share feedback.

What's going on in their personal life? Reflect on celebrations, heartaches and everyday life.

YOU MATTER HERE QUESTIONS

1. What keeps you working here at our organization and in your role?

How well I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

When will I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

Discussion Notes & Follow Up Actions:

2. What is something in your current role you wish you had more/less of?

How well I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

When will I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

Discussion Notes & Follow Up Actions:

3. Have you been given the freedom to be yourself and do things your way in your role?

How well I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

When will I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

Discussion Notes & Follow Up Actions:

4. Which of your skills are you not using in your current role?

How well I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

When will I ask it? ☐ C1 ☐ C2 ☐ C3 ☐ C4

Discussion Notes & Follow Up Actions:

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1. What keeps you working here at our organization and in your role?
2. What do you want to have happen in your role?
3. How do your personal values align with our corporate values?
4. What is something in your role that you wish you had more/less of?
5. Have you been given the freedom to be yourself and do things your way in your role?
6. Which of your skills are you not using in your role?
7. How can I make your work more enjoyable/fulfilling?
8. What is an area you would like to learn and grow in?
9. What opportunity would interest you enough to step away from your role?
10. Where or who would you like to mentor with or learn more about at our organization?
11. If you were going to coach me on one thing to make me a better leader, what would it be?
12. What is the single most meaningful action I could take as your leader?

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Magic in the Moments

1. Gratitude
 - *Moments of Meaning*
2. Personal Values
 - *Moments of Caring*
3. Choose Your Own Adventure in Well-Being
 - *Moments of Thriving*
4. Bursting Bubbles
 - *Moments of Belonging*
5. You Matter Here Conversations
 - *Moments of Mattering*

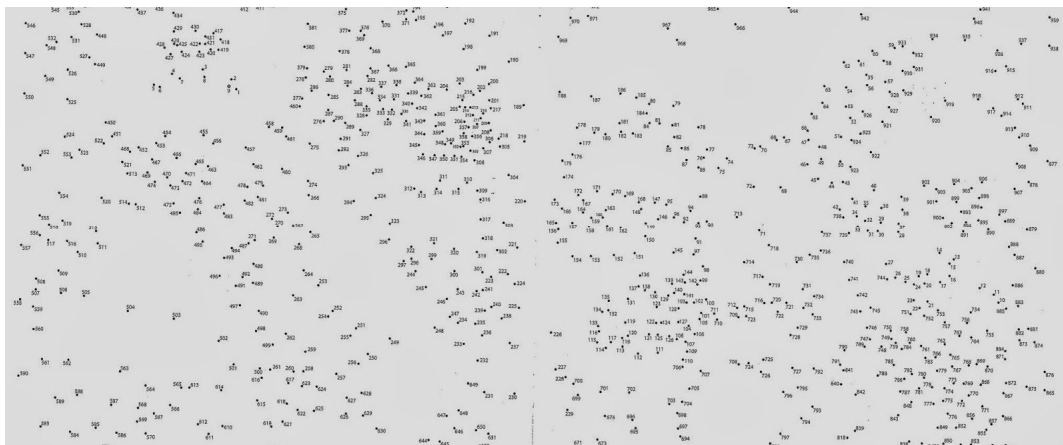


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Connect The Dots



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