Quiet Quitting – Sector Call for OKCNP

With Jeff Wilkie
Agenda

WHAT? (QUIET QUITTING)

SO WHAT? (WHY IT MATTERS TODAY)

NOW WHAT? (ACTION STEPS)
Learning Objectives

Define
- Define what and why of Quiet Quitting and the reasons it may be happening in your organization

Share
- Share the relevance of Quiet Quitting and avoid common pitfalls associated with this phenomenon

Provide
- Provide practical steps to implement the suggestions to set key actions into motion
Jeff Wilkie
Human Capital Principal

The Quiet Quitting Narrative -
the what and the why primer
Quiet Quitting Defined

**Quiet quitting** is remaining in one's workplace while not actively going above and beyond. Mainly to maintain work life balance. “I’m just acting my (w)age.”

**Quiet firing** is the moving of work or opportunities away from employees.

- In other words, do what is expected. Perhaps no more. Or seek the right balance for your employees.
- It may also be an unintended impact of hybrid workplaces and spreading work among employees. Scarcity of talent.
- “The concept of quiet quitting is resonating because the pandemic has been a time of reflection as people reassess their priorities and consider the fragile nature of humanity.”
It’s back to disengagement

• According to Gallup, the number of US employees who are actively disengaged increased to 18 percent in 2022. Key themes of being overworked, undervalued, and stunted by limited career growth opportunities.
• What are the remedies?
• How are the economic issues affecting quiet quitting?
• What about fundamental concept of trust?
So What?
Trust 101 – Simon Sinek

“Trust is a feeling, not an instruction. It emerges from safe environments. Cynicism, paranoia, mistrust and self-interest emerge in unsafe environments.”

“Trust is the highest form of motivation.”

-- Steven Covey
Abraham Maslow’s Hierarchy of Needs

- **Physiological needs**: food, water, warmth, rest
- **Safety needs**: security, safety
- **Belongingness and love needs**: intimate relationships, friends
- **Esteem needs**: prestige and feeling of accomplishment
- **Self-actualization**: achieving one’s full potential, including creative activities
Maslow’s Hierarchy in Relationships

- Most people are eager to do well,
- To please their colleagues/leaders,
- And to achieve as much as is possible (potential)
Courage to speak up – break the silence

- Are our decisions aligned with our stated mission?
- Do we see people as cogs in a wheel or as valued partners?
- When do we withhold resources to cut costs?
- Are we only looking at the spreadsheet and not the entire picture?
- What is the connection between turnover and burnout?
- Do we offer leadership development to our chosen leaders?
- Are managers managing up but not managing down?
- What is our definition of performance?
- Is behavior part of performance in our organization?
- Do employees feel they have a voice and a choice?
Now what?
Practical Steps
What do we do as organizational leaders?

- Examine your pay structures
  - Listen to your leaders
  - Calculate the cost of turnover for each employee
  - Create metrics to measure employee output. More honest conversations regarding salaries among peers.
  - What other perks can you offer that aren't expensive?

- Train your managers/supervisors
  - Soft skills are needed now more than ever – basic interpersonal skill training
  - Be Basic - Mentoring programs, book clubs, podcasts.
  - Offer tuition reimbursement if appropriate or budget for outside learning
  - Create a strengths-based culture by investing in their strengths, not fixing weaknesses

- Create a culture that cares
  - Being vulnerable, sharing perspectives and LISTENING
What if we find ourselves feeling this way?

Practice
Practice boundaries. Err on the side of setting your limits proactively

Find
Find efficiencies. Sometimes it takes trial and error to find the productivity hacks and workflows that work best for you

Do
Don’t overidentify. Overidentifying with your job can put you at greater risk for overwork, anxiety, depression and burnout.

Redirect
Redirect energy. Reallocate your attention to figuring out what your next step should be.
More tools or ideas?
Jeff Wilkie
HoganTaylor Advisory
Human Capital Strategies
918-625-9383 | jwilkie@hogantaylor.com
https://www.hogantaylor.com/jeff-wilkie