



# OCCUMETRICS

Listen and Learn from Your Workforce

## High Turnover or Absenteeism? Low Morale or Productivity?

*What are you missing about your employee job satisfaction?*

At Mental Health America of Franklin County (MHAFC), we understand that many factors impact employee retention, productivity, and morale. We often discover that employee issues are different from what employers expect to hear. Occumetrics helps you understand and then address employee concerns by offering customized improvements to create an engaged and productive workforce.

### *Let Us Do Your Listening for You*

Our thorough and anonymous information gathering process allows us to address your greatest staffing challenges through listening carefully to employee issues—from micro to macro. We compile our learnings to provide you with comprehensive, straightforward recommendations.

#### **Step 1: Assess**

We start with an evidence-based, in-depth survey and quantitative analysis of the unique causes of employee dissatisfaction within your organization.

#### **Step 2: Engage**

Through follow-up focus groups informed by the survey results, we gain greater understanding of the issues and explore changes that will positively impact employee satisfaction.

#### **Step 3: Change**

We walk you through the findings of our unbiased analysis and recommend a customized approach that addresses the issues at hand.

#### **Organizational Requirements**

What we'll need from you for this process to be successful:

- Work time for all employees to complete the 10-15 minute, 80-item survey that forms the basis of your organization's workplace wellbeing profile.
- HR time to recruit staff participants and staff time to participate in up to five one-hour focus groups of eight to ten staff members each. The focus groups dive deep into the key issues identified in the survey results.
- HR time to gather reports on turnover, exit interviews and absenteeism for review by our research team.
- Senior staff time to absorb and process assessment results and recommendations.
- Discussion on how our team might help with implementation.

## About the Program

Created by MHAFC, Occumetrics is an evidence-based assessment tool and intervention process that helps agencies identify and improve the underlying causes of their greatest staffing challenges.

**Contact Kenton Beachy:** [kbeachy@mhafc.org](mailto:kbeachy@mhafc.org) for information and pricing.

## Healthy Workplace. Happy Workforce.

We assess for the following drivers of dissatisfaction:

**Burnout.** Extent of emotional exhaustion and work engagement.

**Manager Support and Colleague Support.** Extent to which colleagues and managers support and encourage.

**Distributive Justice.** Extent to which employees perceive fairness in their pay, praise, etc.

**Control/Autonomy.** Extent of independence on how to do the job.

**Work Demands.** Extent of requirements on staff concerning hours, deadlines, quantity of work, taking breaks, and time pressures.

**Interpersonal Relationships.** Nature of workplace relationships, such as friction, harassment, and bullying.

**Job Role.** Extent to which employees understand their duties and responsibilities and fit into the bigger organizational framework.

**Organizational Change.** Extent of employee involvement in an organization's change and their perception of fairness in organizational decision-making.