



Your Comprehensive Guide to Driving Employee Engagement in the Public Sector

*A Manager's Roadmap
to a Thriving Workplace*

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EMPOWER YOUR PURPOSE®

Meet the Presenters



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Today's Webinar

Let's take a trip!

- Explore the current workforce landscape
- Navigate detours that influence retention and engagement
- Equip you with 3 keys to drive employee engagement today



State of the Workforce

Polling Question #1

Workforce Landscape

#	Question	Answer
1.	What percentage of the public sector workforce is currently watching postings or actively looking for other work?	52%
2.	What percentage of the workforce is being actively recruited right now ?	20%
3.	What percentage of the workforce say they are likely to change jobs in 2024 ?	26%
4.	What percentage of Gen Z (under 27 yrs) are planning to change jobs this year?	35%
5.	What percentage of turnover is preventable ?	75%

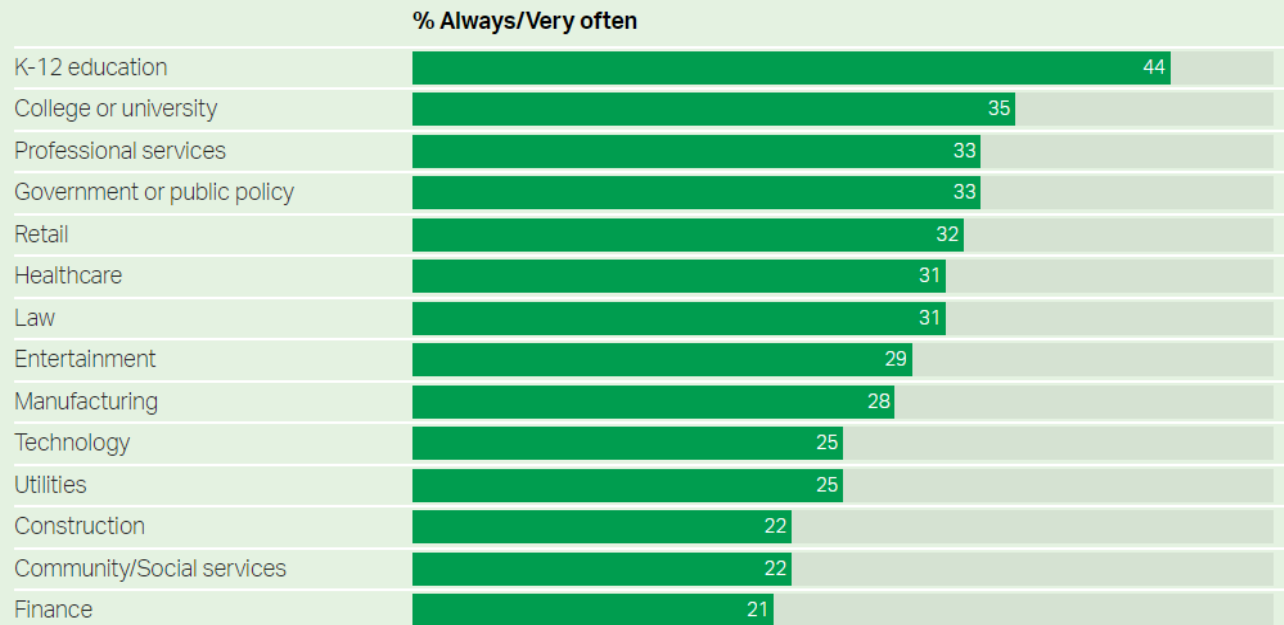
Question

Why are so many employees looking, leaving or intending to leave?

Burnout Could Be a Factor

U.S. Workers' Burnout Rates by Industry, 2022

Please indicate how often the following is true of your job: You feel burned out at work.



FEB. 3-14, 2022 • [Get the data](#) • [Download image](#)

GALLUP

- K-12 Education is the #1 burnt-out profession according to Gallup
- College or University professionals were #2 burnt-out profession
- Government or Public Policy is #4

Why is this?



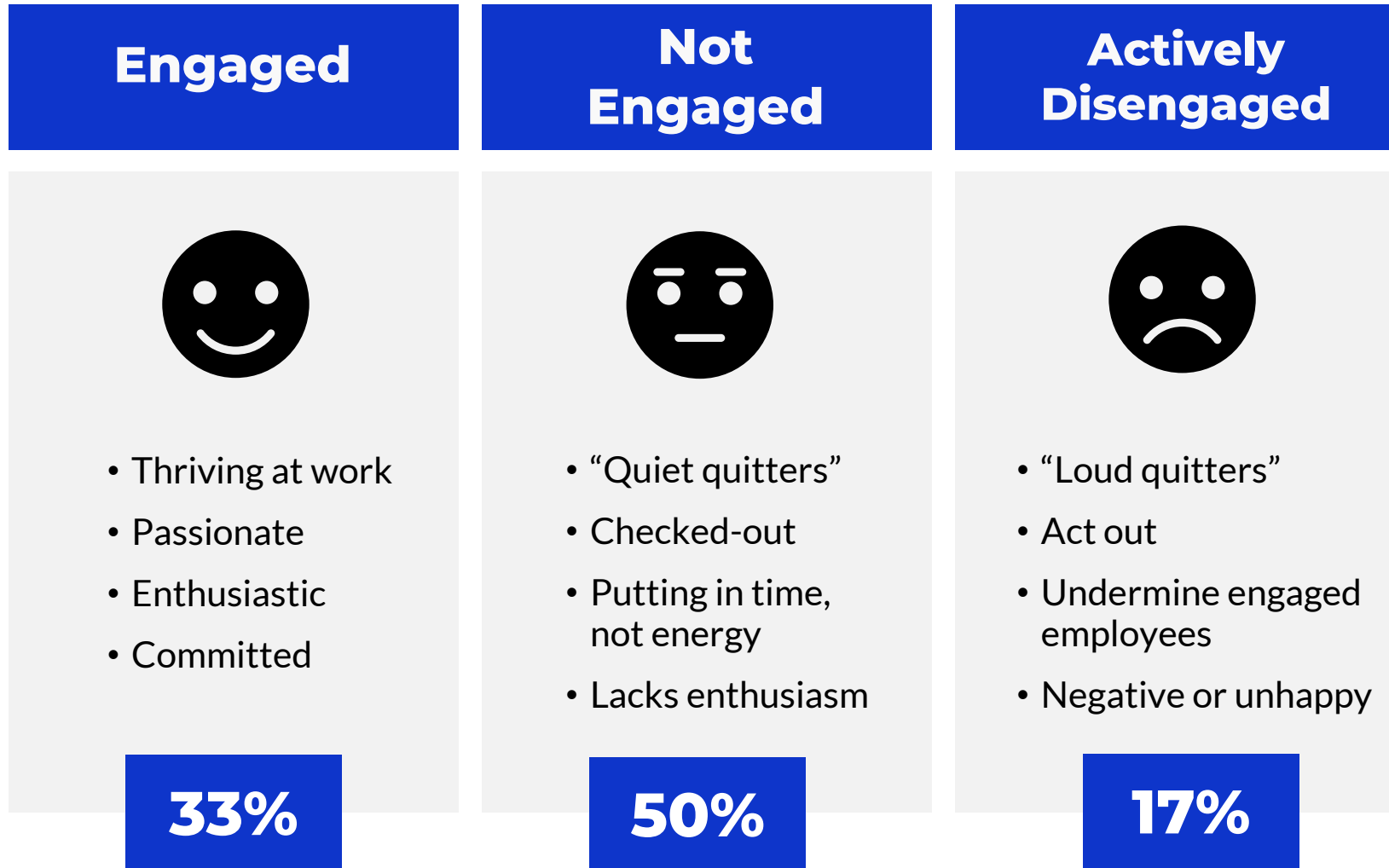
Employee Engagement



Employee Engagement Definition

Employee engagement is a state of mind in which employees feel **passionate** about their jobs, are **committed** to the organization and put **discretionary effort** into their work.

Three Categories of Engagement





**Employee Engagement determined by
meeting Employee needs.**

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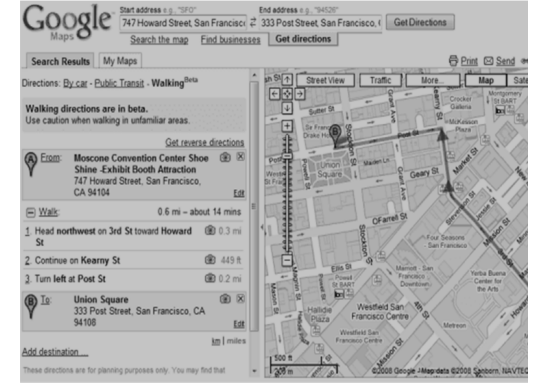
Key 1: Keeping the Vehicle in Good Condition

Have you met your Employees *Basic Needs*?

Which vehicle can get us there?



Which map will get us there?



- Do your employees have clear expectations, goals and priorities? How do you know?
- Do your employees have what they need to meet those goals and objectives?
- Do your managers regularly check-in on these goals and priorities

Key 2: Licensed Driver

How equipped are your managers to handle today's workplace challenges?



Engagement is **highest** among employees who have some form of daily communication with their manager

Employees who have regular meetings with their manager are **3x** more likely to be engaged

Only **31%** of managers are engaged

A worker is **59%** more likely to be engaged if their manager is.



- Do your managers make an effort to communicate with each person daily?
- What are your managers doing to create trusting relationships?
- Do your managers hold 1:1 meetings with team members?

How often do direct managers communicate and personally connect with each team member?

By the numbers

How To

- Managers should connect with each person daily, even if through technology. Make it part of daily routine (“daily rounds”)
- Managers should hold weekly (15 min) 1:1 conversations/meetings focused on progress, goals, challenges, recognition and personal connection
- Provide tools and training on great communication, holding great 1:1 meetings and providing support for team members
- For REMOTE workers connecting with EACH employee every day somehow and having a DEDICATED meeting with them 1x a week or 2x month

Almost 70% of managers say they are uncomfortable with face-to-face communication

Start Today!

- Put meetings on the calendar! Schedule recurring.
- Ask a leader to join you for a 15 minute 1:1 conversation as a model
- Seek best practices and share them in manager roundtables
- Start connecting with each of YOUR team members today and schedule 1:1s

Polling Question #2

MANAGEMENT

70% of the variance in team engagement is determined solely by the manager

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Key 3: Fueling the Tank

How often do we sincerely acknowledge and recognize great efforts and performance?



- What tools are available for recognition and acknowledgement?
- How is recognition and acknowledgement shared?
- Do your team members feel acknowledged? Why/why not?

How often do we sincerely acknowledge and recognize great efforts and performance?

How To

- Acknowledgement contributions for each team member at least 1x week
- Make it part of every meeting agenda and 1:1 meeting and check-in
- Don't wait for the final product completion, progress and efforts should be acknowledged
- Don't assume if you don't hear, it is happening
- Words are best: Use their name, be specific and state why you appreciate them

Start Today!

- Acknowledge someone who was "handling things" in your absence
- Demonstrate what great acknowledgement sounds like
- Share with administrators when you see/hear great things

By the numbers

Only **23%** of employees strongly agree they get the right amount of recognition for the work they do

20-30% of workers say their efforts are routinely ignored

Employees are **5X** more likely to stay and **4X** more likely to be engaged at their organizations if their managers regularly acknowledge them for great work.

Road Trip Take Aways




**Organizations with engaged employees
experience greater retention**

Rules of the Road

- Keep your vehicle in good condition
- Ensure your Drivers are Licensed
- Remember to Fuel the Tank



Part 2



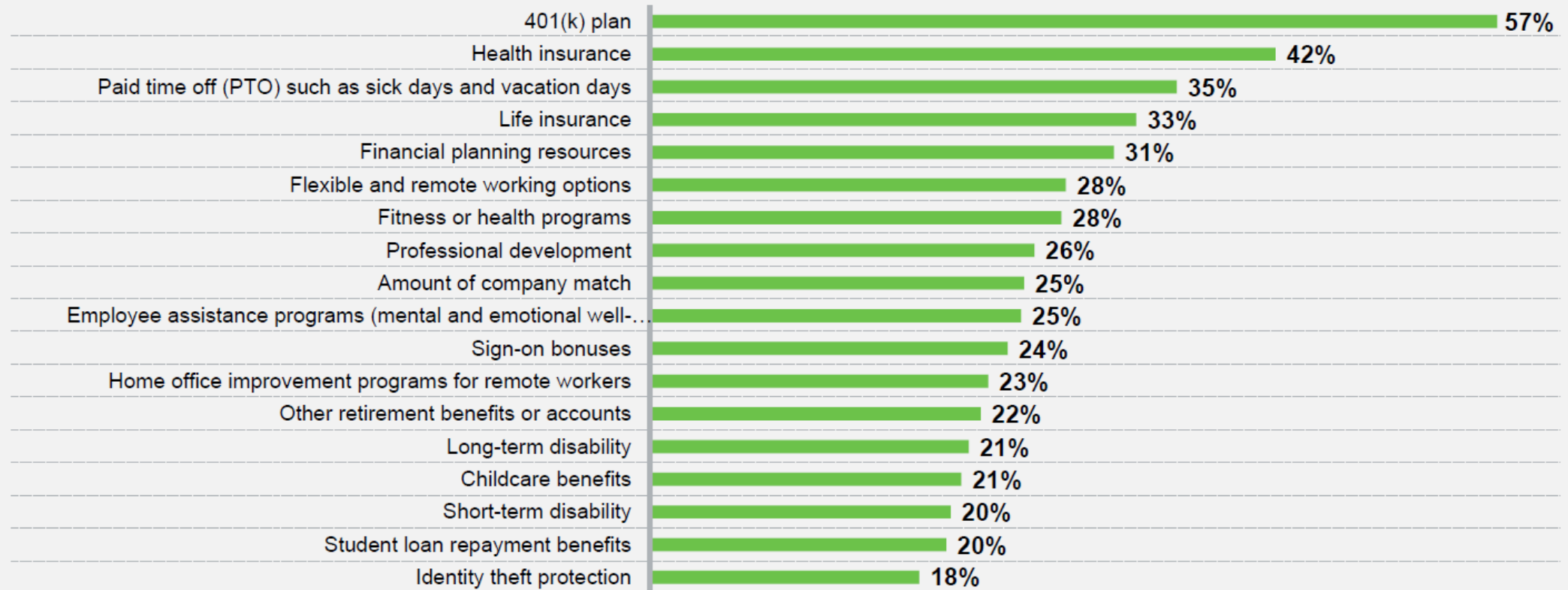
“In January 2022, wage and salary workers in the public sector had a median tenure of 6.8 years, higher than the median of 3.7 years for private-sector employees. One factor behind this difference is age. About 3 in 4 government workers were age 35 and over, compared with about 3 in 5 private wage and salary workers. Federal government employees had a higher median tenure (7.5 years) than state (6.3 years) or local government (6.9 years) employees.”

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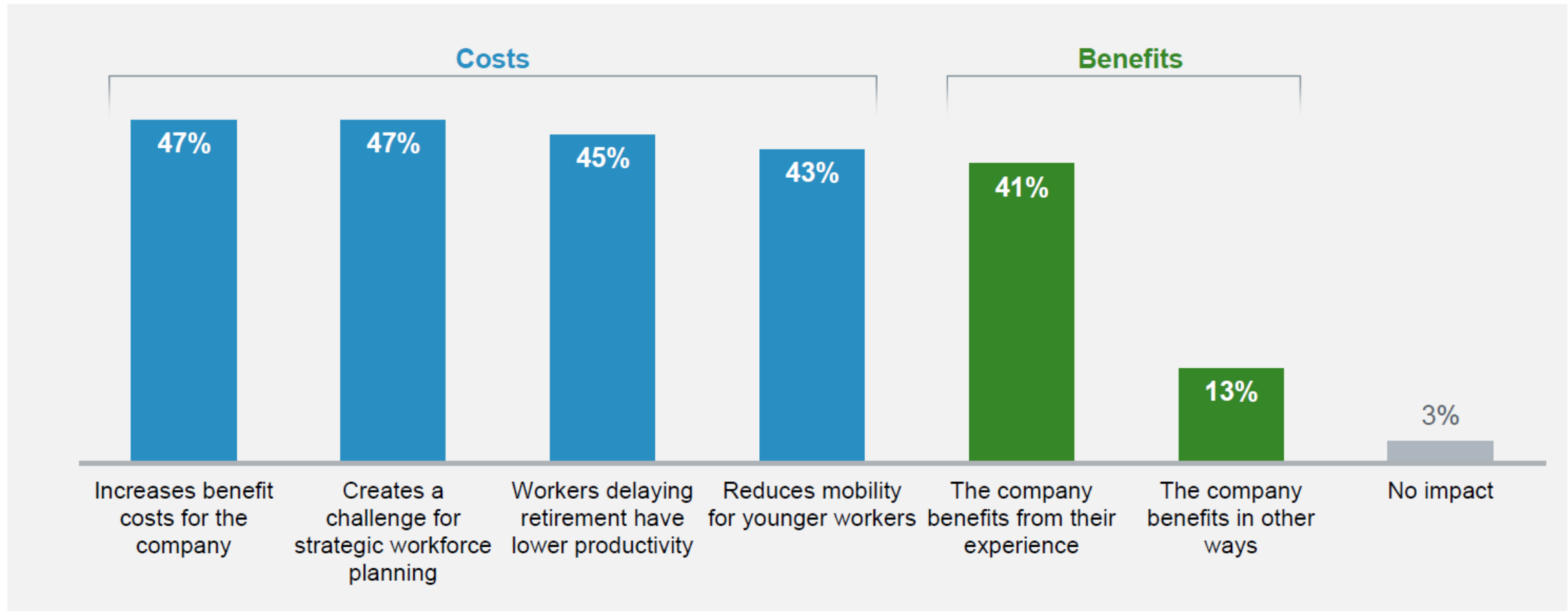
Polling Question #3

Sponsors Enhance Benefits for Employees

TOP BENEFITS FOR ATTRACTING AND RETAINING TALENT



Sponsors Recognize Impacts of Employees Working Beyond Retirement Age



We will focus on 5 common issues in public sector DC plans, which create hurdles for participant engagement:



History



Perspective



Multiple Vendors



Education Delivery



Oversight



Overcoming Obstacles to Drive Employee Engagement:

History



Increasing Company Match Continues to Lead Plan Design Changes

PLAN DESIGN CHANGES SPONSORS MADE IN THE PAST TWO YEARS

Change since 2022

Increased the matching contribution amount	38%	+4
Increased the auto enroll deferral rate	30%	+1
Began offering a matching contribution	28%	+1
Changed the matching formula	28%	-1
Began offering automatic enrollment	25%	-2
Reduced the matching contribution	24%	+1
Added automatic increase	21%	+1
Enrolled or re-enrolled the full plan into a target-date option	19%	NC
Began offering an income replacement fund	19%	NC
Added a default investment option (QDIA)	19%	-1
Began offering an in-plan annuity option	19%	-1
Added a Roth contribution option	19%	-3
Amended the plan documentation to allow partial withdrawals	19%	-2
No changes	5%	-6

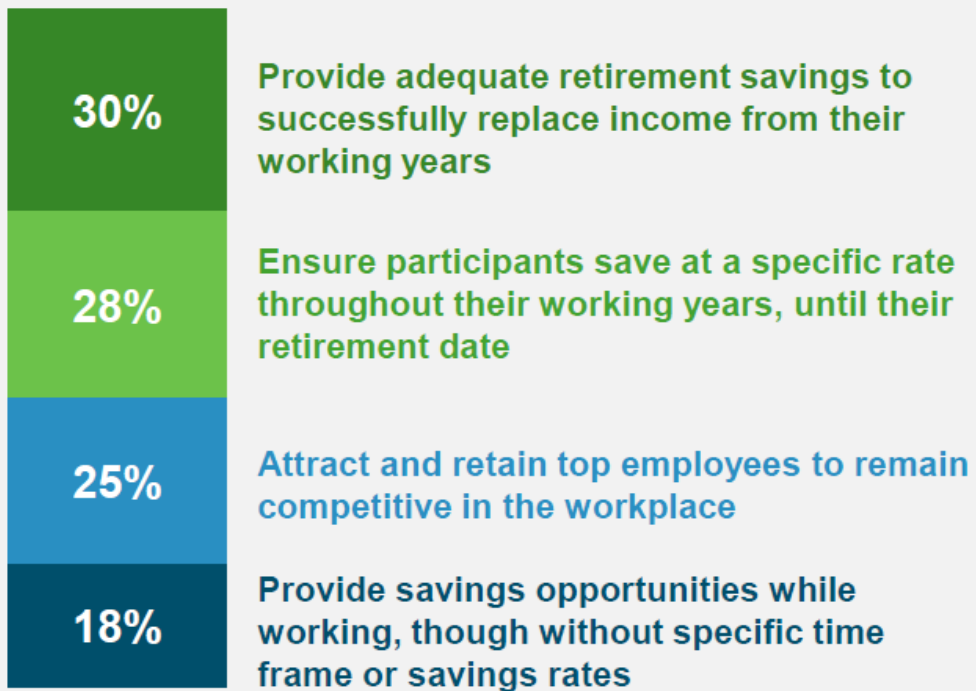


Overcoming Obstacles to Drive Employee Engagement:

Perspective

Top Retirement Plan Goals and Concerns

PRIMARY GOAL FOR OFFERING A PLAN



74% are very satisfied the plan meets their company objectives.

TOP CONCERNS FOR PLANS



70% of sponsors' top concerns focus on employees.

Polling Question #4

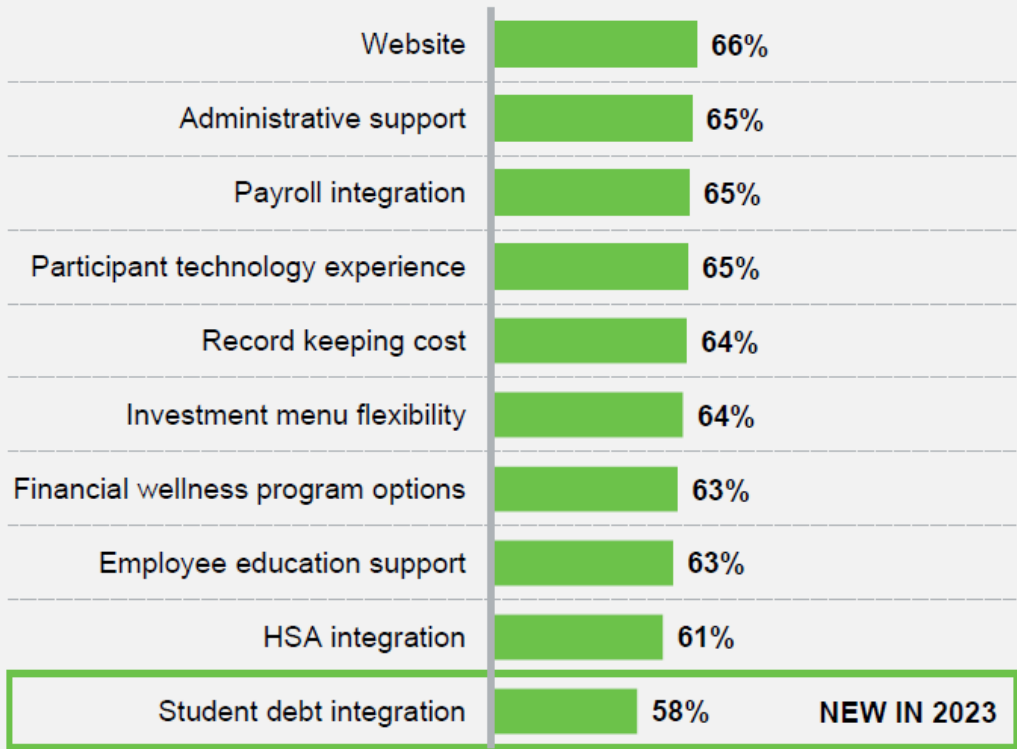
A hand holding a glowing fiber optic cable against a dark background with bokeh lights. The hand is positioned on the right side of the frame, with the fingers wrapped around the cable. The cable is illuminated with a warm, golden light, and it is surrounded by a field of colorful bokeh lights in shades of blue, green, and purple. The background is dark, making the lights stand out. The overall mood is futuristic and technological.

Overcoming Obstacles to Drive Employee Engagement:

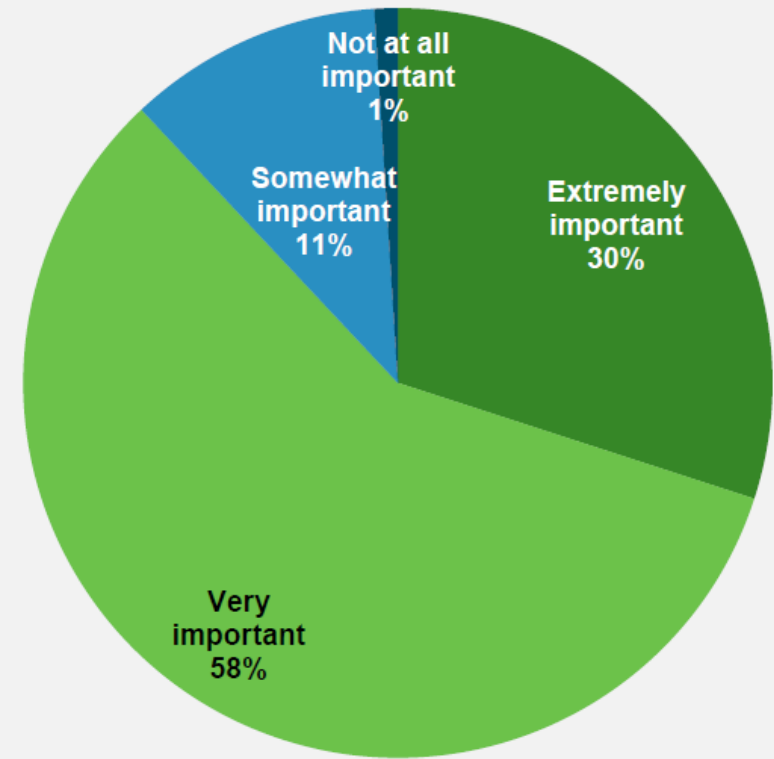
Multiple
Vendors

Finding the Right Recordkeeper

IMPORTANCE OF FACTORS WHEN HIRING A RECORDKEEPER



IMPORTANCE OF DIGITAL/WEB/MOBILE EXPERIENCE IN RECORDKEEPER SELECTION



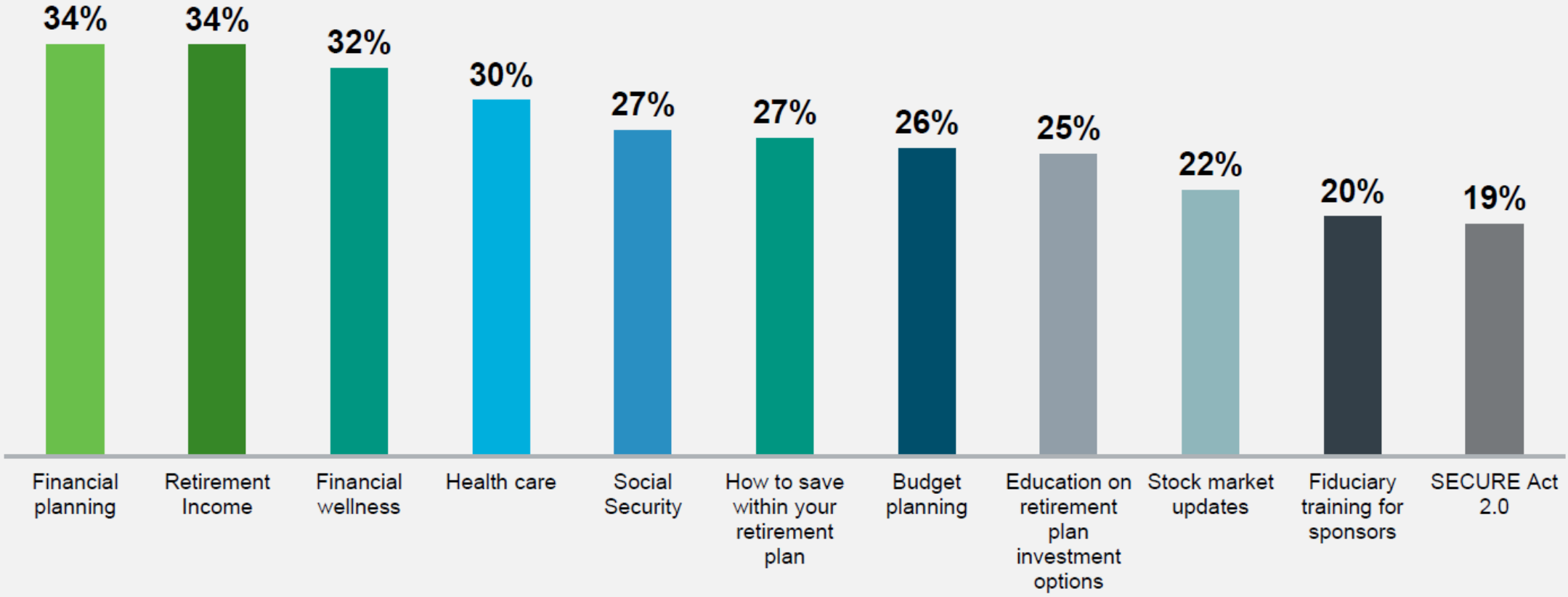


**Overcoming
Obstacles to Drive
Employee
Engagement:**

**Education
Delivery**

Sponsors Seek Information on Education Topics from Advisors

TOPICS SPONSORS WANT ADVISORS TO PROVIDE CONTENT/EDUCATION ON IN NEXT 12 MONTHS





Overcoming Obstacles to Drive Employee Engagement:

Oversight



94% of Plan Sponsors Are Working with an Advisor/Consultant

TOP REASONS SPONSORS STARTED WORKING WITH AN ADVISOR

- 1 We want to better understand **how well the plan is working** for employees, and how we can **improve it**
- 2 To work **directly with employees** and **assist** them with their **retirement saving needs**
- 3 We have **less time** to devote to the 401(k) plan now, so **we need someone to help us**

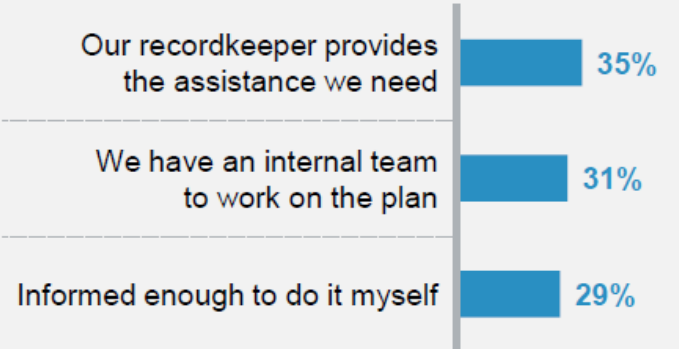
76% of sponsors were very satisfied or extremely satisfied with their advisor, a level maintained from last year.

75% of plan sponsors agree that their advisors provide very good or excellent value.

6%

of plan sponsors do not work with an advisor or consultant

REASONS PLAN SPONSORS DON'T HAVE ADVISORS



Plan Sponsors Note Broad Range of Advisor Services

SUITE OF SERVICES OFFERED BY PLAN ADVISORS

- Education around **industry, legislative, and fiduciary issues** related to the plan
- Help develop and monitor the **investment lineup** and make changes when needed
- Employee education about the **retirement plan and investment options**
- **Analyze plan metrics** and make recommendations for improved outcomes
- Guidance around **employee communications and employee engagement strategies**
- Information about **financial wellness initiatives**
- Help with **individual retirement planning needs** for employees
- Information and education about **plan design, testing, and other aspects of plan administration**
- Help determine **reasonableness of fees** for plan administration and investments
- **Fee and fiduciary disclosure**
- Day-to-day **support and troubleshooting** with administration

Polling Question #5

Thank you for joining us!



Our team of public sector experts is here to support you as you navigate the unique challenges that impact this industry.

Stay up-to-date on valuable information and resources for your organization by scanning the QR code to the right or visit www.rehmann.com.



Sign up for our next webinar: 2024 Single Audit Update, on July 24 at 10 am.