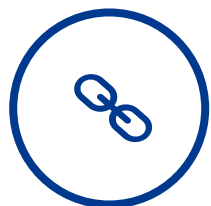


ELEVATING THE EMPLOYEE EXPERIENCE IN LIBRARIES



Motivation &
Engagement



Communication &
Connection



Resilience
& Well-being

ABOUT FINDMOJO

EMPLOYEE EXPERIENCE.

Employees do their best work when they feel **energized**, emotionally **resilient**, supported by strong **teams**, and **communicate** effectively,

These aren't soft skills—they're the foundation of a meaningful work experience. When employees thrive in these areas, performance increases, and the employee experience isn't just improved. **It's elevated.**

DOES
WORKING AT
YOUR
LIBRARY
EVER FEEL
LIKE THIS?



CURRENT CHALLENGES

Type in the chat if you've experienced (or are currently experiencing) any of these.

- Funding or budget cuts/contractions
- A rise in censorship
(misinformation, book bans)
- Societal/community issues
(homelessness, harassment)
- Early employee retirements
- Staff cuts or voluntary turnover
- Environmental disasters

THE RESULT?

- Uncertainty and doubt
- Low morale and job satisfaction
- Increased stress and anxiety
- Burnout and overload
- Diminished engagement
- Lack of personal motivation

1.

MOTIVATION & ENGAGEMENT

“It’s a problem of motivation”

– Peter Gibbons –

I'm quitting to pursue my
dream of not working
here.



WHERE MOTIVATI ON FITS?



23 MOTIVATORS

unique, fundamental drivers that all human beings share in common. There are 23 common workplace motivators (core drivers) which are all positive concepts.

- Autonomy
- Challenge
- Creativity
- Developing Others
- Empathy
- Excelling
- Excitement
- Family
- Friendship
- Fun
- Impact
- Learning
- Money
- Ownership
- Pressure
- Prestige
- Problem Solving
- Purpose
- Recognition
- Service
- Social Responsibility
- Teamwork
- Variety

YOUR MOTIVATORS

Here are your Motivators in order from one to 23. Next to each Motivator is a definition which describes the Motivator in more detail. Below each Motivator is a meter that indicates how important that motivational concept is to you in your work right now.

STRONG

1.

AUTONOMY



This motivator leads people to want to be their own boss (inside or outside a corporate setting) and have a degree of freedom in their work. Those for whom autonomy is high on the list tend to prefer working alone to working on a team; nine times out of ten they'd opt to work by themselves because they feel they just get more done that way. For the autonomous who work in corporations, red tape and rules can drive them crazy.

2.

FAMILY



People motivated by family want their loved ones to be proud of them and to know they'll always be there for them. They try to make family a high priority, which means balancing home and work time. Their greatest goal is to leave a legacy of love.

3.

OWNERSHIP



This motivator leads people to want to be the person in charge, not only having the ability to control their own destiny, but also to directly influence the behavior of others. It gives them great satisfaction when people ask for their buy-in, and they have little problem making a final decision. They also tend to feel a great sense of personal accountability—which means they own up to their mistakes as well as successes.

4.

FUN



This motivator leads people to seek to lighten things up at work and make others smile. They enjoy the humor of others, might share a wisecrack now and then, but almost always bring a sense of levity, lightheartedness, and optimism to the workplace. They tend to believe that we learn more and do more when we are enjoying those around us, and so they make an effort to set everyone at ease.

5.

CREATIVITY



People driven to be creative want to be able to take time to explore, experiment, and discover new things. They enjoy facing the unknown and want to make things work in their own distinctive way, not by following prescribed models.

6.

EXCELLING



This motivator leads people to crave the feeling of successfully completing a task, especially when the bar is set high. They want to feel they're doing the highest quality work and are meeting or exceeding expectations. They want to get things done on time, and will do pretty much whatever it takes to do so; in fact, they probably can't remember the last time they missed a deadline. They sometimes admit: they feel guilty if they aren't giving their all. They enjoy having ambitious goals and having a plan to reach them.

7.

LEARNING

Those for whom this is a major driver thrive on trying new things and growing. For some

TAKE THE MOTIVATORS ASSESSMENT FOR FREE



2.

COMMUNICATION



COMMUNICATION REMAINS THE TOP ORGANIZATIONAL CHALLENGE

86% of employees blame lack of effective collaboration or communication as the primary cause of workplace failures.

55% of employees lose 30 minutes to 2 hours each day dealing with the consequences of ineffective communication.

Communication breakdowns are regularly reported as the “number one challenge” for remote teams.

Only 14% of U.S. workers feel fully aligned with their organization’s business goals, and ineffective communication is a key reason why.

THE BIG 3

FEAR

70% of employees actively avoid initiating conversations with colleagues, bosses, or direct reports due to fear – fear of conflict or retaliation and lack of trust in how the other party will respond. Many simply hope issues will “go away” on their own.

DISTRUST

40% of workers believe that if they raised a serious issue, their leadership would do nothing to address it. Further, **only 26%** of employees feel their employer handles workplace conflicts effectively.

LACK OF TRAINING

60% of employees have never received basic conflict management or communication training.

COMMUNICATION TRAPS

These are the pitfalls that often derail essential conversations. Awareness is the first step to avoiding them.

ASSUMPTIONS

Believing you already know what others think, feel, or mean, but without checking.

AMBIGUITY

Failing to be clear about expectations, roles, goals, or messages.

AVOIDANCE

Delaying or sidestepping important conversations to prevent discomfort.

OVER-TALKING

Talking too much without listening or leaving space for others.

UNDER-PREPARING

Entering conversations without clarity on purpose, facts, or desired outcome.

DEFLECTION

Changing the subject or minimizing tough topics to avoid discomfort.

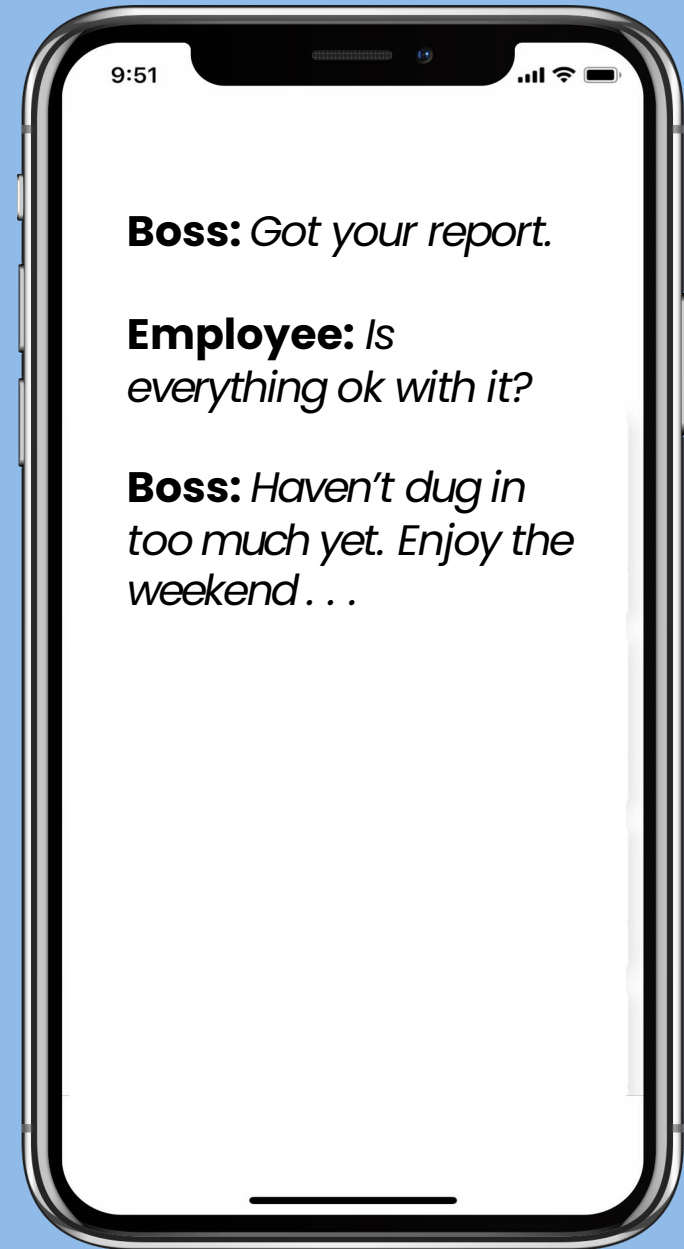
TONE MISMATCH

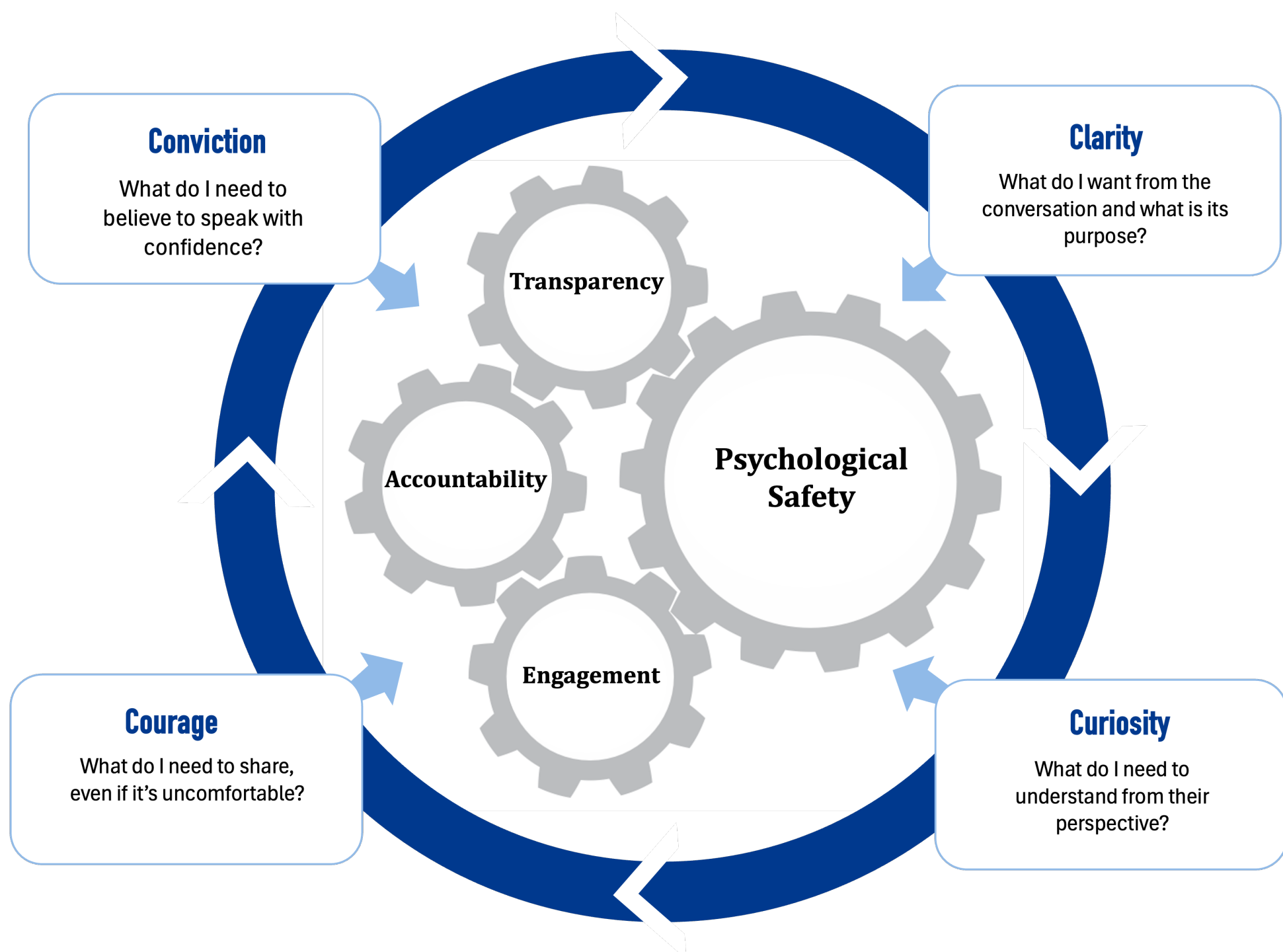
Using a tone or language that doesn't match the situation's seriousness or emotional needs.

DIGITAL OVER-RELIANCE

Using email, chat, or text when a live or face-to-face conversation is more appropriate.

WHAT'S THE PROBLEM?





3.

RESILIENCE

WHY RESILIENCE MATTERS

By 2023—**30%** of people had an anxiety disorder; **42%** of people in their **20s**.

50% of Millennials and **75%** of Gen Z say they've quit a job for mental health reasons.

Only **10%** feel comfortable speaking with a leader about their mental health-related challenges.

65

of U.S. employees say work is a *very or somewhat significant* source of stress—**83%** experience stress *related to work* in general.

%

Source: OSHA 2024



THE DUCK SYNDROME

T.H.R.Y.V.E.[™] FRAMEWORK

The THRYVE Framework is a roadmap for integrating daily practices that help employees bounce back faster, show up stronger, and support others more effectively.



3 “IZES” EVERY LEADER CAN

NORMALIZE

It's normal to feel anxiety, it's a human emotion.

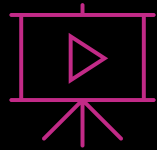
DESTIGMATIZE

Get rid of misconceptions and discuss openly.

EMPATHIZE

”I’ve felt that way”
vs “I’m strong and you are weak, let me help you.”
That’s pity, not empathy.

Source: Anxiety at Work 2024



ELEVATING THE EMPLOYEE

EXPERIENCE IN

Motivation fuels purpose — When people understand what drives them, their work becomes meaningful, and engagement naturally follows.

LIBRARIES

Communication builds connection — Open, curious, and courageous dialogue strengthens trust, alignment, and collaboration across every level.

Resilience sustains performance — By restoring energy and perspective, individuals stay adaptable and optimistic—even through challenge and change.

YOUR MOTIVATORS

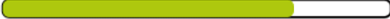
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THANK YOU