



Employee retention and performance in  
your economically diverse workforce.



## About the aha! Process

aha! Process is an award-winning training and publishing company providing workshops, publications, and consulting services to help improve lives and build sustainable success in communities, schools, and higher education. We do this by creating an understanding of the dynamics that cause and maintain poverty from the individual to systems level.

Poverty, middle class, and wealth are about an abundance or lack of resources. Our work helps individuals, businesses, students, and communities build resources for a more successful, sustainable future.

You can guess where we got our name from. Our company was originally RFT Publishing Co., but so many people told us how our work gave them an “aha” moment - that sudden clarity when all the pieces fit together - that we changed our name. We strive to build those moments for you, helping you gain a broader, deeper understanding of economic class and how it impacts your work, your community, and your life.

Rebuilding Lives, Transforming Our Community

## One Body Collaboratives

### About One Body Collaboratives

One Body Collaboratives is built on the concept of collaboration and has an original mission to unite the Christian Churches to collaboratively work together. In addition to our 100+ Network Partner Churches, representing over 20 denominations; we also have over 40 local ministries and 120 local service agencies within our referral network. We are well versed on creating collaborations within our community to meet needs of families in crisis.

The primary way we meet needs in the community is through our Resource Coordination Center, which is a phone-based ministry. Callers are referred by agencies, nonprofits, ministries and churches. Because of our vast referral network and partnerships, we are able to meet over 88% of the needs referred to us annually. The needs that we meet, and the resource provided impact over 500 local families in crisis annually.



Workplace Stability is an approach that transforms individual lives and stabilizes businesses.

The behaviors, habits, and patterns of low-wage and entry-level employees often leave business owners and managers scratching their heads. Have you had an employee who suddenly stopped coming into work or started arriving late every day? Maybe you promoted an employee from within but were confused by that person's behavior after the promotion.

There is no question that increased worker stability boosts productivity, retention, and morale, which leads to greater profitability—but it may yet be a challenge you need to address. Why would an employer want to increase the personal and professional stability of workers? And how exactly can businesses go about it?



The Bridges Out of Poverty Workplace Stability program is for businesspeople who would like to improve on the turnover treadmill, absenteeism, lack of productivity, motivation issues, language barriers, and disciplinary problems that sometimes occur with entry-level, lower-wage employees.

The program is focused on understanding and improving the stability of employees who live in daily instability. In the end, stabilizing the lives of employees stabilizes the business. The program helps you to explore the environment of daily instability (as well as stability and long-term stability) and learn how the environments we grow up in can create barriers to our success at work.

Instability is a measure of diversity in your workforce. Low-wage workers can experience personal instability that leads to absenteeism, health problems, and violations of workplace expectations, all of which decreases morale, attention to work, and job performance.

The three goals of the Workforce Stability program is to:

- Reduce turnover and increase productivity
- Improve employee relationships
- Increase stability for employee and employer

The Workplace Stability program is two-fold, providing insight to your staff on the complexities of poverty, while also providing a 10-week program for under-resourced employees that need to gain stability.



### Workplace Stability Training

The Workforce Stability program begins with a Bridges Out of Poverty Training Session at your workplace. This training helps all levels of your staff understand the diversity of economic class in the workplace. The training can be customized to a 1-hour or 2-hour session. These trainings may lead to changes within the workplace to better support the under resourced workers.

Getting Ahead in the Workplace Curriculum: Getting Ahead in the Workplace is a 10-week curriculum that helps under-resources workers gain stability to become more productive employees. Our goal is to have (10) sites host Getting Ahead classes in 2021. We are seeking employers such as manufacturers, health systems, hospitality industry, call centers, etc. that have a high volume of entry level, low wage workers. Typically, these are workers who need more stability in their life to help them become more productive in their workplace. One Body Collaboratives will provide the backbone structure and support for these classes and will also track all Getting Ahead participants over the course of two years to measure the results of the program.

Getting Ahead in the Workplace provides a community- and relationship-based approach to stable employment for low-wage, entry-level employees and people in employee development programs. The goal is to engage employees, their families, and volunteers as problem solvers who work shoulder to shoulder to create communities where everyone can live well.

**The Reality at Work:**  
**Instability Versus Stability**

• Concrete	• Abstract
• Powerless	• Powerful
• Unstable	• Predictable
• Tyranny of the Moment	• Long View
• Math Doesn't Work	• Financial Stability
• Reactive Problem Solving	• Proactive Problem Solving

Getting Ahead in the Workplace certified facilitators help under-resourced individuals:

- Stabilize and take charge of their lives
- Self-assess their resources and make plans to build them
- Develop mental models to investigate poverty's impact on themselves and their community
- Create new future stories and build resources for a better life and community

## Success Stories

Fred Keller, CEO and owner of Cascade Engineering, (located in MI) said that once he was exposed to the Workplace Stability model, he knew he had to shift the corporate culture from within. He knew he had to be more inclusive of diversity, looking at it through the lens of economic class. Keller also said he knew he had to train everybody—whether they were a new employee or an existing employee, entry-level or an executive—on the diversity of economic classes in the workplace. He also said he needed outside partners so that he could have resources for his employees that he didn't typically offer as a business, or that he could not offer.

Turnover used to cost them \$3.6 million, but once they implemented the Workplace Stability principles and started doing business differently, turnover costs were down to \$500,000. Just think about everything that you can do with that \$3 million! Cascade Manufacturing turnover also improved from 29% to 69% in the first year of implementing the program.



Peerless Products located in Fort Scott, KS experienced a turnover rate in 2007 of about 70%. After implementing the Workplace Stability program turnover dropped in 2017 to 47% and was closer to 30% by 2019. They estimate this saved them over \$569,000. They report that customers are always impressed with the way the plant looks and have begun commenting on how happy everyone seems to be as they work. They have implemented many ways to help their under resourced workers, including creating partnerships with existing agencies in town, negotiating a 25% discount on car repairs for their employees at a given car repair location, and cover the cost of taxi services for emergency transportation of their employees to work.

Managed By

Rebuilding Lives, Transforming Our Community

# One Body Collaboratives

In Partnership With



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