

May 14, 2026

Engaging Kroc Center Employees



Always treat your employees exactly as you want them to treat your best customers.

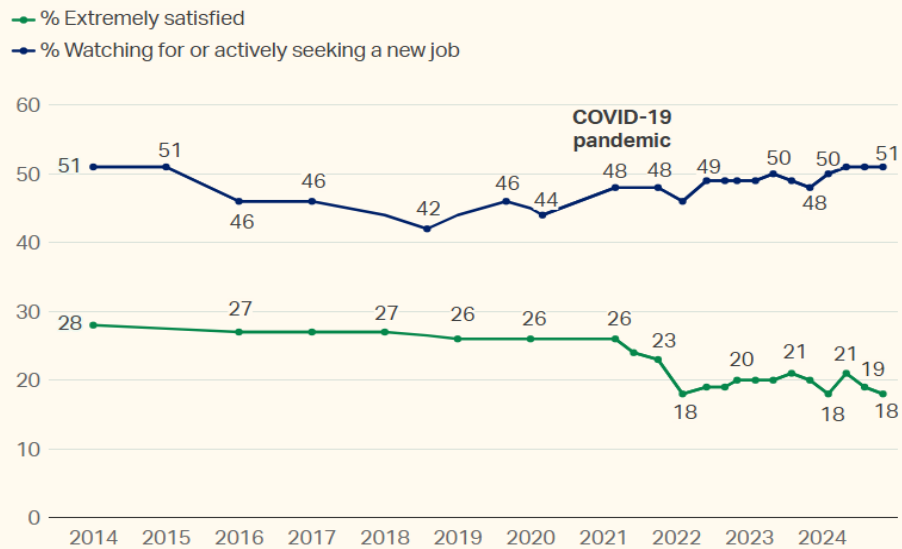
-Stephen Covey

7 Workplace Challenges for 2025

www.gallup.com

1. The Great Detachment Threatens Performance

Overall Satisfaction and Intent to Leave, Among U.S. Employees



Get the data • Download image

GALLUP

In 2024, U.S. employee engagement reached an 11-year low. Other key measures tell an even gloomier story: Overall employee satisfaction returned to an all-time record low, and employees are seeking new job opportunities at the highest level since 2015. ←

Unlike the Great Resignation of 2021, employee quit rates have not increased. Perhaps concerned about a weaker job market and inflation, workers are sticking with their current employer while feeling more disconnected than ever. Gallup refers to this as “the Great Detachment.”



Re-engaging the workforce and re-building employee commitment will be a critical leadership challenge in the coming year.



Read: [The Great Detachment: Why Employees Feel Stuck](#)

Why?

www.gallup.com

Engaged employees are more likely to:

- take initiative and go beyond what's expected of them
- stay with their company longer
- deliver better customer outcomes
- collaborate effectively with others
- show resilience under stress or change

Engaging employees leads to:

- higher productivity and profitability
- lower absenteeism and turnover
- fewer safety incidents and quality defects
- stronger customer loyalty

These outcomes are based on decades of research across industries and organizations worldwide. When comparing the most engaged teams to the least engaged, Gallup research reveals the clear benefits of employee engagement:



National Kroc Standards

Chapter 2: Personnel

Section: Staff Morale

2.8.1 An employee engagement survey is administered annually. The survey results are reviewed by the Leadership/Management Team and are shared with staff, along with applicable action plans.

2.8.2 The Leadership/Management Team recognizes, celebrates, and rewards excellent employee performance and achievement.

Best Practices:

- 1) Hawaii
- 2) Memphis
- 3) Omaha
- 4) USS THQ



Introduction

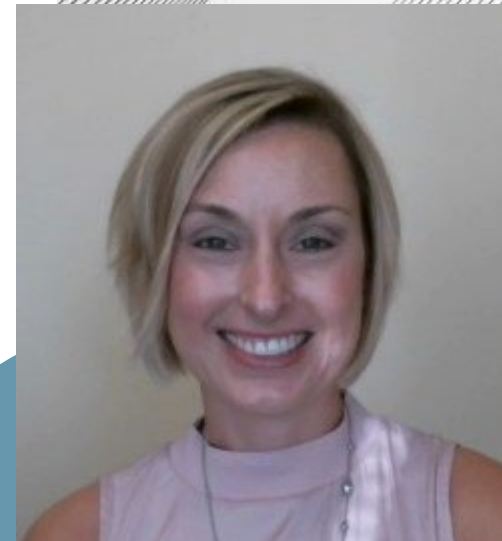
Crystal Adams

Associate Director of Membership & Community Connection.

Been with the Kroc Center since 2021.

Serves as part of the senior leadership team in the Kroc Center and is responsible for overseeing all Membership acquisition and retention efforts as well as expanding our reach in the local community by actively expanding our exposure and engagement with other companies and organizations.

Crystal.Adams@usc.salvationarmy.org



“They may forget what you said,
but they will never forget how
you made them feel.”

– Carl W. Buechner

Engaging the Team starts with making a commitment to culture as a priority



- **Easy to set aside in the rush of crisis and immediate demands.**
- **Recognized that we couldn't move the needle without prioritizing our team.**
- **It's the team that allows or impedes success.**
- **Getting them connected allows for a level of engagement that changes actions and results.**

FUN SQUAD

What it is

Small committee of 4 – 6 individuals

Rotate participation

Made up of all levels of staff

- HR
- Director
- Manager
- Hourly staff

Goal is to actively look for opportunities and ways on an on-going basis to engage with our team.

Encourage members to solicit ideas from other employees.



FUN SQUAD



Why it matters

Create a sense of lightheartedness in our team to break up tension.

Feel involved in the decision-making process

Focus on team and recognizing they are important

Showing appreciation

Variety to allow for activities that impact all ages, interests, and backgrounds

Consistency and focus

Daily Huddles



- **Daily Huddles** are quick 5-minute stand up meetings with all staff that can make it to ‘connect’
- **Sets the tone for the day on a positive note**
- **Highlight major happenings in the center for the day**
- **Recognize upcoming events / activities**
- **Announce major changes or adjustments that may need to be made.**
- **Engage with our 4 service keys: Safety, Relationships, Efficiency, Appearance.**
- **“Focus of the Week”** – reflections and challenges that remind us of what’s important – e.g. How we show up for others, how you go above and beyond, what makes you feel seen...
 - **All with the goal of helping our team reflect on what it means to ‘walk’ the mission.**

Daily Huddles

- Mission Moments
 - Prayer requests
 - Review of Mission
 - Closing Prayer
-
- We do it in one of the main hallways, in full view of our members so they know we work as a team, hear our priorities, and see our focus on God, and the importance of prayer in our culture.



Weekly Huddle Sheet | 05/04 - 05/08 | Consistency in Our Roles

LEAD
MOD
DOO

Monday	Tuesday	Wednesday	Thursday	Friday
Amanda	Lt. Chris	Shelby	Evelin	Samantha
Gema	Randy	Audrey	Jonathan	Jen
Scott & Majors	Scott & Majors	Scott & Majors	Scott & Majors	Scott & Majors
4	5	6	7	8
4:00 pm - 7:00 pm All Inclusive Aquatics	10:00 am Set Up for Healthy Aging Expo 1:30 pm Leadership Meeting	8:00 am Healthy Aging Expo 4:00 pm All Inclusive Aquatics	10:00 am All Inclusive Aquatics 10:00 am 🧑 Men's Bible Study 10:00 am 🧑 Women's Bible Study	🧑 Lifeguard Certification (The Salvatio 4:30 pm - 8:00 pm 🧑 Private Music Lessons
4:00 pm - 7:00 pm Face Up First	4:00 pm String Sprouts 4:00 pm GOAL	4:00 pm Shelby Schultz Swim Lessons 4:30 pm 🧑 Private Music Lessons	4:00 pm String Sprouts	
4:00 pm - 7:00 pm Shelby Schultz Swim Lessons	4:00 pm Duchesne Girls Soccer Games 6:30 pm 🧑 Bible Study collapse	5:30 pm 🧑 School of Music 5:30 pm 🧑 Pottery- Open Studio collapse	4:00 pm All Inclusive Aquatics 4:00 pm HDR HWY 75 Meeting 4:00 pm GOAL 6:00 pm 🧑 Spanish Bible Study	

FOCUS OF THE WEEK

Open group question | Call on individual | Volunteer share | Department spotlight | Quick reflection | One-word responses

Reset: Starting Fresh

Let go of what's not working, identify what needs to change, and choose a fresh start.
Reset first so new, stronger habits can be built.

MISSION

Our mission is to preach the Gospel of Jesus Christ while meeting human needs in His name without discrimination

ANNOUNCEMENTS

Birthdays | Work Anniversaries | Open Positions | Facility Updates | Culture Events (Fun Squad, Appreciation, etc.) | Shout-outs

KROC KEYS

Safety | Relationships | Efficiency | Appearance

VOM: 2 Corinthians 5:17 (CSB)

"Therefore, if anyone is in Christ, he is a new creation; the old has passed away, and see, the new has come!"

Monthly Lead Sheet | 05/04-05/29 | Morning Lead & MOD

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	Amanda Gema	Lt. Chris Randy	Shelby Audrey	Evelin Jonathan	Samantha Jen	4
10	Jonathan Scott	Major Chrissy Laura	Christine Major Jonathan	Major Jonathan Major Chrissy	Randy Kat	11
17	Kat Crystal	Scott Shelby	Crystal Audrey	Laura Gema	Audrey Chris	18
24		Chris S Jonathan	Todd Jen	Gema Scott	Jen Lt. Chris	25
31						28

** Plan your prayer or ask someone to cover

Week One

Reset: Starting Fresh
Focus: Letting go of old habits and mindsets

- Recognizing what we need to reset
- Being honest about what's not working
- Choosing a fresh start

Why it matters:
You can't build new habits without first identifying what needs to change.

Week Two

Awareness: How I Show Up
Focus: Personal responsibility and daily behavior

- Attitude, tone, and effort
- How others experience me at work
- Awareness of impact on team and members

Why it matters:
Change starts when we become aware of how we show up.

VOM

2 Corinthians 5:17 (CSB)
"Therefore, if anyone is in Christ, he is a new creation; the old has passed away, and see, the new has come!"

Week Three

Action: Choosing Better Habits
Focus: Small, intentional behavior changes

- Replacing old habits with better ones
- Taking ownership of daily choices
- Doing the small things well

Why it matters:
Growth happens through small, consistent actions – not big moments

Week Four

Consistency: Building Trust Through Habits

- Focus: Reliability and follow-through
- Showing up the same way every day
- Building trust with team and members
- Creating stability through consistency

Why it matters:
Consistency is what turns good intentions into strong culture.

MONTHLY INTENT (THIS IS YOUR ANCHOR)

May is about helping staff understand that culture doesn't change through big ideas – it changes through daily habits.

We are not just asking for improvement; we are:

- grounding behavior in identity
- encouraging personal ownership
- focusing on small, practical changes
- building consistency over time

This month sets the tone for everything that follows by reinforcing:

Who we are in Christ should shape how we show up every day.

And ultimately:

When individuals change their habits, the culture begins to change.

CLOSURE WEEK

What it is:

Our Annual maintenance week where we are closed to the public to deep clean and repair the building to keep it in top shape.

We also use this time to intentionally focus on our team.

- Bring in outside speakers on a variety of motivational topics
- Whole center team building
- Recognition moments
- State of the Kroc address
<https://www.youtube.com/watch?v=S2I6wMeTUZU>
- Promote fun (e.g. dress up contests)
- Department in-services
- Create shared experiences and moments
- Ends with our Fall Rally Day to promote and announce new programming.



Keep the pulse



- Keeping people engaged requires constant work and review
- Know what your employees are thinking by engaging and using surveys.
- Analyze the information
- Find areas of concern you can impact and address, so they know they are heard.
- It's a moving target

How we know it works



- Central Territory does this via an outside service to take a confidential employee survey annually.
 - Results are analyzed and support in understanding data is provided
 - Based on results can achieve recognition as a Best Christian Workplace
-
- Achieved recognition as a Best Christian Workplace for 4 years in a row.
 - This year also recognized in the “Flourishing” category, the highest rating.

EMPLOYEE ENGAGEMENT OPPORTUNITIES

Memphis Kroc Center

Lauren Robinson

PURPOSE

- Strengthen employee connection and morale

- Encourage collaboration and teamwork

- Enhance member experience through engaged staff

WHY EMPLOYEE ENGAGEMENT MATTERS



- Improves staff retention and satisfaction



- Drives better service delivery



- Builds a positive organizational culture

TYPES OF ENGAGEMENT OPPORTUNITIES



- Team-building activities (Staff Appreciation Day)



- Staff recognition programs (Kroc Star and Peer-to-Peer Recognition)



- Cross-department collaboration (March Madness)



- Volunteer and service initiatives (Opportunities in our annual events)

SPOTLIGHT: KROC POP- UP SHOP

- Employee-driven initiative
- Created fun and interactive workplace environment
- Encouraged participation across departments



IMPACT ON EMPLOYEE ENGAGEMENT

- Increased staff interaction and camaraderie
- Boosted morale and excitement
- Provided a platform for creativity and involvement



MEMBER ENGAGEMENT BENEFITS



- Strengthened connections between staff and members
- Created welcoming and energetic atmosphere
- Enhanced overall member experience

KEY TAKEAWAYS

- Engagement drives culture and performance
- Creative initiatives like the Pop-Up Shop make a difference
- Opportunities should be ongoing and inclusive



NEXT STEPS



- Continue hosting engaging events



- Encourage staff-led ideas



- Measure impact and gather feedback

The image features a dark background filled with numerous 3D question marks. A prominent blue horizontal banner spans the middle of the frame, containing the word "QUESTIONS?" in white, bold, uppercase letters. The question marks in the background are rendered in a light, metallic-looking color, creating a sense of depth and repetition.

QUESTIONS?



DOING
THE MOST
GOODSM

THANK YOU!

Territorial Ministry to Women Presents

BELONG

WOMEN'S LUNCHEON

created for community.
called to belong.

162 women

79 officers & employees

83 guests








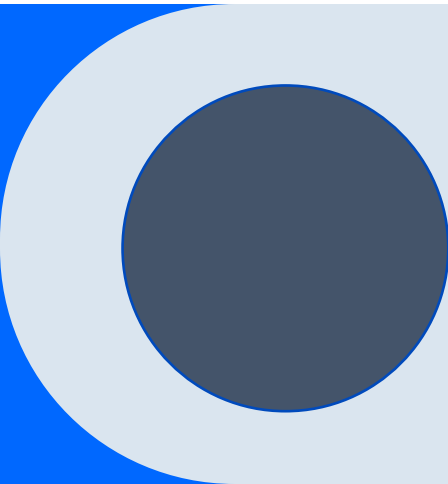




**we are created
for *community* &
called to *belong*.**



Kroc Center Hawaii Employee Appreciation



Lynette Reconsal
Training Business Support Manager
The Salvation Army Kroc Center Hawaii
May 14, 2026
Lynette.Reconsal@usw.salvationarmy.org
Office: 808-693-8323

Training Business Support Manager – What do I do?

Support for training needs for the center – managers, staff and departments

Conducts New Hire Mission Orientation (NEMO) Training for all new hires monthly

Conducts Onboarding Training for directors, managers, coordinators and leads

Coordinates Monthly Training for managers/staff

Supports Center Director with business/training needs for the center

BCW Employee Engagement Survey



Employee Engagement Committee

Making a
difference for
our employees



Employee Engagement Committee – Why join?

- Please share the flyer in your department/area. Interested staff can reach out to Elena or Lynette. Deadline is June 30
- We require your assistance to engage your team on the importance of this initiative; they requested changes, and we welcome them to be a part of a team that can inspire and influence change!
- **Incentives to join the team:** Free guest passes, movie tickets, Kroc swag, public recognition in EE newsletter, and more!
- Help to foster a positive and healthier workplace culture!
- Work with a diverse team that values collaboration
- Want to be part of something unique and innovative? Come join the committee!!

WHAT'S
IN IT FOR
ME

Employee Engagement Committee



WE'RE LISTENING

JOIN THE EMPLOYEE ENGAGEMENT COMMITTEE.

Help foster a healthier culture in the work environment.
PLEASE REACH OUT BY JUNE 30.

Lynette Reconsal
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Elena Fragas
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808.693.8311

A row of eight icons representing social media actions: thumbs up, heart, thumbs up, heart, thumbs up, heart, thumbs up, heart. Each icon is held by a hand of a different color.

The logo for KROC Center Hawaii, featuring the text "The Salvation Army KROC CENTER HAWAII".

Why Join the EEC?

“I wanted to reach out and express my interest in joining the Employee Engagement Committee, if there's an opportunity to get involved. I'd love the chance to contribute to initiatives that help build a positive and connected workplace culture.

Please let me know if there are any openings or next steps I should take. I'd be happy to help wherever needed.

Thanks so much for considering me!”



“Mahalo for sharing this opportunity. I love the direction the Kroc Center is heading, and I'd be honored to contribute by joining the Employee Engagement Committee. As someone still fairly new here - I see this as a great way to get involved, listen, and help create a stronger culture from the inside out.

Looking forward to what's ahead and happy to support however I can.”



Engaging Employees

1. Introduced the Employee Suggestion/Comment Box in October 2025

- a. QR code or Hard Copy Comment Card
- b. Feedback Box – “We are asking, we care, we want to hear from you.”
 - 1) Provides anonymity
 - 2) Opportunity to share honest feedback
 - 3) Contributing to create change for a healthier work culture

EMPLOYEE SUGGESTION CARD

Month: _____

Suggestion/Theme of the month (activities, recognition, training, customer service etc.)
(Multiple suggestions are welcome! Please submit (1) suggestion per card. Drop this card into the suggestion box or scan the QR code for online submission.)

What is your idea/suggestion to improve the Kroc Center?
(Share your thoughts, creative ideas, or ways to work better and celebrate together!)

Describe your proposed idea or solution to improve the current situation!
(e.g., recognition, fun activity, food, appreciation gesture, etc.)


Benefit/Impact Why is this idea/suggestion valuable? How will it improve Kroc, our processes, or culture?

Category: Specify which department or area the suggestion applies to (e.g., Membership, Operations, Center, Programs, Customer Service, Hours etc.).

If your idea is approved, would you like to help with planning and launching?
 Yes No Maybe
(If yes) Name, contact # and Department

Share additional comments that you would feel would be helpful.

All submissions are anonymous. You may opt to include your name, email/contact information if you would like a follow up or recognition should we implement your suggestion. Mahalo!
Name, Contact Number/Email Address



YOUR VOICE MATTERS

SHARE YOUR THOUGHTS & FILL OUT A COMMENT CARD

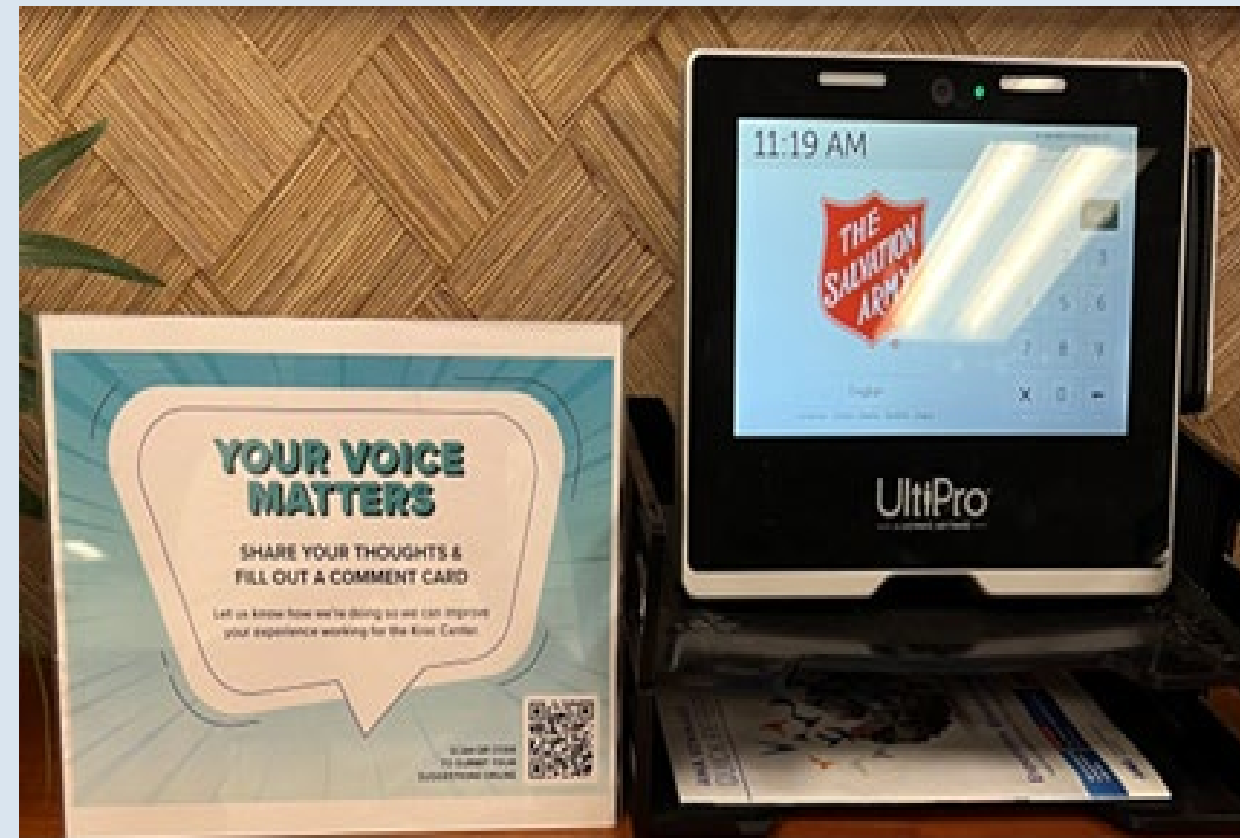
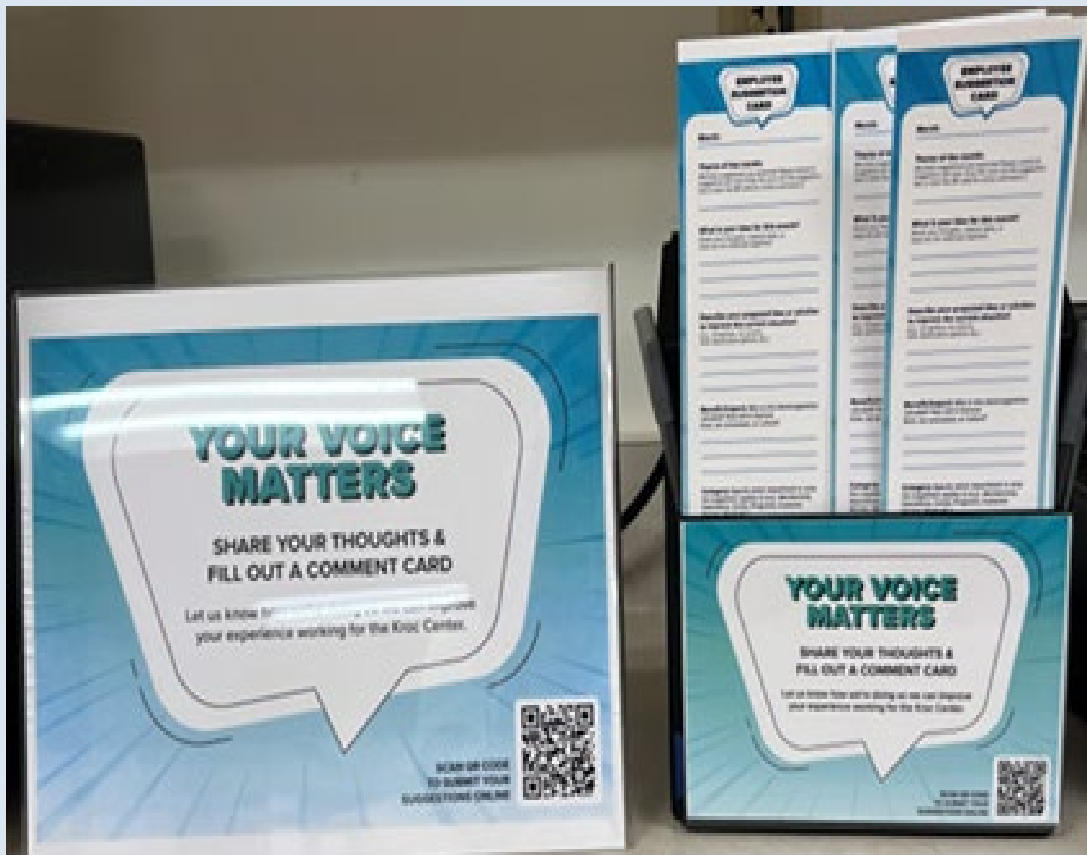
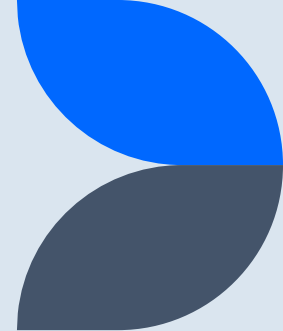
Let us know how we're doing so we can improve your experience working for the Kroc Center.

SCAN QR CODE TO SUBMIT YOUR SUGGESTIONS ONLINE



Addressing Comments/Suggestions

We want to hear from you!



Monthly Call to Action – Surveys

Employee Health and Wellness Program Survey

Page title

1. How interested are you in participating in a workplace health and wellness program?

- Very Interested
- Somewhat Interested
- Neutral
- Not Very Interested
- Not Interested at All

2. What types of activities would you like to see included in the program? Select all that apply.

- Group workout sessions
- Individual workout challenges

- CURRENTLY: In process of sending out a survey to the Kroc staff.
- Call to action topic for this month is to inquire about a Health and Wellness program for employees.
- Will create a monthly, quarterly or annual program specific to the needs of employees.

All Team Meeting





**Mahalo for your
time!**



May 11-17, 2026

“On A Mission”

Pay \$10 towards the mission of The Salvation Army and get to wear jeans and Salvation Army swag shirts all week! See Katherine Guevara in HR for sticker after paying the cashier.

11
MAY



MISSION IN GIVING

ARC Presentation in the Dining Room at Noon. *Bring items to donate and come and learn about the services that are provided because of your giving.

12
MAY



MISSION IN MOTION

Field Trip to the newly renovated Salvation Army Red Shield Social Services Center . Learn about the emergency and housing service programs the Army provides in the Atlanta Area. Sign up with Katherine Guevara in HR to attend at 9:30 a.m.

13
MAY



MISSION THRU WITNESS

Come and support the SA Trade Department! Take advantage of the in-store THQ employee discount— today only! Buy your SA swag today! 10:00 a.m. break and lunchtime.

14
MAY



MISSION IN MINISTRY

Field trip to The Salvation Army Evangeline Booth College AND Kroc Center Corps. Come see the ministry that the Army has in south Atlanta. Sign up with Katherine Guevara in HR to attend at 9:30 a.m.

15
MAY



MISSION IN ATLANTA

Officers from the Atlanta area will be coming at the 10:00 a.m. break to have a display area in the dining room to talk about the ministry and services of the different Corps in the Metro Atlanta area. Come & chat!

July In-Service: Employee & member cross-over events



**NATIONAL
KROC CENTERS
CONFERENCE**

October 13-15, 2026

Scottsdale, Arizona

www.krocconference.org

