Merkityksellinen työntekijäkokemus
vieraanvaraisuus- ja tapahtuma-alalla

EmployeeTuesday

13th of May 2025, 13.00-16.00

- Many faces of hospitality and event employees – employee profiles
- Meaningful employee experience: the role of emotions in organizations

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Timetable

- Practicalities – Mika Kylänen
- Meaningful employee experience and why is employee profiling needed? - Kirsi Tanner
- Knowledge base for the workshop – Kirsi Tanner
- Workshop - Kirsi Tanner, Mika Kylänen and Mika Boedeker
- Meaningful employee experience: the role of emotions in organizations – Mika Boedeker
- Final words and next steps – Mika Kylänen

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Practicalities
- Mika Kylänen

- Connections, participants
- The main goal of the MERIT development program
- Collection of EURA21 monitoring data

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MERIT programme

- Increasing the attractiveness and retention of the hospitality and events industry by developing meaningful employee experience and leadership skills, especially for the needs of generations Y and Z working in the industry.
- The project operates nationwide and is implemented by LAB (lead partner), TAMK and Lapland UAS – dozens of companies around the country are involved.

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Project measures

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We identify development needs	We strengthen leadership skills	Employees involved	Towards operating models and tools
Information about the companies and situational picture	Supervisor training	Online workshops to develop the employee experience	Electronic guide and multi-channel dissemination of results

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Meaningful employee experience and why is employee profiling needed?

- Kirsi Tanner

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Meaningful Employee Experience in the Hospitality and Event Industry

Experience of meaningful work

Experienced meaningfulness of the work. The degree to which to which the employee experiences the job as one which is generally **meaningful, valuable, and worthwhile.**

- Hackman & Oldham 1975

https://www.frontiersin.org/journals/psychology/articles/10.3389/fpsyg.2018.00363/full

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Employee experience

- Employee experience (EX) consists of what an employee **experiences, perceives and feels** during their work, from the moment they apply for a job until they leave the employer.
- The employee experience consists of the employee's thoughts and feelings towards their **work, work environment, operating methods and employer.**

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Employee experience

- For employees to work meaningfully, they also need to **feel** connected to their coworkers and **feel** supported by their employer.
- This **emotional connection** makes employees stick together, believe in the company's mission, and do their best at every opportunity.
- An employer should design an experience that **shows care for employees in the context of their work**. This employee-centric approach is better suited to the modern workplace and allows for **employee empowerment and engagement.**
- Employees are internal customers of the organization, so the organization must understand **their needs, expectations, and challenges**.

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Employee profiles

- An employee profile is **a semi-fictional profile of a specific segment of employees** that details their characteristics, attitudes, wants, and needs.
- The employee profile is also **based on research and real data on current employees**.
- You are experts of employee experience

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Knowledge base for the workshop

- Kirsi Tanner

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Different types of people, e.g.

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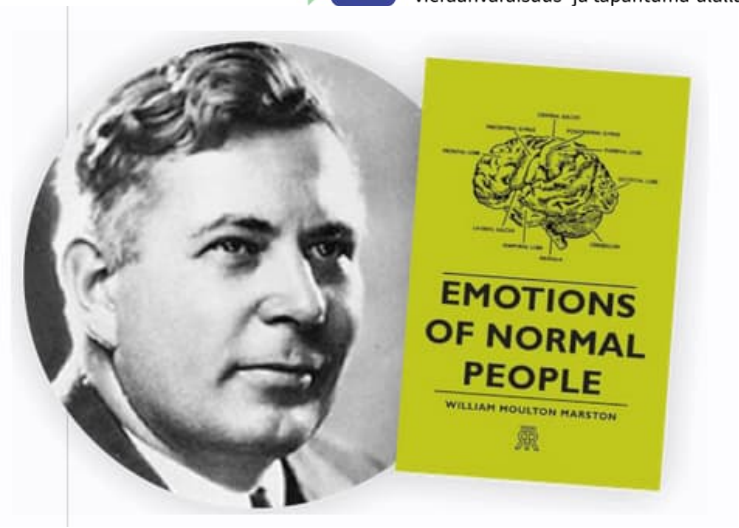
The DISC* behavioral model was introduced in the book Emotions of Normal People by physiological psychologist William Moulton Marston in 1928.

https://www.truity.com/test/disc-personality-test

*Dominance, influence, steadiness, conscientiousness



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Feeler, people preference

Steadiness, amiable
Thoughtfulness, sociability, relationships, loyalty, fairness, avoidance of conflict, consistency

Influence, impressive
Inspiring, sociable, persuasive, wants recognition, generous, talkative, carried away by emotions

Slow and patient, reserved, introverted

Fast and impatient, outgoing, extroverted

Conscientious-ness, analytical
Accurate, detailed, skeptical, systematic, logical, objective, process-oriented

Dominance, driver
Result-oriented, determined, strong, controlling

Thinker, task preference

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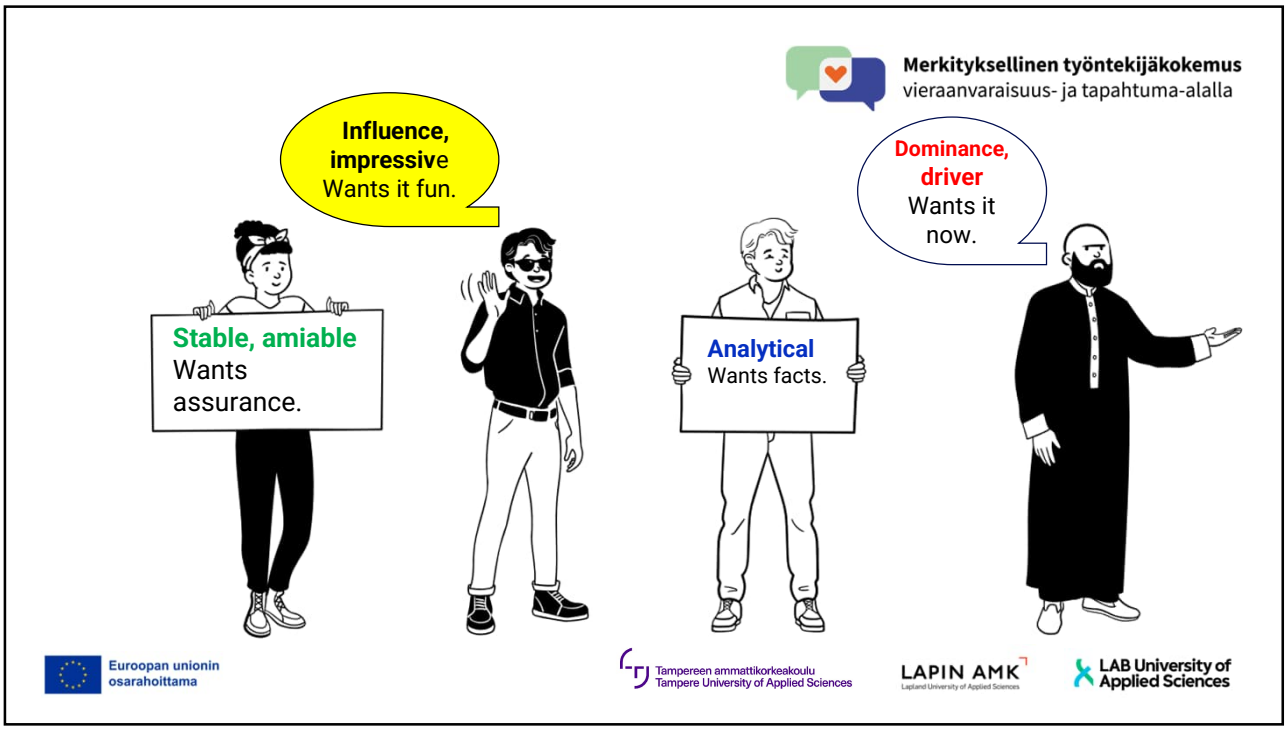
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Influence, impressive
Wants it fun.
Dominance, driver
Wants it now.
Stable, amiable
Wants assurance.
Analytical
Wants facts.
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5 Types of Employee Personas
Socializer
Outgoing and driven
Tasker
Quiet and composed
Achiever
Tense, moody, high-energy, obsessive, and sometimes distracted
Builder
Warm, friendly, emotionally intelligent, and diplomatic
Coaster
Pessimistic and prone to stress
Source: O.C. Tanner Engagement Revisited Report
https://www.octanner.com/global-culture-report/2022-engagement-revisited
AIHR ACADEMY TO INNOVATE HR

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	Socializer	Tasker	Builder	Coaster	Achiever
	Outgoing and very driven. Fun and rewards motivate.	Quieter style and more composed. More resistant to feedback. They respond well to rewards, but not to fun or punishment.	Warm, friendly, emotionally intelligent, and diplomatic. Goals, fun, and rewards motivate.	More pessimistic and prone to stress. Appreciate rewards and seek to avoid punishment.	Can be tense, moody, obsessive, high energy, and sometimes distracted. Fun and rewards motivate. Avoids punishment.
Focus	Connections	Tasks	Comprehensive view, strategies	Flexibility, vague focus	Achievement
Work style	Dogmatic, assertive, can be aggressive	Intentional, dedicated to current work	Resilient, can be finicky	Low touch, practical, just-in-time	Assertive, honest, straightforward, can be abrasive
Self-esteem	Positive	Neutral	Positive	Negative	Negative

https://www.octanner.com/global-culture-report/2022-engagement-revisited

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What do we now know about tourism industry, foreign population and languages in Finland?

– Kirsi Tanner

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The tourism industry

- **The tourism industry employs approximately 141,000 people in Finland (5.1% of the workforce), including many young people and immigrants.** (Tourism accounts, Statistics Finland)
- **Tourism is growing faster than the rest of the economy.** According to the WTTC* forecast, tourism's share of GDP will grow by 3.7% annually globally in 2024-2034, while the entire world economy will grow by 2.4% annually. **The growth of Finnish tourism companies comes from foreign tourist flows.** Foreign tourists spend more money on average than domestic tourists.

*World Travel and Tourism Council

https://www.visitfinland.fi/suomen-matkailudata/matkailun-vaikuttavuus

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Foreign population in Finland

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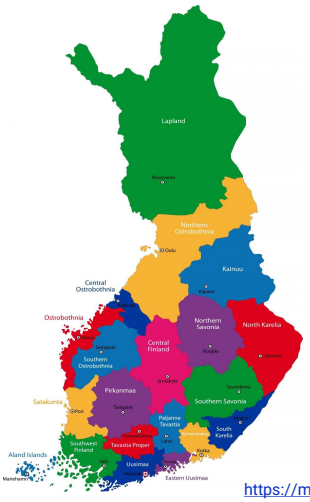
Share of population with foreign background in Finland 2023, by region	
Uusimaa	**18,20** in %
Åland	**18,20** in %
Southwest Finland	**10,30** in %
Ostrobothnia	**10,30** in %
South Karelia	8,60 in %
Kymenlaakso	7,50 in %
Päijät-Häme	7,20 in %
Pirkanmaa	6,80 in %
Kanta-Häme	5,80 in %
North Karelia	5,80 in %
Satakunta	5,40 in %
Kainuu	5,30 in %
South Savo	4,90 in %
Central Finland	4,90 in %
North Savo	4,60 in %
Central Ostrobothnia	4,40 in %
North Ostrobothnia	4,40 in %
Lapland	4,30 in %
South Ostrobothnia	3,90 in %

https://www.statista.com/statistics/529471/finland-share-of-persons-with-foreign-background-by-region/



6,7% population with foreign background

https://maps-finland.com/finland-regions-map

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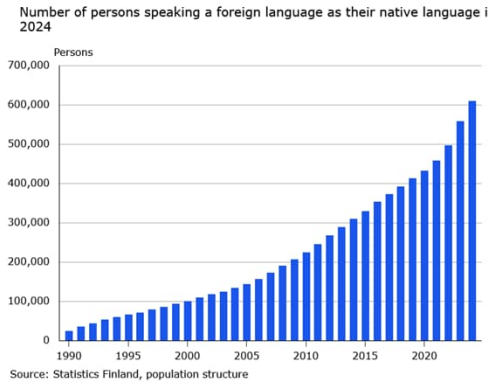

Foreign language speakers 558 294 (2023)

1. Uusimaa (Helsinki) 316 358
2. Soutwest Finland (Turku) 49 848
3. Pirkanmaa (Tampere) 36 426
4. North Ostrabotnia (Oulu) 17 873
5. Päijät-Häme (Lahti) 14 366
6. Central Finland (Jyväskylä) 13 067
7. Kymenlaakso (Kotka) 11 575
8. Satakunta (Pori) 11 188
9. North Savo (Kuopio) 11 129
10. South Karelia (Lappeenranta, Imatra) 10 293

https://www.statista.com/statistics/529490/population-of-finland-by-language/

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1	Russian	99 606
2	Estonian	50 202
3	Arabic	41 311
4	English	33 796
5	Ukrainian	26 519
6	Somali	25 654
7	Farsi, Persian	20 421
8	Albanian	17 779
9	Chinese	17 501
10	Kurdish	17 270
11	Vietnamese	14 486
12	Thai	11 886
13	Turkish	11 852
14	Spanish	11 253
15	Tagalog, Pilipino	10 724
16	Bengali	8 908
17	German	7 795
18	Nepali	7 234
19	Romanian	7 066
20	Polish	6 428
21	Urdu	6 288
22	French	5 813
23	Hindi	4 410
24	Portugal	4 338
25	Sinhala, Singali	4 247
26	Latvian, Lettish	3 824
27	Italian	3 659
28	Bulgarian	3 617
29	Hungarian	3 602
30	Swahili, Suahili	3 230
31	Tamil	3 139
32	Uzbek	2 611
33	Bosnian	2 513
34	Dutch	2 227
35	Tigrinya	2 170
36	Amharic	2 169
37	Greek	2 059
38	Lithuanian	2 011
39	Pashto, Dari	1 976
40	Japan	1 906

More than 160 foreign languages spoken in Finland.

https://pxdata.stat.fi/PxWeb/pxweb/en/Maahanmuuttajat_ja_kotoutuminen/

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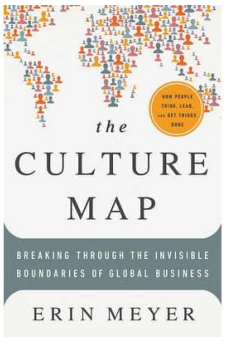
Erin Meyer: Cultural Map

Breaking Through the Invisible Boudaries of Glogal Businesses



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Cultural Dimensions That Impact Business

https://readingraphics.com/book-summary-the-culture-map-erin-meyer/

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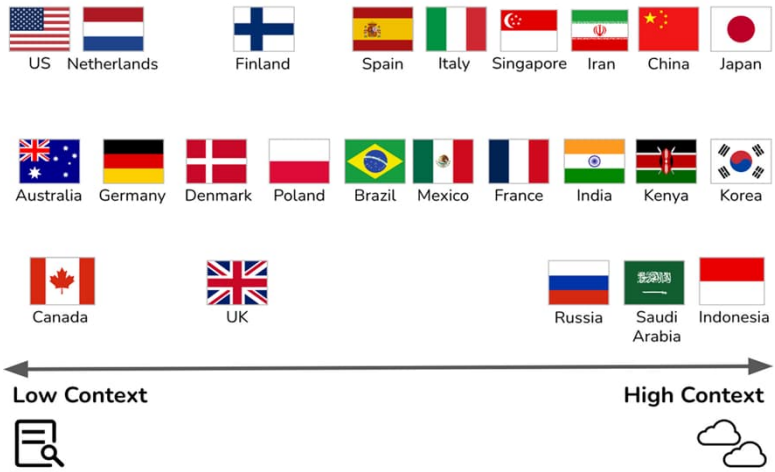

Communicating

Edward Hall: Low and high context countries

- **Low-context (simple, verbose, and clear)**
- **High-context (rich deep meaning in interactions)**

https://grounded-architecture.io/culture-map

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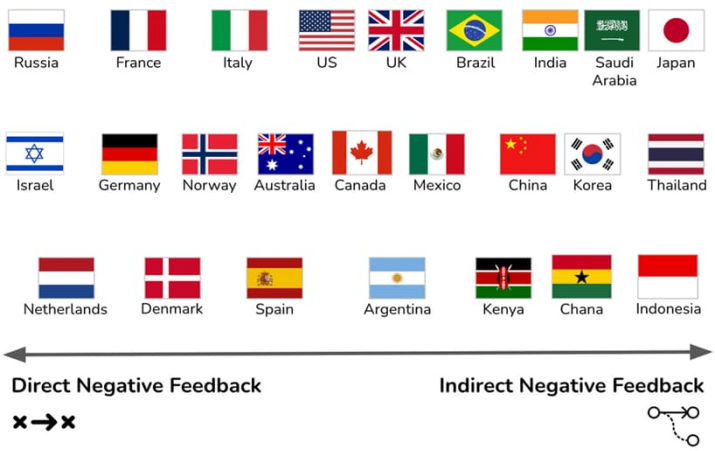

Evaluating

When giving negative feedback, does one give it directly or prefer being indirect and discreet?

https://grounded-architecture.io/culture-map

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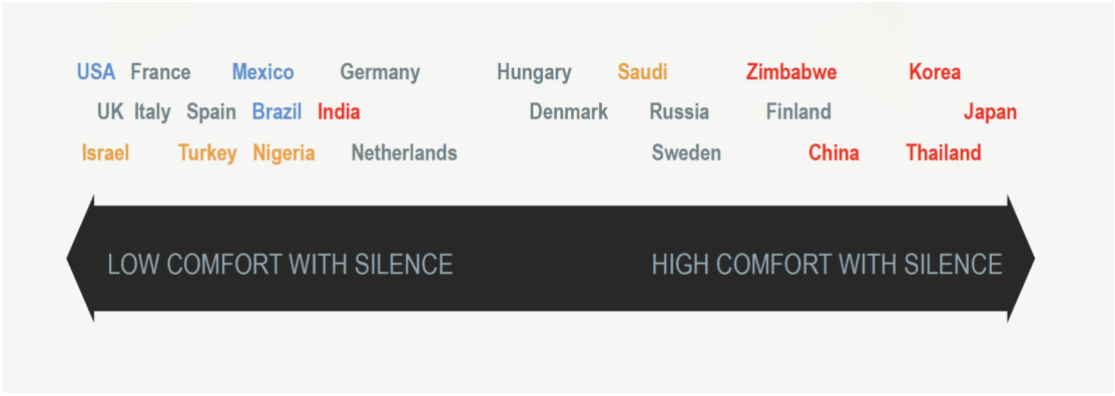

https://www.nbforum.com/newsroom/events/nordic-business-forum-2022/erin-meyer-lead-negotiate-and-get-things-done-across-the-world/

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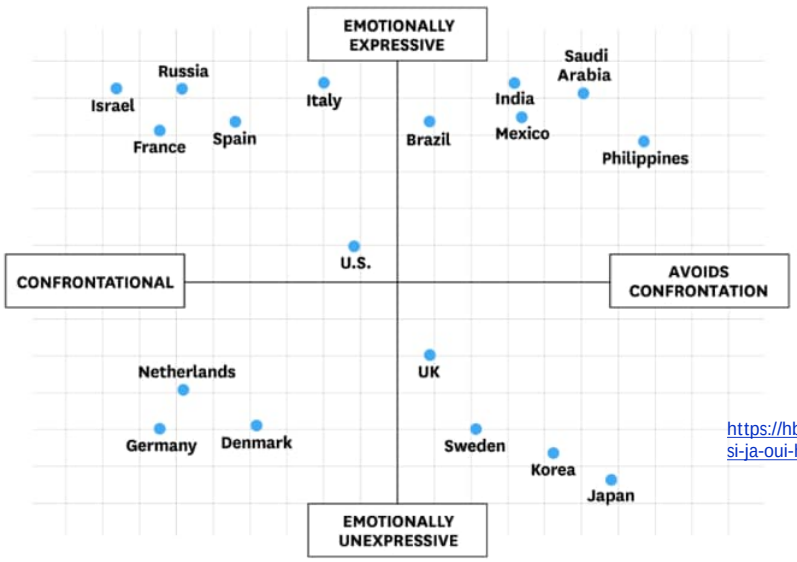
Cultural Map



https://hbr.org/2015/12/getting-to-si-ja-oui-hai-and-da

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FINNISH NIGHTMARES

FINNISHNIGHTMARES.BLOGSPOT.FI - FINNISHNIGHTMARES FINN_MATTI FINNISHNIGHTMARESOFFICIAL

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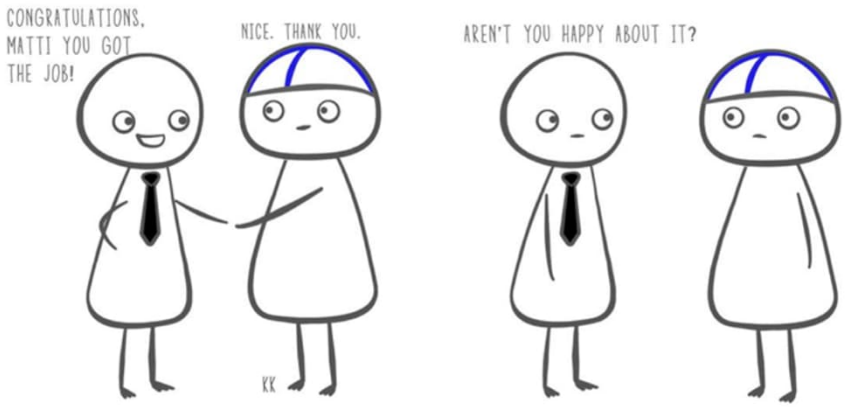

WHEN YOU FAIL TO EXPRESS YOUR EXCITEMENT

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Workshop

- Kirsi Tanner, Mika Kylänen and Mika Boedeker

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Course of the workshop

(work slides are also available in the workshop)

1. Go to the Breakout room that has been assigned to you. Working time 60 min.

2. Think for yourself first

- What four adjectives could describe yourself (or how your co-workers would describe you) at work and in the work community?
- What motivates and frustrates you at work?
- What kind of feelings do you feel at work?
- What is meaningful to you at work?
- What kind of different types of employees do you recognize in your own work community?

3. Then, as a group, discuss the different types of employees in the hospitality and events industry based on your own experience.

4. Select at least two different types of employees that you will start describing in the given employee profile canvas (you can also list profile-related information according to the numbering of the canvas).

5. Finally, we go through the types of employees that were created together.

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Creating an employee profile

- In other words, choose at least two types of employees in the group, whose employee profiles you will describe based on your own experience.
- The profile is used to outline the typical characteristics of the members of a certain group of employees and to create an imaginative but credible and relatable image of the employee.
- Each group will be given their own canvas template with instructions in the workshop.
- Working time in small groups is 60 min.
- Independent approx. 10 min.
- Group work approx. 50 min.

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Things to include in your profile

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Employee profile name:

Quote from an employee:

(Possible image)

1. Who is he/she? (Information e.g. age, gender, family/life situation, nationality, location...)
2. Who is he/she at work (e.g. job task/role; part-time/full-time/temporary/seasonal or temporary agency worker; industry; work experience) and what kind of skills does his or her job require? What is he good at at his job?
3. Personality traits and interests
4. What does he/she think about his job? What kind of feelings does he/she feel at work? What are his/her needs, expectations and wishes regarding his job? In what areas would he/she like to improve?
5. What is motivating and meaningful to him/her in his/her work?
6. What frustrates him at work?

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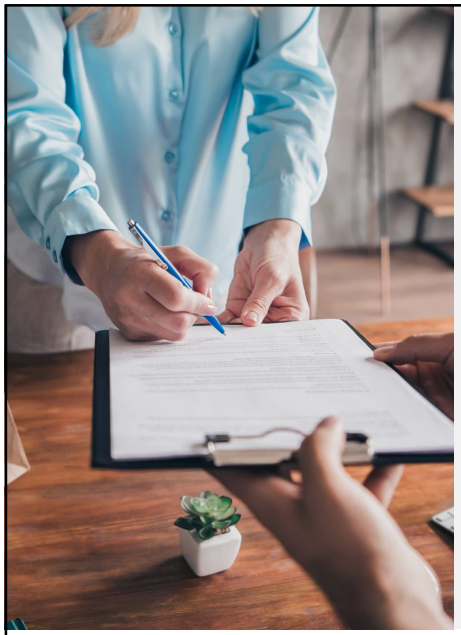

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Example

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Name: Victoria Wilderness Guide

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Image

1. Who is he/she ?

A 33-year-old single Spanish, Catalan woman who now lives in Lapland. She is a bit of a wanderer and explorer by nature.

2. **Who is he/she at work?**
She is a seasonal worker, a winter worker in Lapland since 2018.

She is originally from Barcelona, Spain, where she graduated from university in tourism. She has previously worked as a guide in Ethiopia and in various marketing positions. She is good at guiding, coordinating and organizing. She is hardworking and willing to work as needed.

7. **Positive emotions one feels at work**

Enjoyment, job satisfaction, work engagement - doing and experiencing together with customers in a wonderful environment.

Quote

The real voyage of discovery consists not in seeking new lands but in seeing with new eyes.
- Marcel Proust

3. **Personality traits and interests?**
She likes hiking in the Pyrenees mountains, she is very sporty. She also likes skiing and cycling.

She found Finland by googling when she was looking for a job as a winter guide. It is very interesting to work with different nationalities, people with different professional backgrounds and ages. Social life is also important, although she enjoys a quiet life.

4. **What does he/she think about his/her work and what are his/her expectations?**
She is currently in the process of signing a year-round contract with his employer. In the future, she will be responsible for coordinating the schedules of seasonal workers.
She likes working outdoors, close to nature. Lapland offers a wonderful and unique experience. She loves this way of life. She wants to learn new things. She also wants to improve her Finnish.

8. **Negative emotions one feels at work**

It's annoying if things needed for the trip are missing - you should be able to trust that the internal process will work, but that's not always the case.

Sometimes the language barrier means that when you don't understand, you feel like an outsider.

Dealing with a difficult customer affects how one feels at work. A feeling of frustration if the customer has misunderstood one´s message.

5. **What is motivating and meaningful to him/her in his/her work?**

Lifestyle and work go hand in hand. She wants to be outside with customers.
Mind and body are awake – healthy life.
In Lapland she can be herself – and people are real here. She can be far from the commercial world.

The best thing is to meet new, really interesting people who open up your worldview and thinking.

6. **What frustrates him/her at work?**

She would like more privacy - her own room – not always sharing a room with another temporary worker. The salary is not high, but on the other hand the expenses are not that high. She knows how to live on a small budget. It has been frustrating being a temporary worker for so long. Sometimes the working days are long, but it varies.

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We have the following profiles from a previous workshop...

- "Victoria" **Spanish seasonal safari guide**, 33-year old single female, Lappland - *The real voyage of discovery consists not in seeking new lands but in seeing with new eyes.*
- "Onni" **Finnish safari guide,** 27-year old male (living together with a woman), Rovaniemi **(freelancer**) - *Salary is based on hours/salary according to hours worked.*
- "Veera" **Finnish hotel full-time receptionist,** 29-year old female (husband and child). Tampere – *Sing while you work. All the good you give comes back to you.*
- "Minttu" **Finnish full-time service center receptionist**, 31-year old (has a family) - *A smile costs nothing.*
- "Kaisla" **Finnish part-time cafe waiter,** student, 20-year old female. - *Life is for living. First fun, then work.*
- "Mai" **Thai chef trainee** (chef student), 42-year old female (3 children) - *Hard work is rewarded"*
- "Veera" **temporary employment, stage manager,** 20-year old, single (choreographer) - *Changes create opportunities*

Many employee profiles are still missing....

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Name:

Merkityksellinen työntekijäkokemus
vieraanvaraisuus- ja tapahtuma-alalla

Image	1. Who is he/she ?	2. Who is he/she at work?	7. Positive emotions one feels at work
Quote	3. Personality traits and interests?	4. What does he/she think about his/her work and what are his/her expectations?	8. Negative emotions one feels at work
5. What is motivating and meaningful to him/her in his/her work?		6. What frustrates him/her at work?	

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Workshop results

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Name: Jane Event Coordinator

Merkityksellinen työntekijäkokemus
vieraanvaraisuus- ja tapahtuma-alalla

Image 	1. Who is he/she ? Jane is a junior Event Coordinator and she is expertise a wide range of event, like conference, weddings.	2. Who is he/she at work? **Jane** is a proactive and organized junior event coordinator. Originally from Europe, she brings strong attention to detail and time management to every project she handles. She has experience assisting in corporate conferences, weddings, music festivals, and private events. Jane is known for staying calm under pressure and ensuring everything runs smoothly behind the scenes.	7. Positive emotions one feels at work Jane feels happy and fulfilled when completing her tasks. She is thankful for her job and feels enthusiastic when given new challenges and learning opportunities.
Quote **"Success is the sum of small efforts, repeated day in and day out."** *— Robert Collier*	3. Personality traits and interests? She like to travel and she is creativie . She is volenter work doing.	4. What does he/she think about his/her work and what are his/her expectations? Jane is somewhat reserved and not very confident at first, but she approaches her work with a positive attitude. She enjoys speaking with people and shows genuine interest in learning new things and growing in the event industry.	8. Negative emotions one feels at work Negative feedback Un co-ordinating team Bad environment Not meeting expectations. Stress. Anger.
5. What is motivating and meaningful to him/her in his/her work? Thinking about future event and planning them by herself and meeting like minded individual she lovess good feedback but also improves upon negative ones. Creating a flawless experience for audience.		6. What frustrates him/her at work? She might feel over tired and lots of presuure especially when thing are not going well. Unclear expectations ,difficult clients or stakeholders.handling multiple responsibility.	

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Name: Zichen, part-time hotel employee

Merkityksellinen työntekijäkokemus
vieraanvaraisuus- ja tapahtuma-alalla

	1. Who is he/she ? This is Zichen . He is a student of Hospitality at Lab Uas. He work as a part time in various locations.	2. Who is he/she at work? He is a student who also works part-time. He is Asian and holds a diploma in Hospitality Management. He has previous work experience in his home country, where he worked in the Food and Beverage department of a local hotel. He is very welcoming and has strong communication skills. He is also willing to learn.	7. Positive emotions one feels at work Feeling happy and content with his task doing and he is feeling thankful for his job. Feeling enthusiatic about if he get challenges and new opertunities .
Quote **"I am always doing that which I cannot do, in order that I may learn how to do it."** *— Pablo Picasso*	3. Personality traits and interests? He is not so pen or confident at work. But he has a good attitude and loves to talk with.proples seemd intrested in learning new things.	4. What does he/she think about his/her work and what are his/her expectations? He is very happy with his work as he gets to learn new things and there are nice colleagues. He is very happy he wants be professsoon and move to better position.	8. Negative emotions one feels at work Stress feeling overwhelemd by too many tasks, Frustation like feeling upset or irriated when things are not going well. He might get confusion also. Feeling let down when things dont go as planed , such as missing out on a promotion.
5. What is motivating and meaningful to him/her in his/her work? Getting to learn new things, interacting with colleagues, dealing with different people and personalities		6. What frustrates him/her at work? He is hard work and when job roles are not clearly defined , it can be frustaring and not knowing exactly what expected can lead to confuse and mistakes. Sometimes Misunderstand or a lack of communication from coworkers or managers can cause frustration. It can happen to mistakes or delays.	

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Merkityksellinen työntekijäkokemus
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Meaningful employee experience: the role of emotions in organizations

– Mika Boedeker

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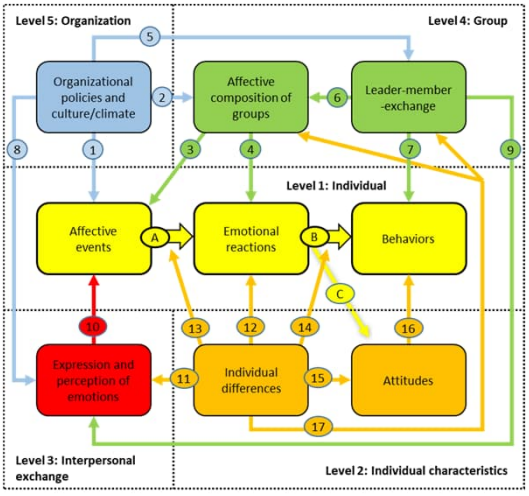
Emotions in organizations

Merkityksellinen työntekijäkokemus
vieraanvaraisuus- ja tapahtuma-alalla



Emotions in organizations is intrinsically a **multi-level phenomenon**, extending all the way from the top of the organization to the most fundamental level – the day-to-day experiences of organizational members.

- **Level 1**: Affective events (moments that cause individuals to experience different emotional states at work) determine **individual emotional reactions** (A) that, in turn, influence behavior (B) and attitudes (C).
- **Level 2**: **Individual differences** influence felt or displayed emotional states and their perception (11) and emotional reactions (12), help in interpreting and processing affective events (13), regulate the effects of emotional reactions (14) and influence individual attitudes (15), which in turn influence individual behavior (16). In addition, individual emotional characteristics, especially emotional intelligence, play a role in group-level processes (17).
- **Level 3**: In **interpersonal exchange** expression of real or acted emotional states and their perception influence the type of affective events (10) that occur in the organization.
- **Level 4**: Affective composition of the **groups** influences the kinds of affective events (3) that occur in the organization and how the individual reacts emotionally (4). The interaction between the supervisor and subordinates at the group level (9) influences the way in which emotional work is done in the organization, i.e., emotional states are shown or concealed (or also acted out), and directly the behavior of the individual (7). It also affects the affective nature of the group (6).
- **Level 5:** Emotional climate associated with **organizational culture** influences the kinds of affective events (1) that occur in an organization, the emotional states of groups within the organization directly (2) and by the leader-member exchange (5). It also affects the way in which emotional work is done in the organization (8).

Adapted from: Ashkanasy, N.M. 2003. Emotions in organizations: A multi-level perspective. In: F. Dansereau & F.J. Yammarino (eds.) Multi-Level Issues in Organizational Behavior and Strategy (Research in Multi-Level Issues, Vol. 2), 9-54.

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Emotions in organizations

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In the model, emotional states affect organizations at **five interconnected levels**. Organizational culture and emotional climate are organizational-level factors that directly or indirectly affect all other levels. Events at different levels affect **affective events** in the organization. These events are **responded to emotionally (A)**, which in turn **affects individual behavior (B)**, such as job performance, **and attitudes (C)** (such as job satisfaction).

The **emotional climate** associated with organizational culture can be thought of as an emotionally charged "tangible" thing that influences the kinds of affective events that occur in an organization (1). **Affective events** refer to moments that cause individuals to experience different emotional states at work. These events accumulate into affective episodes, in which the most significant are the most intense and the emotional states at the end of the episode.

Organizational culture and the emotional climate of the organization also influence the **emotional states of groups** within the organization (2). Groups have their own emotional essence, which originates from the emotional characteristics of the group members and which, over time, is shaped into the emotional state of the group. This affective essence of the groups, in turn, influences the kinds of affective events that occur in the organization (3) and how the individual reacts emotionally (4).

Organizational culture and the emotional climate of the organization also influence the **type of interaction between the group's supervisor and subordinates** (5). This in turn affects the affective nature of the group (6) and through this, affective events and directly the behavior of the individual (7).

In addition to the above, organizational culture and the emotional climate of the organization (8) and the interaction between the supervisor and subordinates at the group level (9) influence the way in which **emotional work** is done in the organization, i.e., emotional states are shown or concealed (or also acted out). This emotional expression and communication are located at the intersection of individual and organizational consequences, at a kind of meso level. Real and concealed or acted emotional states and their perception influence the type of affective events that occur in the organization (10).

Individual emotional characteristics, such as long-term affective states and emotional intelligence, influence actual and latent/feigned emotional states and their perception (11) and emotional reactions (12). In addition, emotional intelligence helps in interpreting and processing affective events (13) and regulating the effects of emotional reactions (14).

Individual emotional characteristics also influence individual attitudes (15), which in turn influence individual behavior (16). In addition, individual emotional characteristics, especially emotional intelligence, play a role in group-level processes (17).

Ashkanasy, N.M. 2003. Emotions in organizations: A multi-level perspective. In: F. Dansereau & F.J. Yammarino (eds.) Multi-Level Issues in Organizational Behavior and Strategy (Research in Multi-Level Issues, Vol. 2), 9-54.

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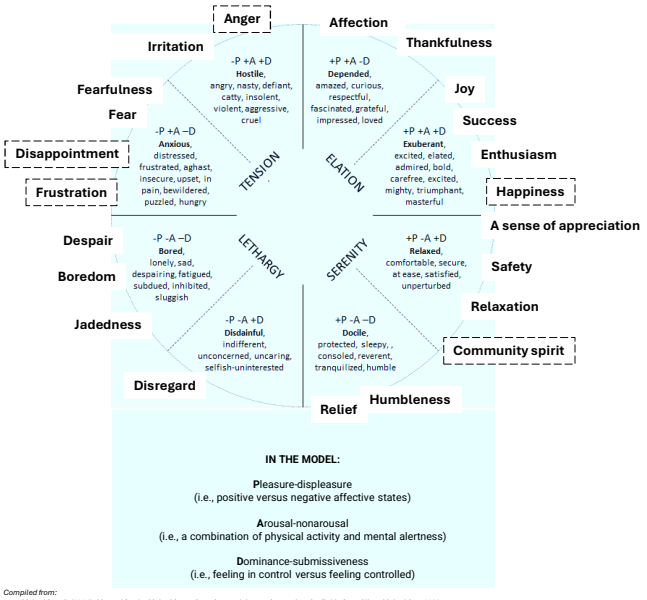
vieraanvaraisuus- ja tapahtuma-alalla

MERIT-workshop 6.5.2025: emotions felt at work

Results

- Emotions have been named and their causes, consequences and means of regulation have been widely identified (see the table in the next slide).
  (The emotional terms framed by a dotted line have been added to the emotional circle afterwards from the table in the next slide)
- The spectrum of emotions is widely present in the work.
- Evenly negative (left side) and positive (right side) emotions.
- Evenly emotions with a higher arousal level (top) and lower arousal level (bottom).
- Positive emotions were often related to customer work.
- Negative emotions were often related to the organization's internal affairs, events, etc.
- Emotions clearly played a significant role in the employee experience.
  At the value level even to the point of resignation.



Compiled from:

- *Mehrabian, A. (1994). Manual for the Mehrabian trait anxiety and depression scales. Available from Albert Mehrabian, 1130.*
- *Mehrabian, A. (1995). Framework for a comprehensive description and measurement of emotional states. Genetic, Social & General Psychology Monographs. Aug95, Vol. 121 Issue 3, p341. 21p.*
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- *Seo, M., Feldman Barret, L. & Jin, S. (2008). The Structure of Affect: History, Theory, and Implications for Emotion Research in Organizations. In Ashkanasy, N. & Cooper, C. (eds.) Research Companion to Emotion in Organizations. Bodmin: Edward Elgar, 17-44.*

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	EMOTION	THE REASON FOR THE EMOTION	THE IMPACT OF EMOTION	A MEANS OF REGULATING EMOTIONS (preventing, restraining, creating, strengthening, changing, etc.)
THE EMOTIONAL FAMILY OF ELATION	**Affection** **Joy** **Successes** **Happiness** **Enthusiasm** **Thankfulness**	Good feedback Community spirit Interaction Sees the result of their work/success	The feeling of success increases motivation Effects also in leisure time	Strengthens positivity through one's own actions.
THE EMOTIONAL FAMILY OF SERENITY	**A sense of appreciation** **Safety** **Community spirit**	A sense of trust	Coping at work Feels that their work is meaningful More opportunities to influence Improved self-confidence Courage to limit work/needs Effects also in leisure time	The art of sharing together Common goals and rules
THE EMOTIONAL FAMILY OF LETHARGY	**Saturation** **Disregard** **Boredom**	Transmission; Let's trust that "someone" will take care of the job A different understanding of how work is done The experience of inequality	Work doesn't go smoothly Envy Underperformance; Same feeling Prevents logical thinking Effects also in leisure time Emotional eating etc. Well-being choices	Visible in (work) well-being Recognizing and separating the emotions of others from one's own
THE EMOTIONAL FAMILY OF TENSION	**Fear** **Disappointment** **Irritation** **Anger** **Frustration**	Fear of abandonment Injustice Acting before thinking in the work culture	Burnout The experience of meaningfulness is missing Self-confidence falters Isolation from the community Emotional outburst aggressively	Stopping, deep breathing Entering the body, shaking Physical exercise, outdoor activities

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Final words and next steps

- Final words: Mika Kylänen
- EURA2021 tracking data collection
- Feedback survey
- Next workshop

https://merkityksellinentyo.fi/in-english/

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Next workshop

Tue 7th of October, 13:00-16:00 “Future is now” -

What are the future challenges and opportunities – and solutions – in the hospitality and event industries?

A cavalcade of employee profiles in the field of hospitality and event industries, and lessons learned from Finnish workshops. We take an active role in framing the changes and alternative futures of Finland’s increasingly multicultural working life.

Register

https://www.lyyti.in/MERITFutureIsNow

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vieraanvaraisuus- ja tapahtuma-alalla

Seuraava suomenkielinen työpaja

Ti 3.6. klo 13–16 “Mitä lupaamme?”.
Tule muotoilemaan ja määrittelemään työnantaja- ja työntekijälupauksia vieraanvaraisuus- ja tapahtuma-alalle.

Ilmoittautuminen

https://www.lyyti.fi/reg/MERITverkkotyopaja3

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