

How Employee Engagement Drives Growth

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How we will spend our time today...

- Discuss your current team status
- Learn about key principles of engagement
- How do we spot an engaged team member?





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Great resource...

- # 1 Hot New Release
- # 1 Business Health and Stress
- # 1 Business Customer Relations
- Top 5 – Business Conflict and Resolution
- Top 5 – Business Leadership and Training



3

Great Resource...

Listen Score
36
TOP 2.5%
[LISTEN NOTES](#)

4




5



6

Did you know?



Right now, if you are paying someone to work for you...

What are the odds that they are actually looking out for you and your customers?

7

less than
1 in 3

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Let's start with a few definitions...

- **Engaged:** People who are psychologically committed to their jobs while making positive contributions to the organization.
- **Not Engaged:** People who lack the motivation and are less likely to invest discretionary effort in organizational goals or outcomes.
- **Actively Disengaged:** People who are unhappy, unproductive and liable to spread negativity to co-workers.

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So where do you think your team rates today?

Take a moment and rate your team on a scale of 1 – 10... *write it down...*



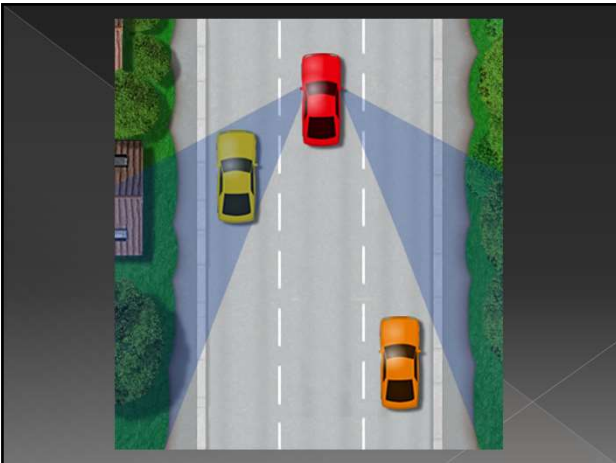
- 10 – everyone on the team is engaged
- 5 – everyone on the team is not engaged
- 1 – everyone on the team is actively disengaged

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No way is this happening to me and my company...



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Count the number of "F"'s in the sentence below

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.

13

How many did you count?



- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6
- G. 7



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Count the number of "F"'s in the sentence below

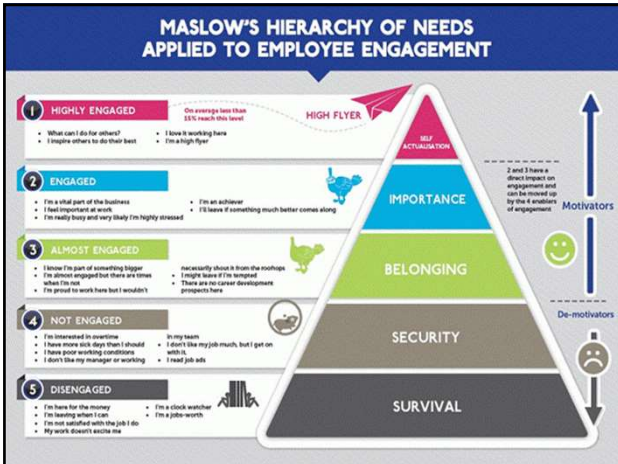
FINISHED **F**ILES ARE THE RESULT OF **F** YEARS OF **F** SCIENTI**F**IC STUDY COMBINED WITH THE EXPERIENCE OF **F** YEARS.

6 IS THE CORRECT ANSWER...

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Answer this...

Who here is interested in any of the following...

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Can this really be true?

- 81% reduction in absenteeism
- 58% reduction in patient safety incidents
- 18% - 43% reduction in turnover
- 28% reduction in employee theft
- 64% reduction in workplace accidents
- 41% reduction in quality defects
- 10% increase in customer loyalty
- 23% increase in profitability

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Engaged team members...



- They are twice as likely to be **top performers**
- 3 out of 4 of them exceeded or greatly exceeded the expectations in their most recent **performance review**

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The key principle of employee engagement

Connection – when we disconnect, we disengage.



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How to connect with your team...

1. Strategy – What are we doing here anyway?



Companies whose employees understand the missions and goals enjoy a **29% greater return** than other firms (Watson Wyatt Work Study)

BUT...

75% do not think that their mission statement has become the way they do business.

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How to connect with your team...



2. Roles – Who does what and why? It is very encouraging to better understand how the company works.

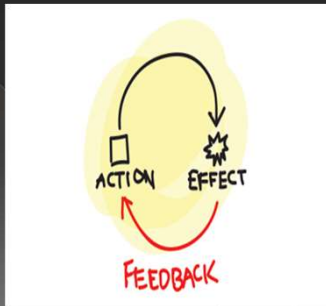
Is there an **organizational chart** built that everyone in the company sees and is responsible for and understands?

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How to connect with your team...

3. Performance

How am I doing?
Regular feedback is key! Don't wait for the six month review (negative or positive)



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How often should I provide Feedback?

- Your team is twice as likely to become actively disengaged at work if they don't get immediate feedback from their leader.
- 43% of highly engaged employees receive feedback at least once a week compared to just 18% of employees with low level of engagement.

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How to connect with your team...



4. Trust – Do they trust you?

Gallup revealed that the chances of team members being engaged at work when they **do not** trust the company leaders are just 1 in 12. If they do trust, it goes to 1 in 2.

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4 quick ways to increase trust in the workplace:

1. Ask the hard questions to build and protect the company.
2. Listen to others – seek first to understand, then be understood.
3. Focus on the issues and solutions rather than personalities.
4. Set the example, by being responsible and accountable.

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How to connect with your team...



5. Make recognition the norm, not the exception.

The amazing thing about this is that the most effective forms of employee recognition cost little or no money.

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Council of Communication Management found...

- Recognition for a job well done is the top motivator of employee performance.
- Thoughtful, personal recognition is more motivating than money.
- Instant recognition is the best kind.
- Simply asking for employee involvement is motivational itself.
- 63% ranked "a pat on the back" as a meaningful incentive.

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Recognize them...

69% of employees would work harder if they received more recognition.



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"The Comfort Zone"



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Catch them doing something right!

We, as leaders, need to go out of our way to say thanks every day to as many people as we can...why?

57% of disengaged employees felt that they are being ignored at work.

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Challenge for you...

- Take a moment and write down 2-3 people on your team that you want to thank and provide a reason to thank them...
- After this session, call them, text them, e-mail them, or they may be with you...thank them for...

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What role do we play in this?



What would happen to our company if we could teach one or two more people to row?

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How to connect with your team...



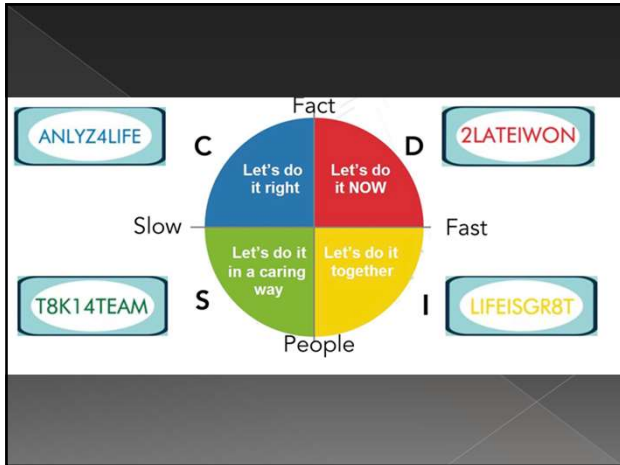
6. Listen to learn.
 Give full attention to the one you are listening to.
 Let them finish before you start to speak.
 Ask questions. "Tell me about..."
 Acknowledge them while they are speaking.
 8.2 vs. 2.3

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So, let's build a strategy that will improve engagement

- Make it an **organizational** priority
- Know your starting point – survey the team **NOW** – don't wait for the exit interview!
- Know your team...DISC and EQ Assessments
 - > What motivates them?
 - > What is stressful to them?
 - > How to increase their workplace effectiveness?
 - > Strategies that will increase their effectiveness with other styles
 - > What words work and don't work?

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Engaged Employees are...

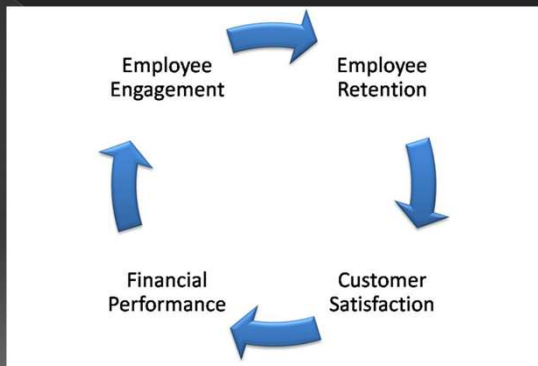
- **Obvious** – hard to define, easy to spot
- **Authentic** – be yourself
- **Receptive** – active listening, offer support, open to challenge
- **Involved** – involvement leads to a greater sense of ownership
- **Proactive** – make suggestions, take the initiative, innovate, without being asked

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Engaged Employees are...

- **Energized** – high energy level, maintain momentum, pacesetters
- **Achievers** – focused, more productive, what they do gets results
- **Advocates** – proud and happy to recommend your company
- **CEO's** – Chief Engagement Officers – inspire by example to customers, team members, even competitors

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Time to engage... 



Some possible next steps:

1. **Purchase** "Growing On Purpose" – go to positivepolarity.com
2. **Request** a copy of these slides so you can implement this in your company today.
3. **Contact** me for a complimentary 30-minute phone consultation to help improve your team

Email to: dave@positivepolarity.com
