

EMPLOYEE ENGAGEMENT

CRITICAL TO YOUR MISSION?

YOU BET IT IS!

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- 30 YEARS WORKING IN HUMAN SERVICES
- 65 COA SITE VISITS
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TODAYS WORKSHOP

- HOW TO MOTIVATE EMPLOYEES
- HOW TO ENGAGE EMPLOYEES
- HOW TO KEEP EMPLOYEES
- HOW TO DEVELOP BENCH STRENGTH

MOTIVATING EMPLOYEES

- “DO WHAT I WANT” OR
- “DANCE FASTER” OR
- “THE BEATINGS WILL CEASE WHEN THE MORALE IMPROVES”

MOTIVATING YOUR LONG SUFFERING EMPLOYEES

- ACTIONS NOT WORDS
- A VISIBLE SACRIFICE FROM YOU
- GIVE PEOPLE A REASON TO WANT TO COME TO WORK
- FIND EMOTIONALLY IMPORTANT GOALS
- ASK PEOPLE WHAT THEY WANT AND HOW YOU CAN HELP THEM GET THERE AND MEAN IT!

THREE QUESTIONS TO ASK YOUR STAFF

- WHERE DO YOU WANT TO GO IN YOUR CAREER?
- WHAT DO YOU LIKE TO DO WITH YOUR FREE TIME?
- HOW CAN I HELP YOU TO SUCCEED IN YOUR JOB?

- AND REMEMBER TO DO THIS EVERY YEAR WITH EVERYONE THAT YOU DIRECTLY SUPERVIZE.

THE TOP 9 MOTIVATORS

- TRUSTWORTHY LEADERSHIP; WILL YOU COVER MY BACK?
- BEING RELEVANT; I NEED YOU TO HELP ME TO BE RELEVANT IN MY WORK.
- PROVING OTHERS WRONG; EXCEED THE EXPECTATIONS OF OTHERS. THERE WILL ALWAYS BE SOMEONE WHO WILL BE SURPRISED WHEN YOU SUCCEED.

MOTIVATORS

- CAREER ADVANCEMENT;IT IS LIKELY THE MOST IMPORTANT MOTIVATOR
- NO REGRETS; EVERYONE MAKES MISTAKES. MOVE ON.
- STABLE FUTURE; JOB SECURITY AND INCOME SECURITY MATTER.

MOTIVATORS

- SELF INDULGENCE; EVERYONE HAS SELFISH MOTIVES. ITS NOT A BAD THING.
- IMPACT; EVERYONE WANTS TO LEAVE A MARK.
- HAPPINESS; IF EMPLOYEES ARE HAPPY IN THEIR WORK, THEY WILL WORK HARDER AND BETTER.

EMPLOYEE ENGAGEMENT

- ENGAGE, RETAIN AND MOTIVATE. LET THIS BE YOUR MANTRA.
- IF YOU ARE A MANAGER THIS SHOULD BE YOUR TOP PRIORITY.
- EVERYTHING ELSE YOU DO WILL FLOW FROM THIS.

HOW DOES ONE ENGAGE

- WHAT ARE YOUR CURRENT COMMUNICATION PROCESSES? HOW DO FOLKS KNOW WHATS GOING ON?
- HAVE YOU MEASURED ORGANIZATIONAL WELLNESS? IF YOU THINK ITS GOOD, RAISE THE BAR.
- WHAT IS THE CURRENT LEVEL OF EMPLOYEE SATISFACTION? DOES IT VARY ACROSS THE ORGANIZATION?

WHAT WE THINK WE KNOW ABOUT EMPLOYEE ENGAGEMENT IS WRONG (2014)

- TWO THIRDS OF ALL EMPLOYEES ARE NOT FULLY ENGAGED IN THEIR WORK
- THE FREQUENCY OF ENGAGEMENT STRATEGIES IS NOT AS IMPORTANT AS THE QUALITY.
- EMPLOYEE ENGAGEMENT IS GETTING WORSE.

TOP 5 SKILLS FOR EMPLOYEE MANAGEMENT (2016)

- COMMUNICATE INTELLIGENTLY. FEAR NO LONGER WORKS BUT HONESTY DOES.
- ACCEPT RESPONSIBILITY. OWN YOUR MISTAKES AND BE PUBLIC ABOUT IT.
- DEAL WITH CONFRONTATION. DEAL WITH ISSUES AS THEY ARISE. LETTING THINGS GO DOES NOT WORK.

TOP 5 SKILLS

- PRAISE AND REWARD STAFF. PRAISE WORKS JUST AS WELL AS REWARDS. REMEMBER TO GIVE CREDIT WHEN CREDIT IS DUE.
- KNOW WHEN TO SPEAK UP. ITS OK TO HAVE AN OPINION CONTRARY TO STATUS QUO. BUT NOT ALL THE TIME.

WHY GOOD MANAGERS ARE SO RARE ;HARVARD BUSINESS JOURNAL (2016)

- A GALLOP POLL FOUND THAT WE CHOOSE THE WRONG CANDIDATE FOR THE JOB 82% OF THE TIME.
- 70% OF EMPLOYEE ENGAGEMENT IS LINKED TO MANAGEMENT SKILLS.
- AS OF 2012, 30% OF AMERICAN EMPLOYEES ARE ENGAGED IN THEIR WORK. THIS IS MUCH BETTER THAN THE 13% THE REST OF WORLD SCORES.

GREAT MANAGERS HAVE THE FOLLOWING TALENTS.

- ABILITY TO MOTIVATE
- THE ASSERTIVENESS NEEDED TO DRIVE OUTCOMES. AND THESE DAYS, OUTCOMES ARE CRITICAL.
- THE ABILITY TO CREATE A CULTURE OF ACCOUNTABILITY.
- THE ABILITY TO BUILD RELATIONSHIPS.
- DECISIONS ARE BASED ON PRODUCTIVITY AND NOT POLITICS.

MANAGEMENT AND EMPLOYEE DEVELOPMENT (HBR, 2016)

- GOOD MANAGERS ATTRACT CANDIDATES, DRIVE PERFORMANCE AND FOCUS ON ENGAGEMENT AND RETENTION.
- THEY DO THIS BY ; BEING TRANSPARENT, CREATING OPPORTUNITIES FOR CHANGE AND DO THINGS THAT SPAN FUNCTIONS AND DIVISIONS.

MANAGEMENT AND EMPLOYEE DEVELOPMENT

- RATHER THAN AN ANNUAL EVALUATION, HAVE MORE FREQUENT CONVERSATIONS ABOUT PERFORMANCE.
- LOOK TO BALANCE OFF WHAT AN EMPLOYEE CAN CONTRIBUTE AND WHAT THEY WANT TO LEARN.
- HAVE TEAM MEMBERS REPORT REGULARLY ABOUT WHAT THEY ARE LEARNING AS OPPOSED TO WHAT THEY ARE DOING.

QUESTIONS AND DISCUSSION

- WHAT ARE YOUR EXPERIENCES WITH EMPLOYEE ENGAGEMENT?
- WHAT WORKS WHERE YOU WORK?
- WHAT CHALLENGES ARE YOU FACING?



THANK YOU FOR YOUR TIME

- NOW GET OUT THERE AND ENGAGE WITH NEW YORK!