# REENGAGEMENT MOVING FROM WOE TO WOW!

Ruth K. Ross August 2014













Workgroups with high levels of engagement experience:

22% Higher Profitability

21% Higher Productivity

37% Lower Absenteeism

48% Fewer Safety Incidents

41% Fewer Defects

\* Results part of Gallup's Q12 Survey of Employee Engagement





## MEANING

WHY ARE WE HERE?

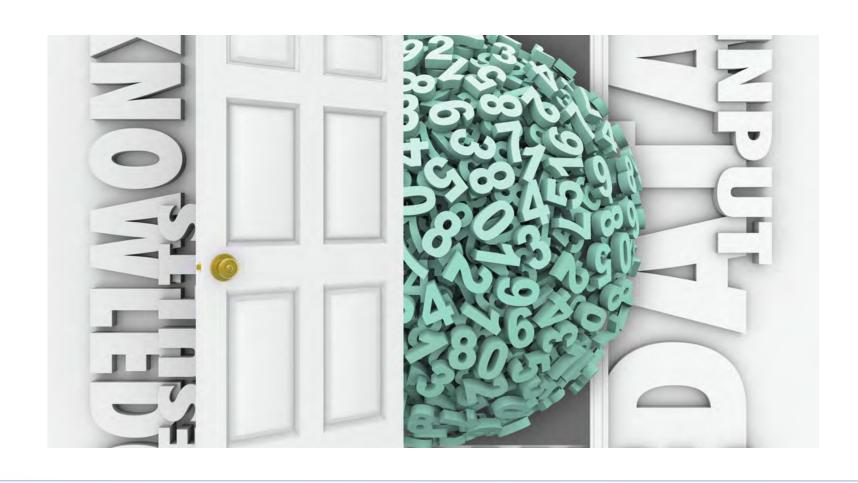
## ALIGNMENT



## GROWTH



## INPUT



## CONTEXT





FL!P THE SW!TCH



## THREE CATEGORIES OF WORKER ENGAGEMENT:

#### Engaged (30% of the U.S. population):

Deeply committed to the success of their organization and emotionally connected to its mission and goals. Routinely willing to put forth discretionary effort.

#### Disengaged (52% of the U.S. population):

Less emotionally connected to their work and less compelled to put forth extra effort. They show up for work but generally do only the minimum required.

Actively Disengaged (18% of the U.S. population): Actively against what the organization, and their boss, is trying to get done.



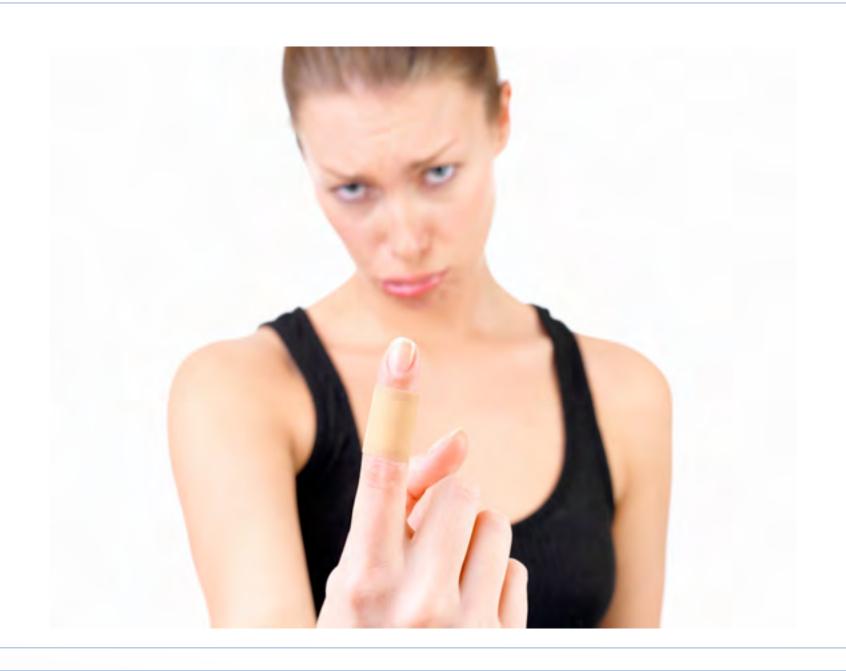


\$ 500 Billion in lost productivity

\$3,400 for each \$10,000 in salary







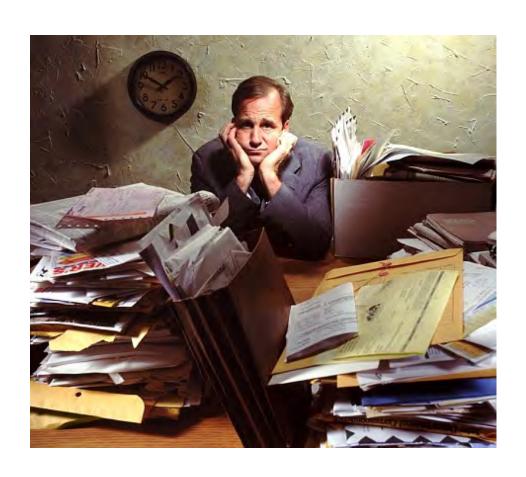
# THE UNDERLYING CAUSES OF DISENGAGEMENT



## THIS JOB ISN'T WHAT YOU PROMISED ME...



#### IS THIS ALL THERE IS?



#### HOW HARD IS IT TO SAY THANK YOU?



#### PEOPLE DON'T LEAVE COMPANIES, THEY LEAVE BAD MANAGERS

#### Three Categories of Bad Boss

"A bad boss.

Me? You really

think so?"

"I could do better. I just wish I knew how!"

'It's my way or the highway!"



Doesn't know he's bad.

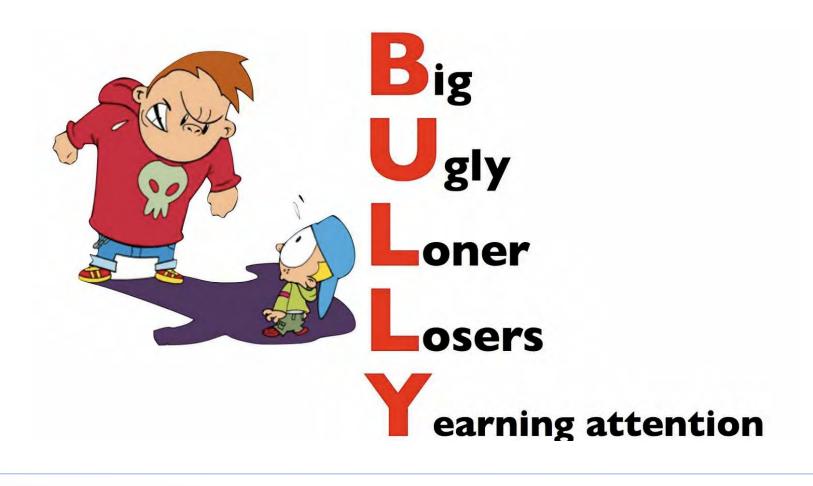


Wants to improve.



Doesn't care either way.

## WOW, IT'S TOXIC IN HERE







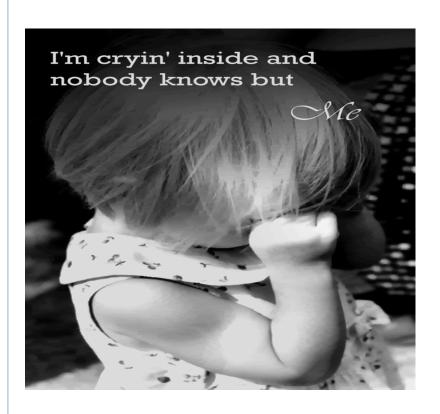
### Symptoms of Disengaged Employees



## Symptoms of Disengaged Organizations



## The Quit & Stay Phenomenon





## You Can Be Invisible Even In A Very Visible Role



THE INVISIBILITY INDEX™

# The ALIVE™ Treatment Plan For Reengagement

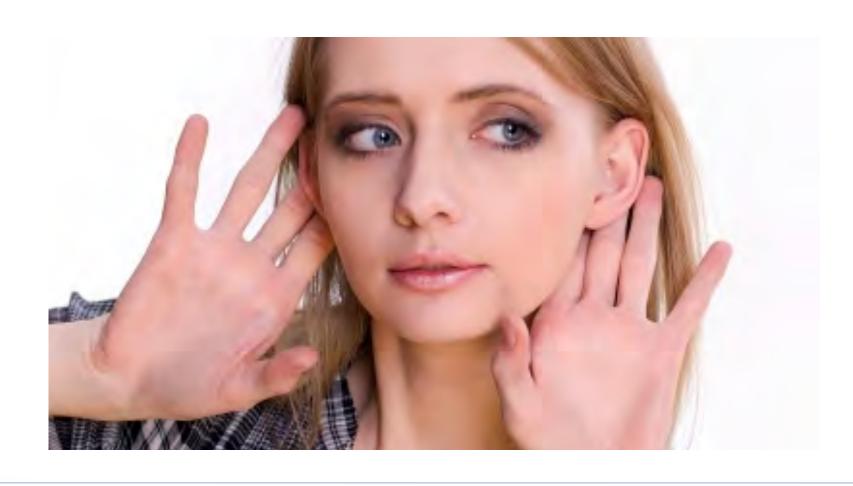


- ✓ Easy To Do
- ✓ Little to No Cost
- ✓ Unlimited Refills
- ✓ Stay Conversation

## ASK



## LISTEN



## IDENTIFY



## VALIDATE



## EXECUTE





## The Role of the C- Suite



### THE ROLE OF THE MANAGER



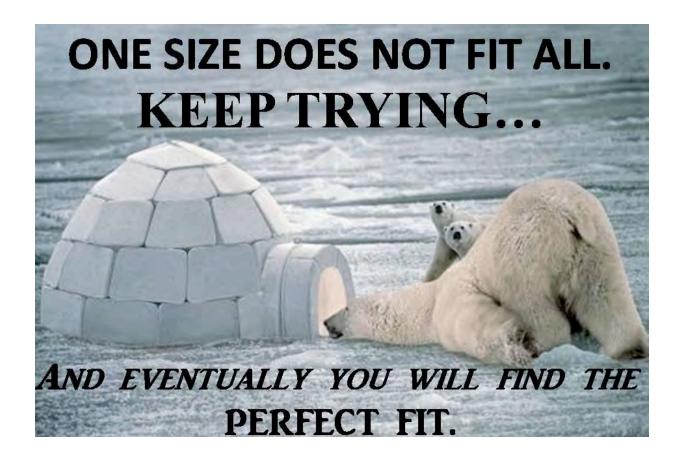
#### THE BIGGEST PROBLEM WITH YOUR MANAGERS



### THE ROLE OF YOUR EMPLOYEES



# Engaging Different Generations



FOOD FOR THOUGHT FOR YOUR LUNCHTIME PRESENTATION ....



### Approach to Succession Planning & Management

Identify Future Service Needs

Identify Key Positions & Competencies

Select High Potential Candidates

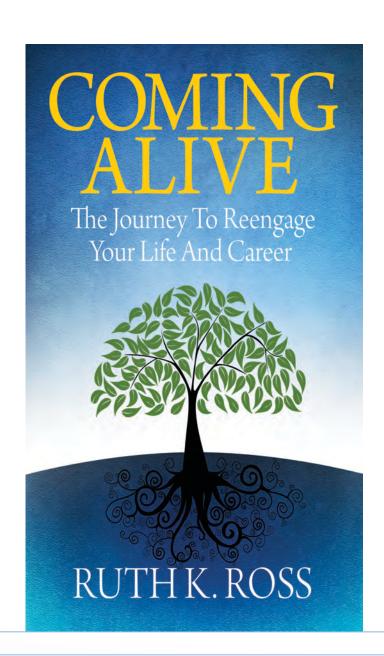
Monitor & Evaluate Implement Training & Development Activities

Select Training & Development Activities



ALWAYS WALK TOWARD SOMETHING BETTER, DON'T RUN FROM SOMETHING THAT'S NOT GOOD





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