Reflective Exercise

What are three takeaways from the Disney Training you are leaving with today? As a supervisor, is there anything you plan to do differently?
Enhance your Work Culture: Building Employee Engagement

Wednesday, April 16
Engaged employees are those who are involved in, enthusiastic about and committed to their work and who contribute to their organization in a positive manner.

- They are more productive, profitable and customer-focused
Difference between Engagement & Satisfaction

Satisfied
• May or may not be productive
• Put their time not necessarily their energy into their work
• Take a wait and see attitude toward their job

Engaged
• Work with passion
• Perform at consistently high levels
• Drive innovation and move their organization forward
Three types of Employees
Gallup’s Q12 – the 12 elements of engagement

Q1: I know what is expected of me at work.
Q2: I have the materials and equipment I need to do my work right.
Q3: At work, I have the opportunity to do what I do best every day.
Q4: In the last seven days, I have received recognition or praise for doing good work.
Q5: My supervisor, or someone at work, seems to care about me as a person.
Q6: There is someone at work who encourages my development.
Q7: At work, my opinions seem to count.
Q8: The mission or purpose of my company makes me feel my job is important.
Q9: My associates or fellow employees are committed to doing quality work.
Q10: I have a best friend at work.
Q11: In the last six months, someone at work has talked to me about my progress.
Q12: This last year, I have had opportunities at work to learn and grow.
Actively Disengaged

13% of U.S. employees are Actively Disengaged

These employees are:
- physically present but psychological absent.
- unhappy with their work situation
- share their unhappiness with their colleagues; they insist on it
53% of U.S. employees are Not Engaged

These employees may be productive, but they are:
• not psychologically connected to their organization
• more likely to miss workdays and leave the organization.
34% of U.S. employees are Engaged

These employees are:
- loyal and psychologically committed to the organization
- more productive
- more likely to stay with their organization
Reflective Exercise/Small Group Exercise

What behaviors do you expect to see exhibited by someone who
• is actively disengaged? (physically present but psychological absent)
• is not engaged? (productive, but not psychologically connected to the organization)
• is engaged? (loyal and psychologically committed to the organization)
What is our Role as Supervisors?
Reflective Exercise

As supervisors, how can we:

• address the negative behaviors of actively disengaged employees?
• support the constructive behaviors of engaged employees?
• create a culture that promotes positive engaged employees?
Lead with a Focus on Engagement: The Role of the Supervisor

- Individualize your approach
- Build trust and the right environment
- Engagement every day
- Engaging Conversations
Reflective Exercise

What kind of questions should we be asking our direct reports to determine their engagement?

What does a ‘GOOD JOB’ look like?

- Opportunities to learn and grow
- Progress in last six months
- I have a best friend at work
- Coworkers committed to quality
- Mission/purpose of company
- At work, my opinions seem to count
- Someone encourages my development
- Supervisor/someone at work cares
- Recognition in the last seven days
- Do what I do best every day
- Materials and equipment to do the job
- I know what is expected of me at work
Employee Engagement Matters

- Make Engagement a Priority
- Constantly Focus on it
- Understand and appreciate that each employee will have different engagement needs
- Recognize that engagement is built on individual basis as well as team basis
- Know engagement starts with you
- Every moment matters
Questions?

Thank you!

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