

Engagement 2018

Mullets, Cab Drivers and Stretches

About me

- ▶ Innovation Credit Union.
- ▶ People Development Specialist
- ▶ I used to have a mullet. Actually a series of bad haircuts as a kid.
- ▶ I love seeing people happy. I come to work for this reason everyday.

A night-time photograph of the Hollywood sign. The sign is illuminated from below, and two spotlights from the background illuminate the scene. The background shows a dark sky with stars and a hillside with a fence.

HOLLYWOOD

Cab Driver Scene.

- ▶ “Good Morning”
- ▶ “Whats good about it...ice all over the damn place”
- ▶ “Well true but look at those trees its beautiful. I love the lights reflecting off frost on the trees. Its gorgeous”
- ▶ “It’ll probably kill them, just watch”
- ▶ “I was expecting it to be much colder this morning. So it was a nice surprise”
- ▶ “Supposed to drop to -25 next week.”
- ▶ “Isn’t that good for your business?”
- ▶ “People get grouchy when it gets cold”

What is enGagement?



THE 7 KEY TRENDS IMPACTING TODAY'S WORKPLACE

Results From **500+** Organizations & Over **200,000** Anonymous Responses

Company culture crisis.

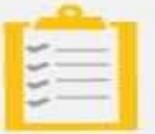
64% of all employees do not feel they have a strong work culture.



1



49% of all employees are **not satisfied** with their direct supervisor.



2



Opportunities for professional growth are limited, with 66% not seeing a chance for growth.

3



More than **1 in 4** employees **do not have the tools to be successful** in their jobs.

4

5

Only **21%** of employees **feel strongly valued** at work.



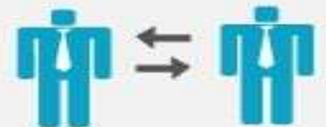
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44% of employees give **peer-to-peer recognition**... when they have an easy tool to do so.



7

Peers and camaraderie are the **#1 reason** employees go the extra mile...not money.



How do you know what engaged looks like?

#1



#2



#3



Outcomes When Engagement is high

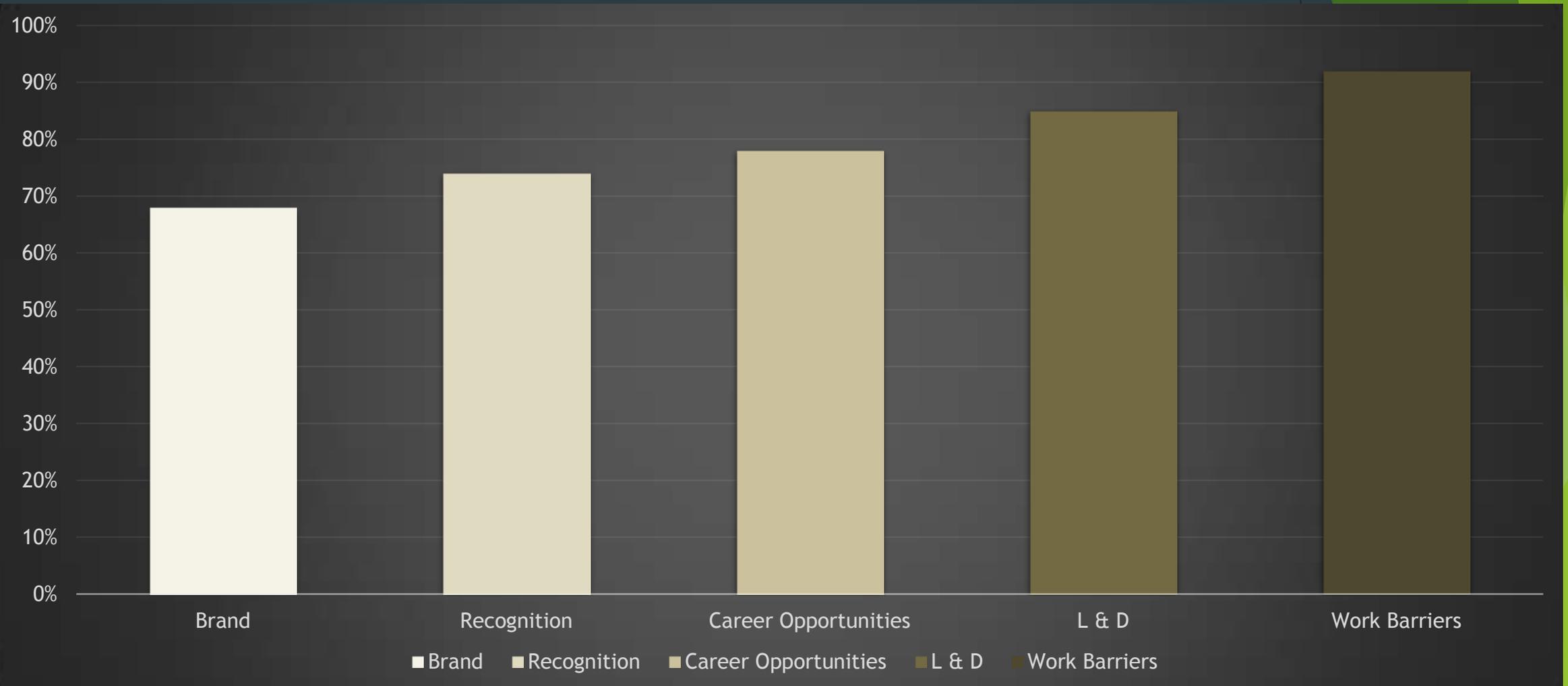
- **GREATER RETENTION/MORALE**
- **Productivity/Profits**
- **Customer Service is better**
- **Lower absenteeism/presenteeism**
- **Less job stress**

Lets go Deeper.....

- ▶ Poor retention means working short until replacement hired.
- ▶ Poor profit means job loss or can't do for our communities what makes us great or have the ability to invest in cool technology.
- ▶ Poor customer service means we are cleaning up messes (ours or others)
- ▶ Higher absenteeism means working short and doing others work in addition to our own or dropping the ball for our members.
- ▶ Higher stress means we come to work grouchy and go home grouchy...its an unending circle.

Whassa Mattah?

(courtesy AON Hewitt 2017)



Lets talk about stress, baby.....

- ▶ Partner up
- ▶ Take 3 minutes to be the cab driver...What makes work stressful?
- ▶ Room discussion
- ▶ We all gotta agree we leave it at, that once we have had our three minutes.

Overload and Overwhelm Culprits

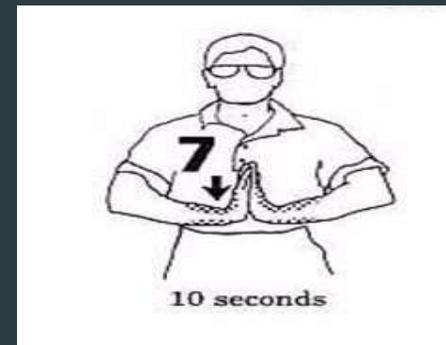
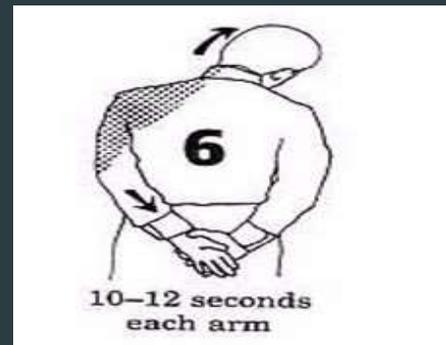
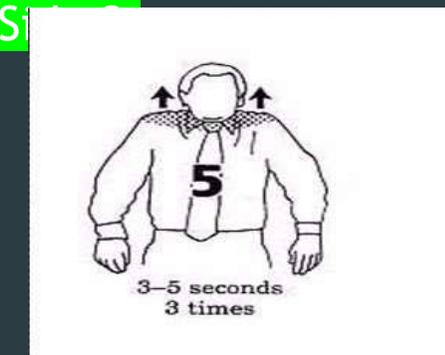
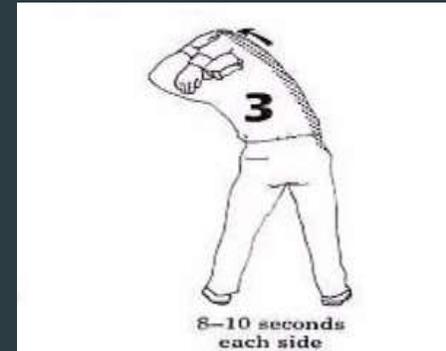
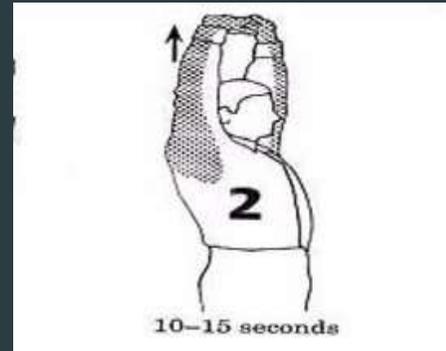
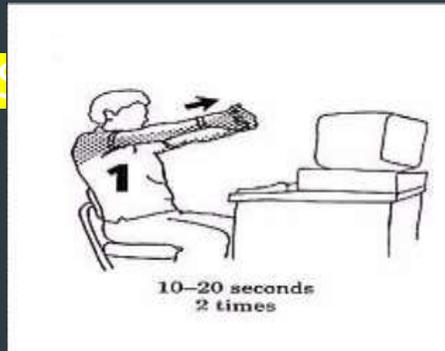


Thoughts about our reality

“The idea is not to slow life down, but to calm it down.” – Jim Tunney

“Few people do business well who do nothing else.” – Lord Chesterfield

Stand up.....



Today's Employee experience is different than that of our Parents...

- ▶ Flex Time
- ▶ Reduced Work Weeks come:
- ▶ Job Share Options
- ▶ Remote Options
- ▶ Mentor Options
- ▶ Remote Access to technology
- ▶ Wellness Options
- ▶ Education Tuition Support
- ▶ Top Up Maternity Benefits
- ▶ Personal Days
- ▶ Vacation Policies
- ▶ Charity Volunteer days paid
- ▶ Various types of leaves
- ▶ Health Benefit Plans
- ▶ Employee Assistance Plan

Other things that will be done in the next few years to

- *Quiet Rooms*
- *On site Child or Elder Care*

How Do we bang the drum for this?

- Would it help?
- What's the most effective way to keep benefits like this top of mind during busy or stressful times of the year so we don't lose focus on the reasons we like where we work?
- Partner up and discuss (3 minutes)

Who owns engagement?

Company

- **Connectivity**
- **Real Time meaningful Feedback and creation of opportunities**
- **Strong Leadership**
- **Experiential Rewards**

You

- **Be good to each other**
- **Communicate (maybe even with words!)**
- **Slow it down and take time to learn from those who are on the retirement horizon**
- **Fill your cup too**
- **Smile**

Do I live in a good world or a bad world?

- ▶ Choose statements that reflect a positive attitude.
- ▶ Focus on things that make you happy.
- ▶ Appreciate the good things in your world.
- ▶ Spend more time with positive people.

"The most important decision we make is whether we believe we live in a friendly or a hostile universe." - Albert Einstein

Cab Driver Scene - Take 2

- ▶ **“Good Morning”**
- ▶ **“It is good isn't it. How's your day?”**
- ▶ **“I love the frost on the trees its gorgeous great way to start the day.”**
- ▶ **“For sure, and we are one day closer to the summer.”**
- ▶ **“But enjoy this time, probably good for business for you. People don't want to walk in this.”**
- ▶ **“Yah not much fun, glad I can help! That's what I love about this job, its why I started in the first place.”**

