

The 7 Senses of Employee Engagement

How to Build a Positive,
High-Performing Work
Culture



How to Be a Great Manager

Manage
Defensively

*"How do I make
people behave?"*

Lead
Offensively

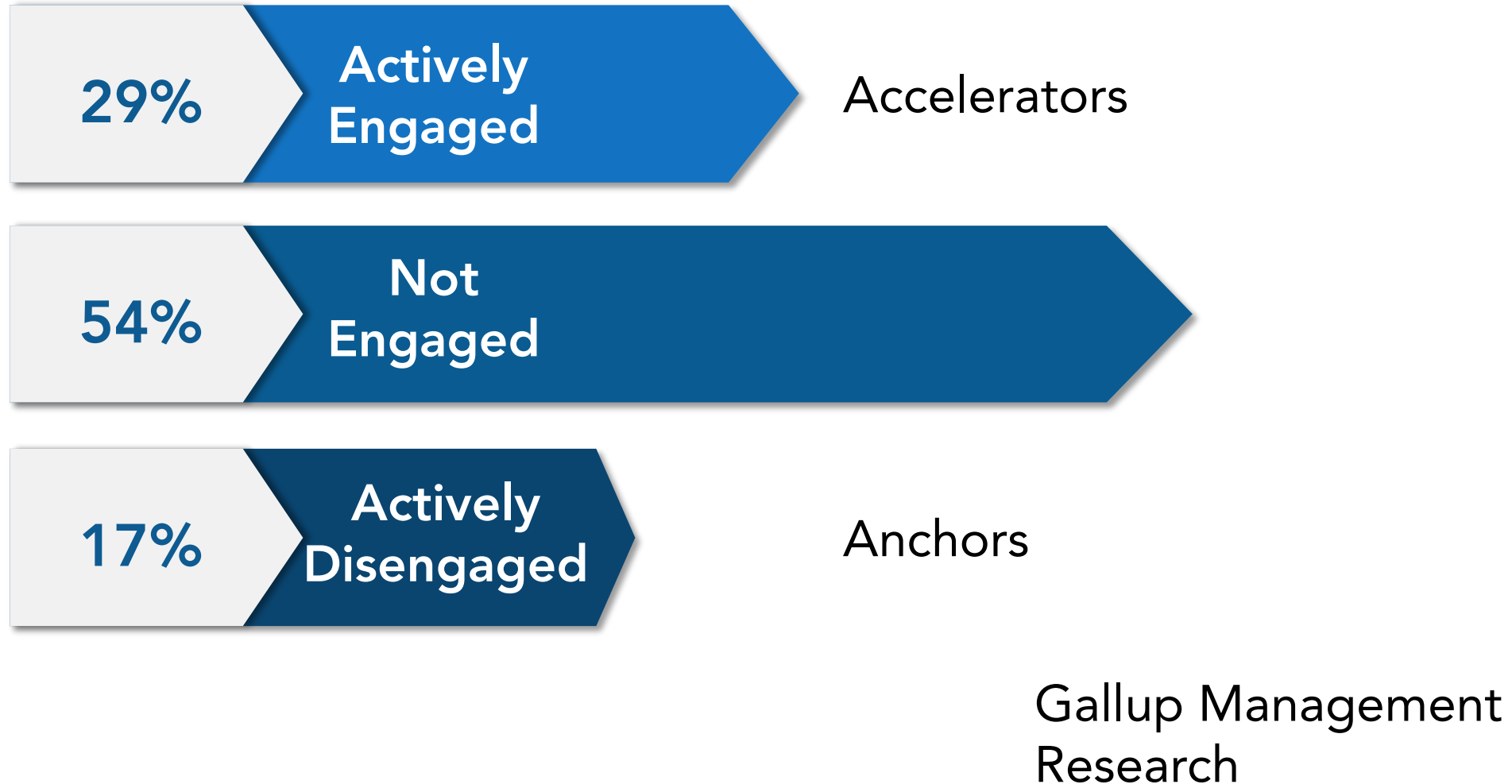
*"How do I help
people come
alive?"*

Employee Engagement

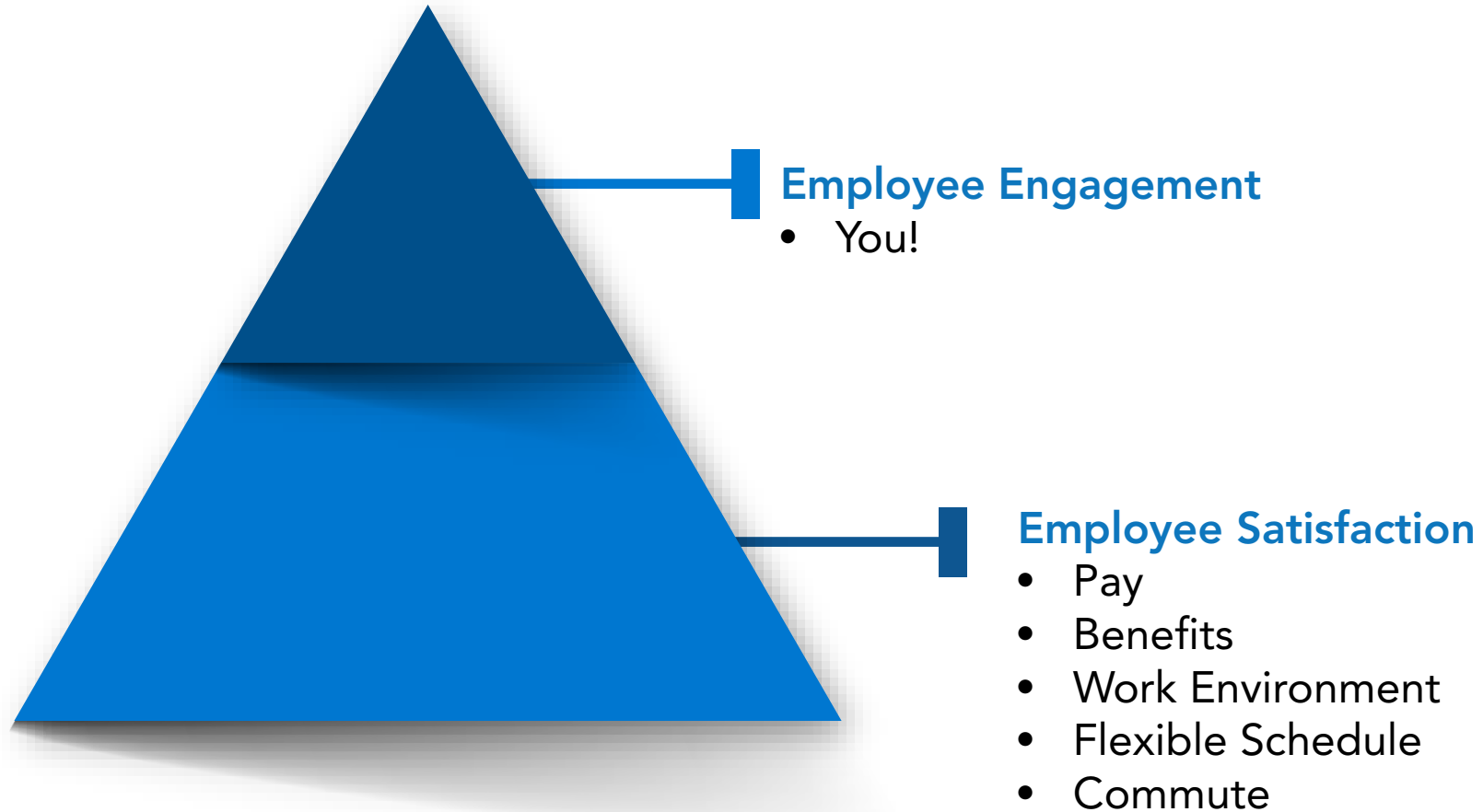
DEFINITION

The amount of **commitment** and **enthusiasm** one has for their work and their organization.

Employee Engagement



The Key to Employee Engagement



The Key to Employee Engagement



70% *of an employee's engagement is **determined** by their relationship with their direct supervisor.*

- Gallup Research Group -

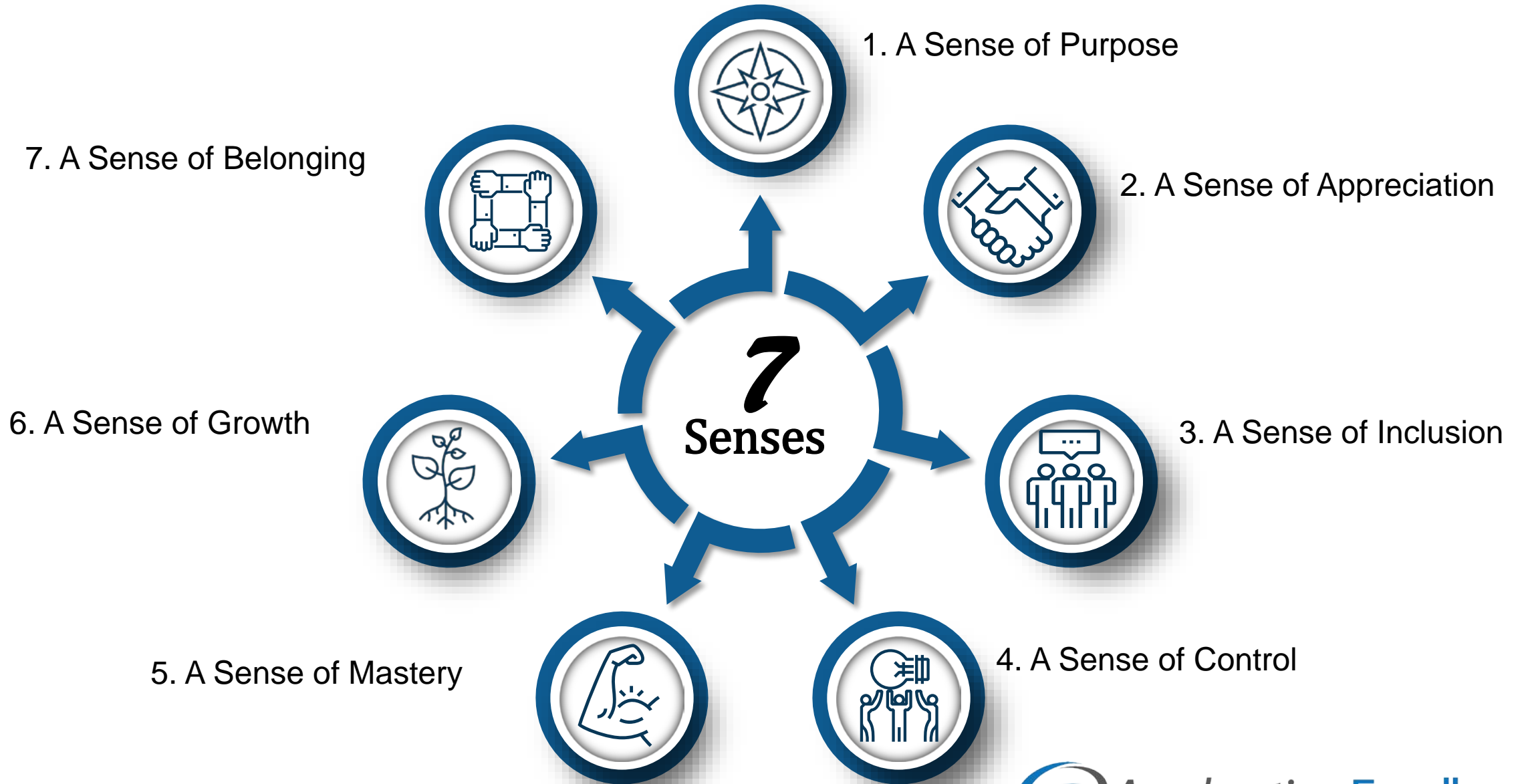
The Manager & Employee Engagement

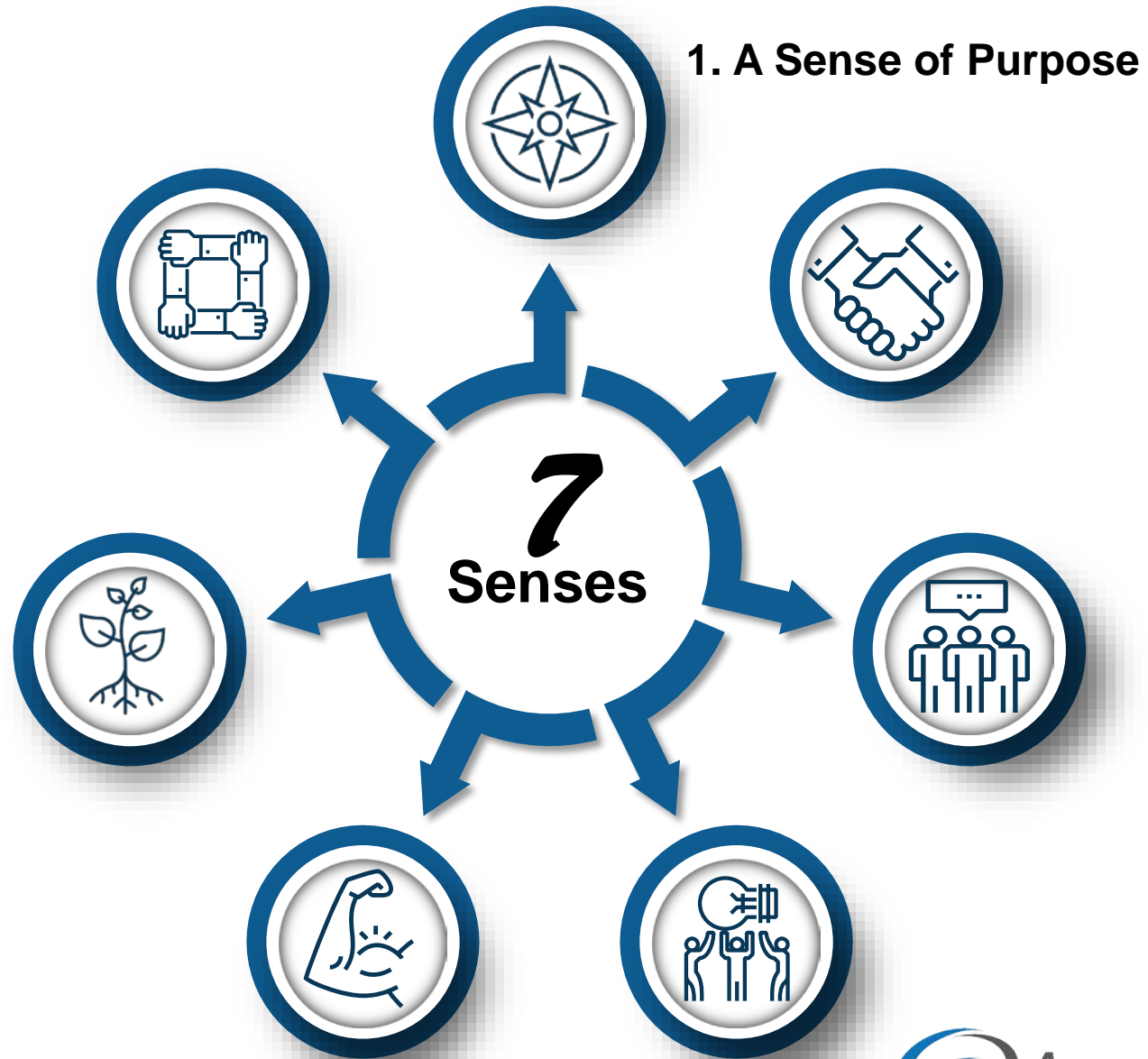


*People don't leave companies,
they leave bosses.*

- Beverly Kaye -

7 Senses of Employee Engagement





Key Employee Engagement Question

Sense of Purpose



Do I feel like my job is important?



- Gallup Research Group -

The Power of Purpose



*Where there is no vision,
the people perish.*

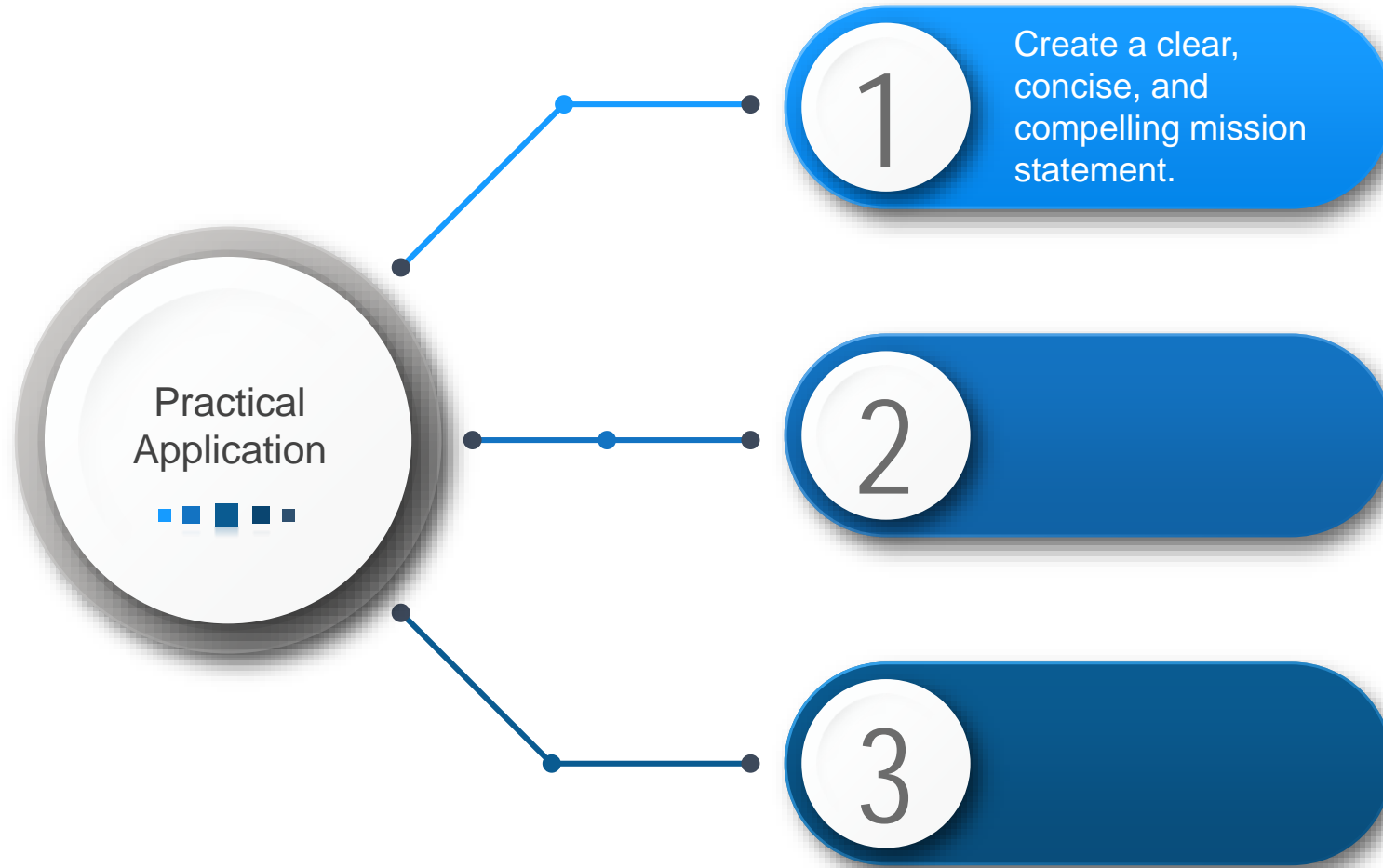
- Proverbs 29:18 -

The Power of Purpose



*Where there is a vision,
the people prosper.*

Sense of Purpose





HIGH POINT
UNIVERSITY



*To plant seeds of greatness into the hearts,
minds, and souls of our students.*



*To connect people to what's important
in their lives through friendly, reliable, and
low-cost air travel.*



To spread the power of optimism.



*Equip people and organizations to
thrive in the marketplace and beyond.*



**ST. JOSEPH
HOSPITAL**

HOUSEKEEPING DEPARTMENT



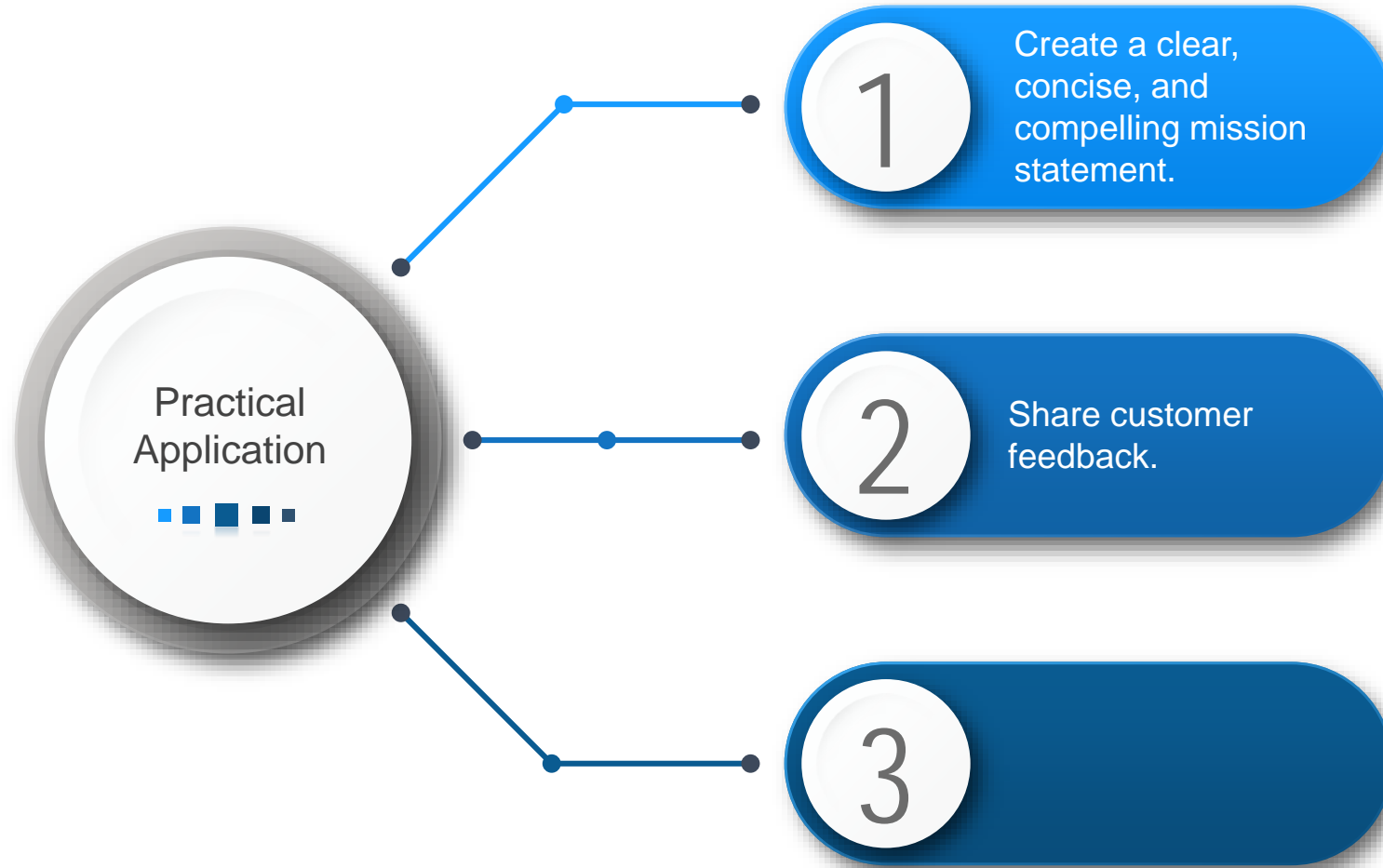
*To provide a safe, clean, and attractive
environment where our patients can heal
and for staff and visitors to enjoy.*

Poll Question #1



Does Your Company Have
a Clear, Concise Mission
Statement?

Sense of Purpose

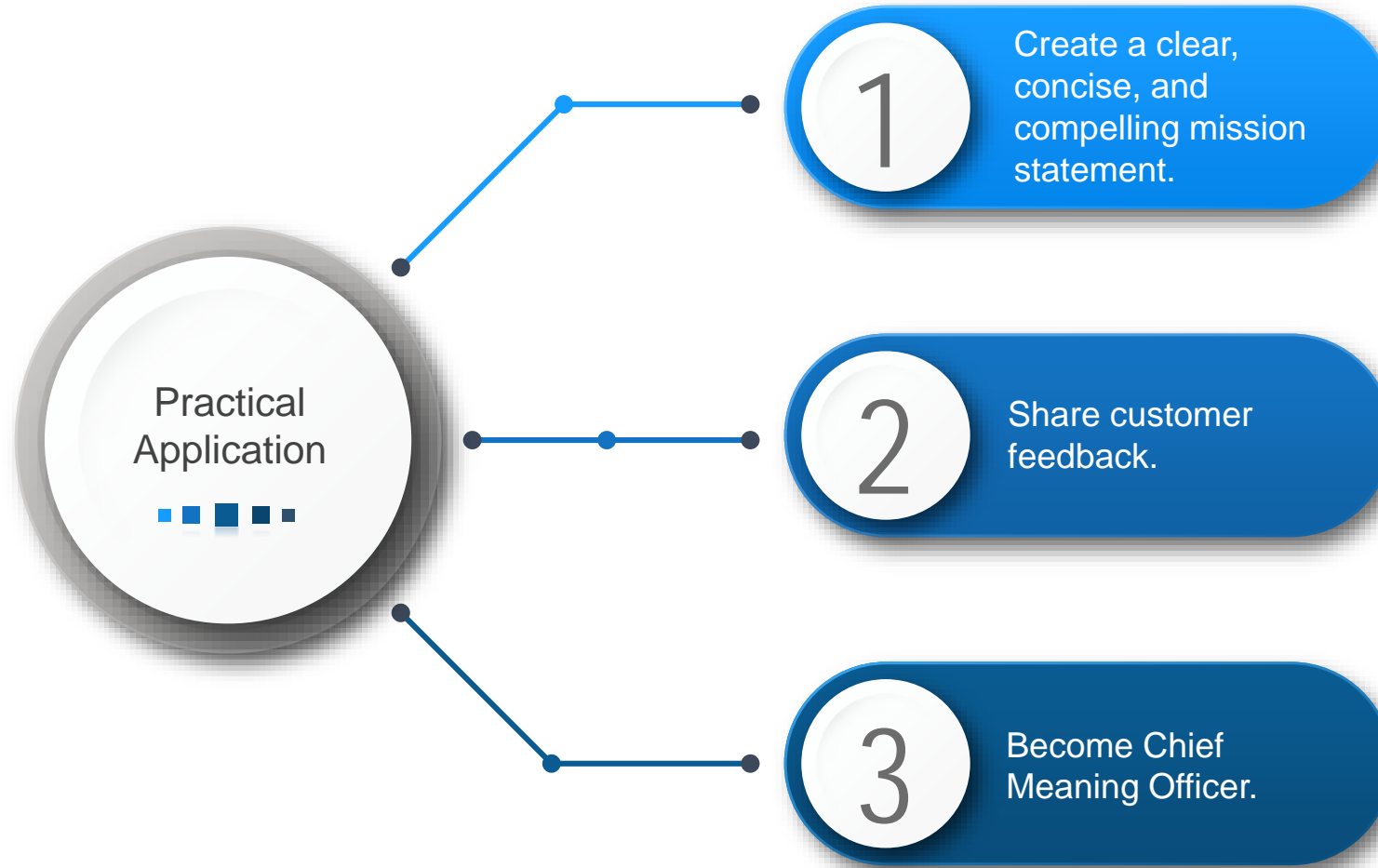


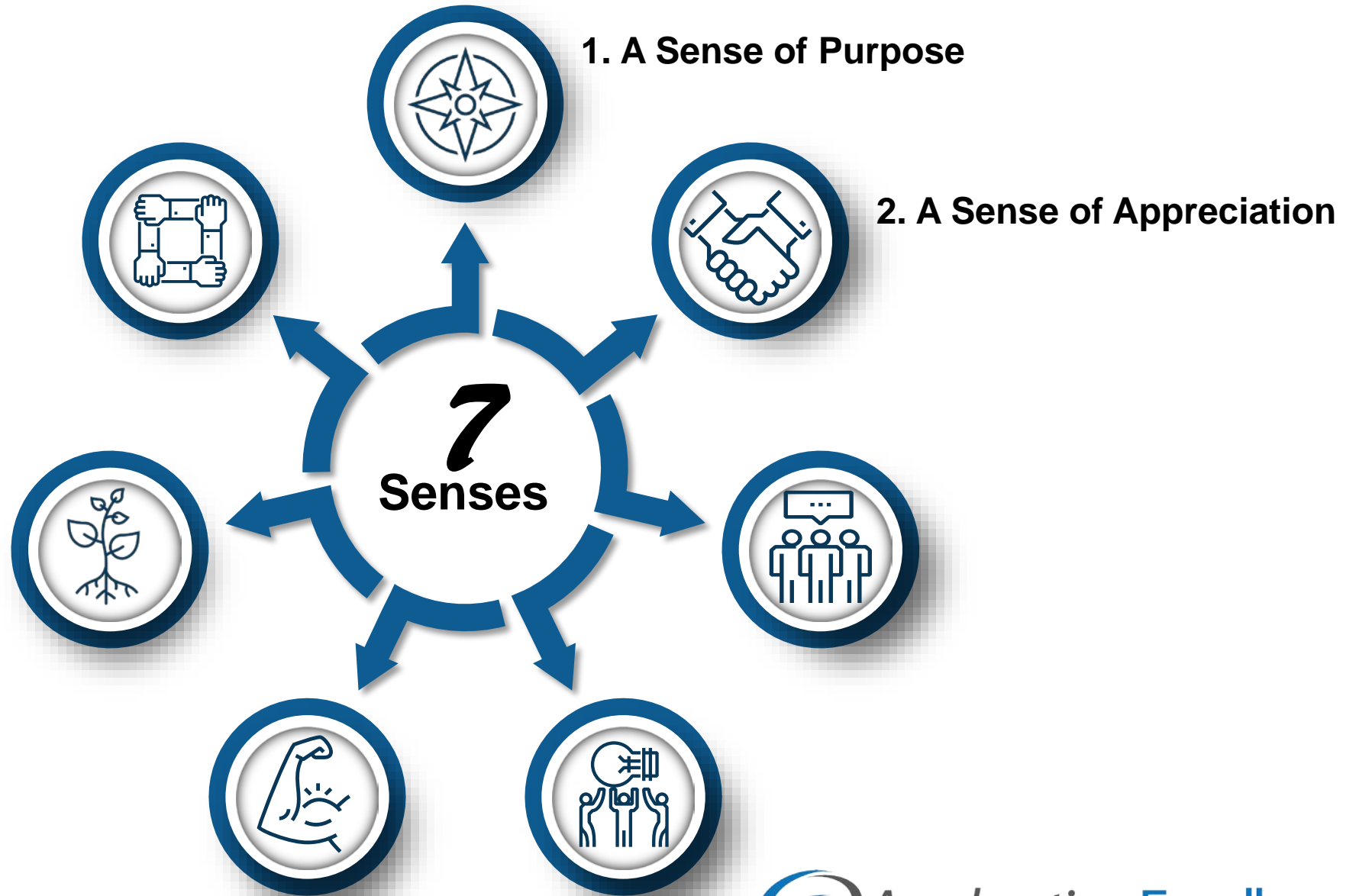
Poll Question #2



How Often Does Your Company Share Positive Customer Feedback with Employees?

Sense of Purpose





Key Employee Engagement Question

Sense of Appreciation



*Do I receive recognition
for work well done?*

- Gallup Research Group -

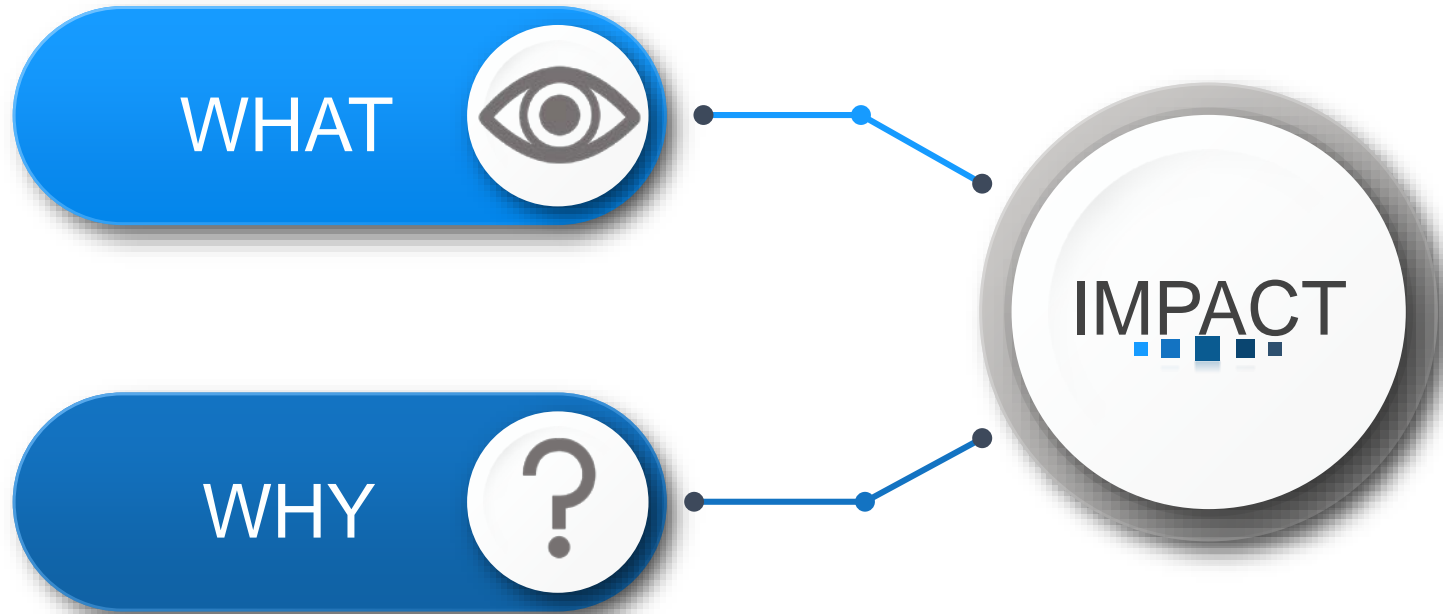
The Power of Positive Feedback



*The deepest craving in human nature
is the desire to be appreciated.*

- William James -

The Power of Positive Feedback



Make your positive feedback **specific**.

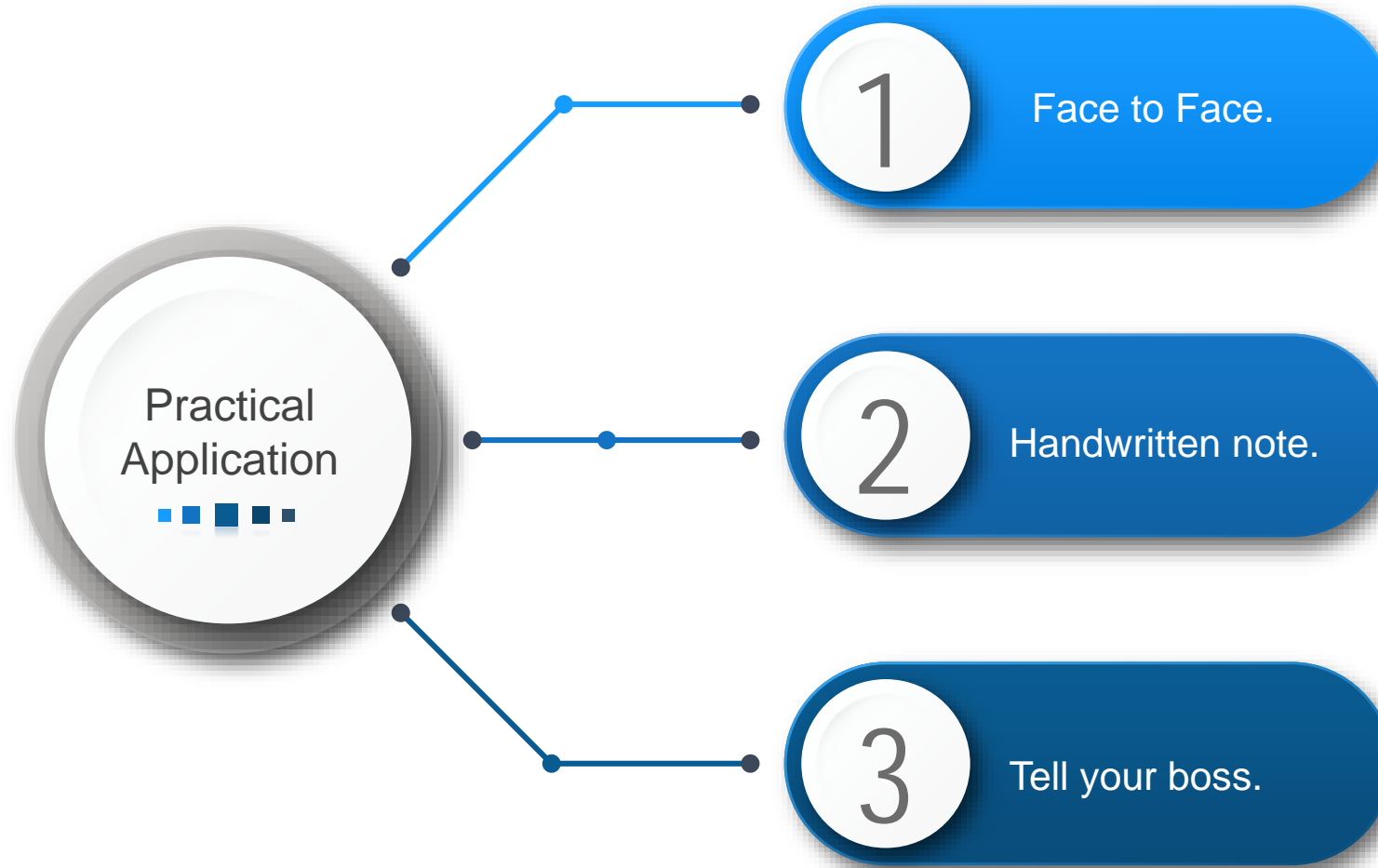
The Power of Positive Feedback

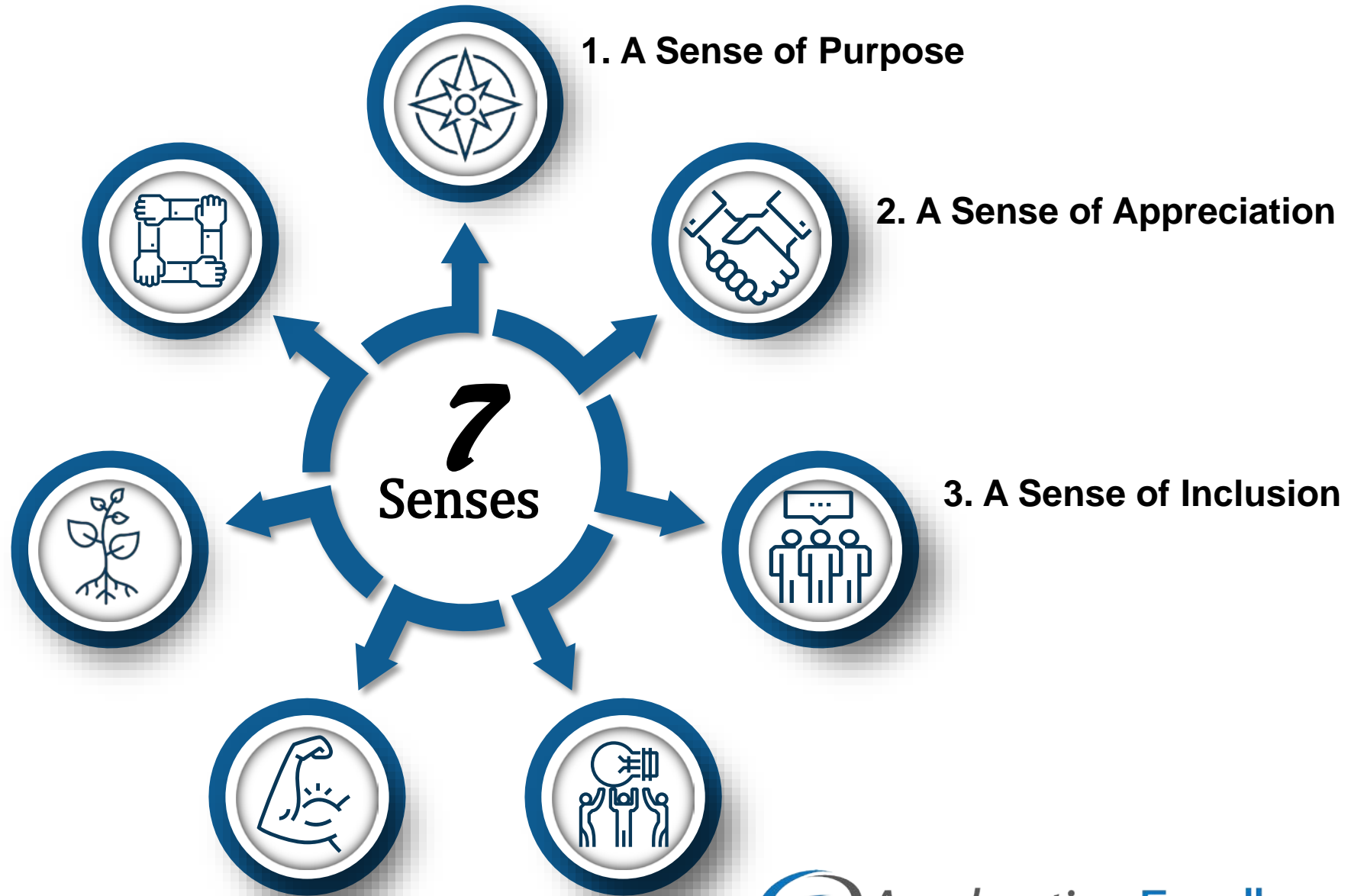


*Feeling gratitude and not expressing it,
is like wrapping a gift and never giving it.*

- William Ward -

Sense of Appreciation





Key Employee Engagement Question

Sense of Inclusion



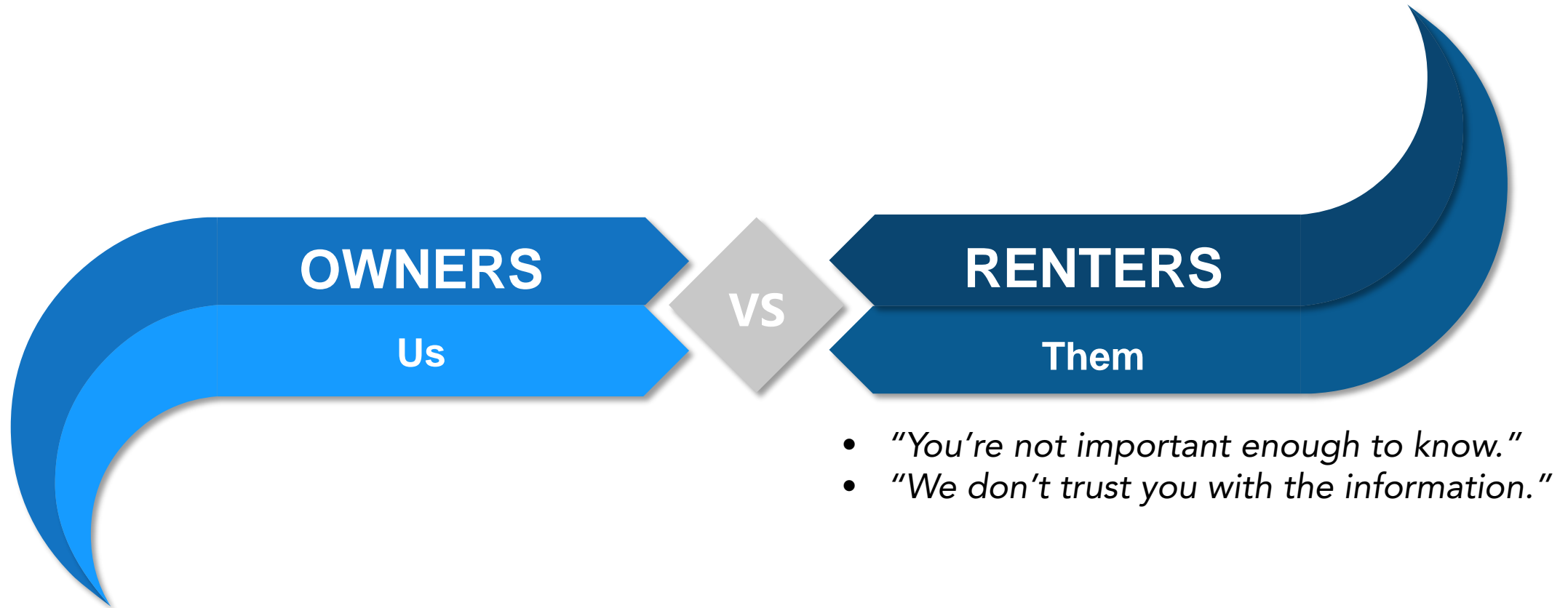
"Do I feel 'in' on things?"

- Gallup Management Research -

Organizational ScoreCard



'In' on Things



Sense of Inclusion



*When the eagles are silent,
the parrots will jabber.*

- Winston Churchill -

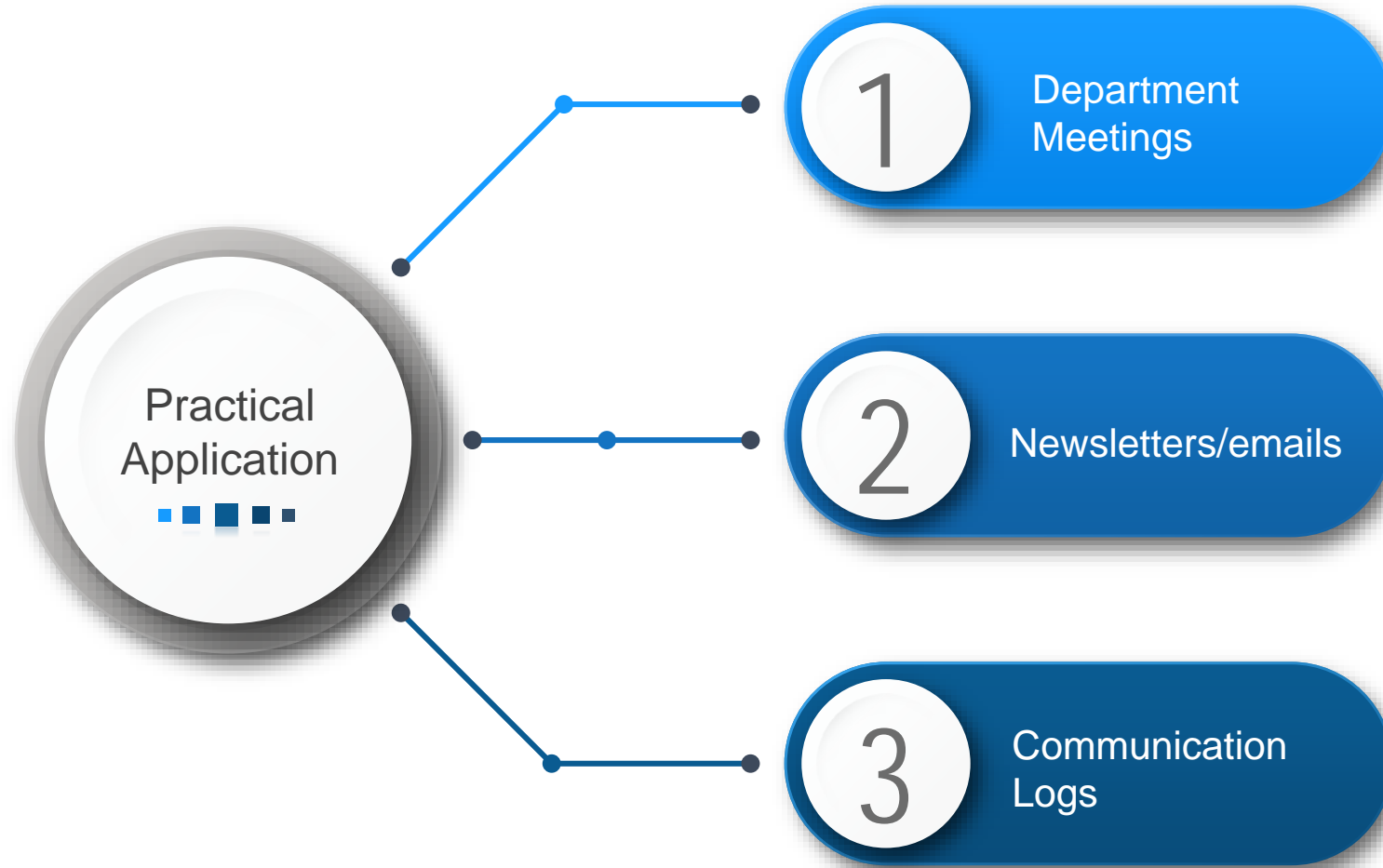
Sense of Inclusion

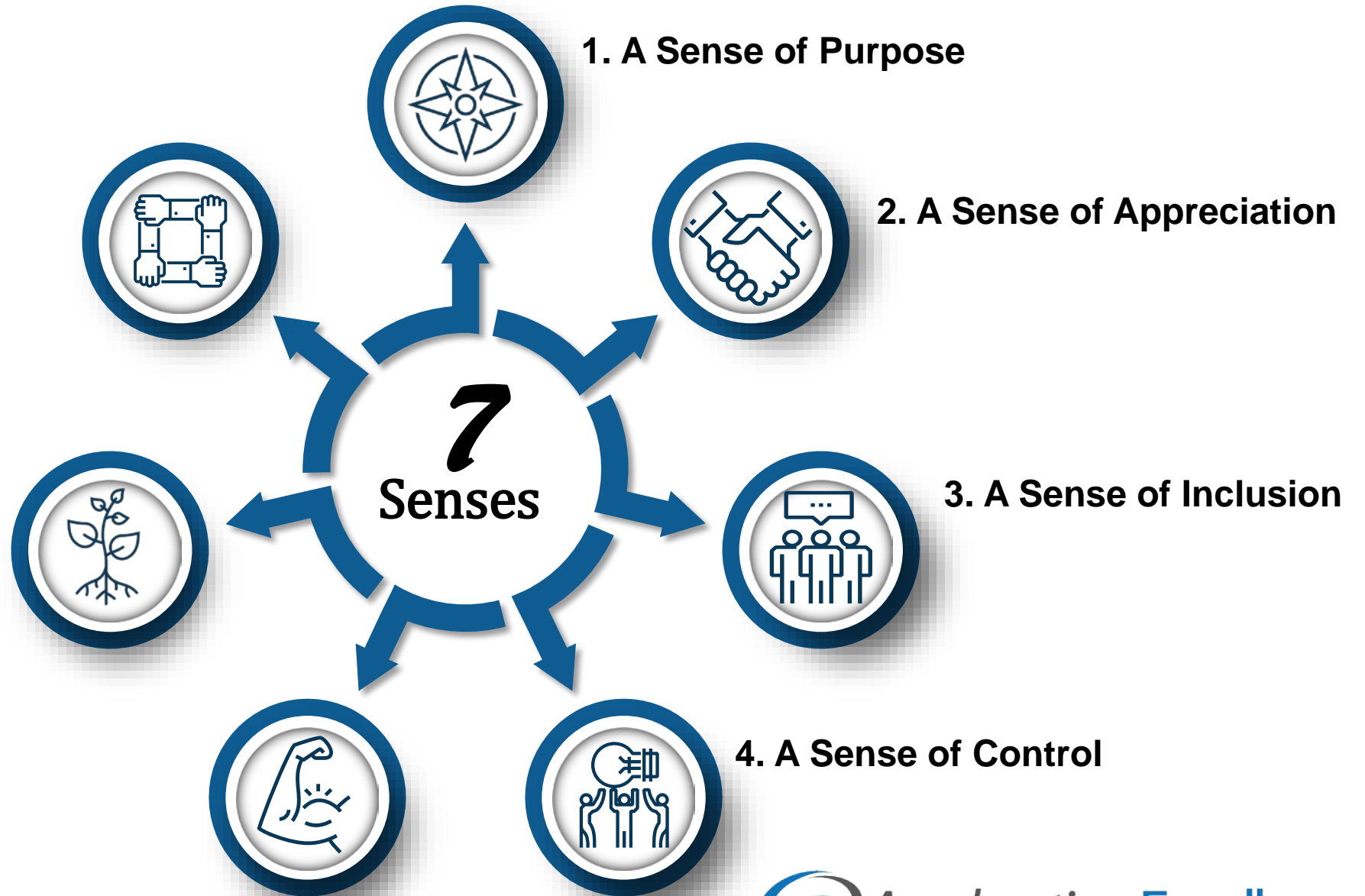


*People play differently when keeping
score.*

- Chris McChesney -

Sense of Inclusion





Key Employee Engagement Question

Sense of Control



"Do I have a say in my work?"

- Gallup Management Research -

Sense of Control



None of us is as smart as all of us.

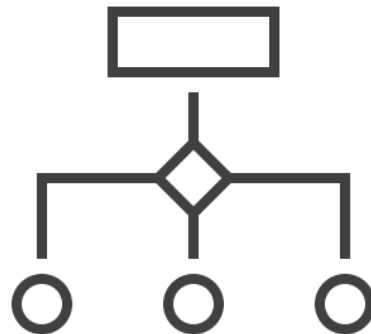


- Chinese Proverb -

Sense of Control



*The higher in the organization you
go,
the less you know.*

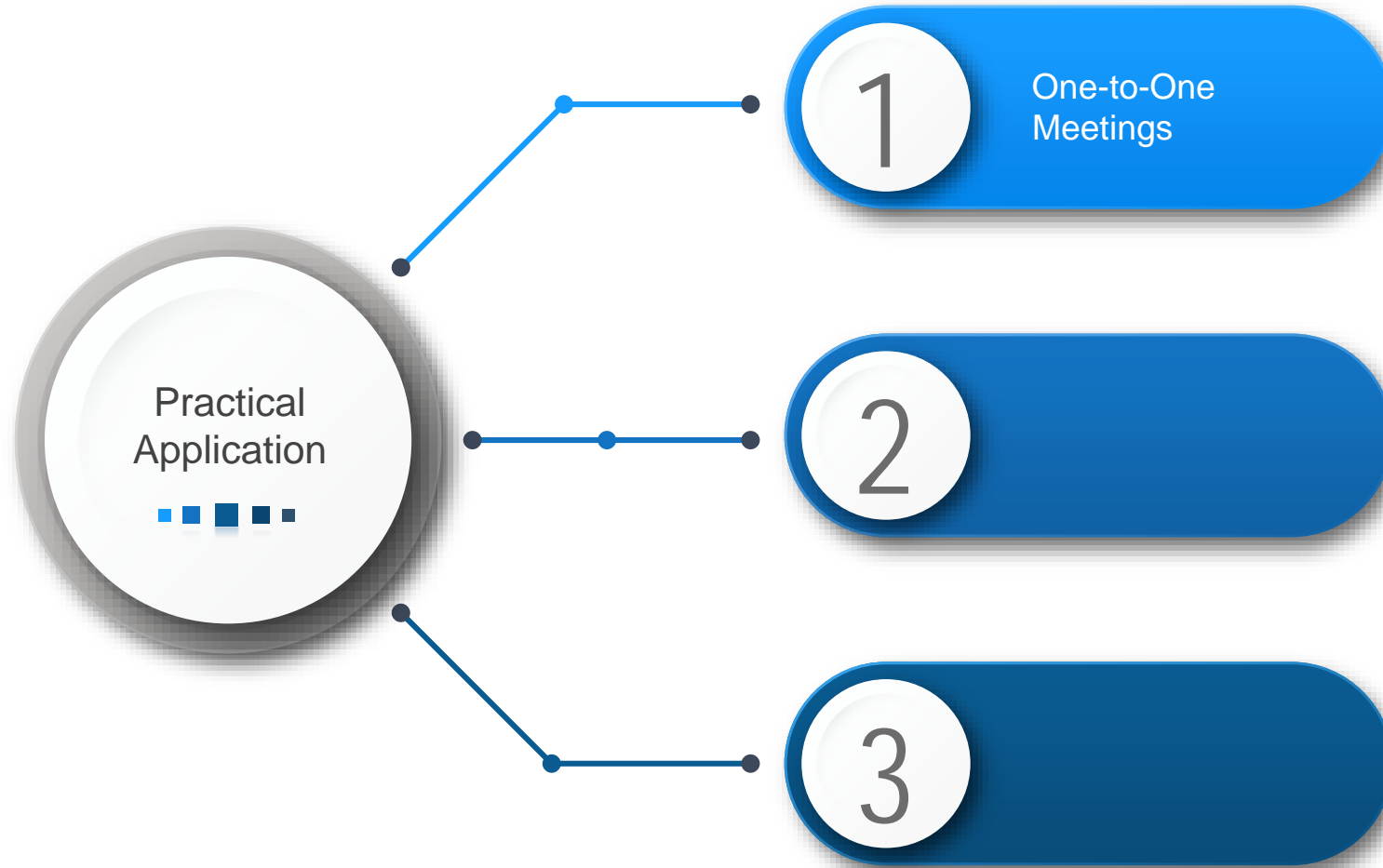


Sense of Control

Giving Your Team Members
Voice and Choice




Sense of Control



Resource

Direct Report Check-In Form

Email
del@delgilbert.com

 Accelerating Excellence
ONLINE ACADEMY

Direct Report Check-In

Employee Name _____ Date _____

RAPPORT BUILDING Make a personal connection. Ask them about themselves. Kids, hobbies, sports, school, etc.

WHAT IS WORKING WELL?
This starts the conversation in a positive way and enables the employee to speak of some successes.

WHAT CHALLENGES OR OBSTACLES YOU ARE ENCOUNTERING?
What is getting in their way from doing their job well.

HOW CAN WE DO THINGS BETTER? Ask for their opinions on organization/department improvements.


WHAT ARE YOUR TOP PRIORITIES RIGHT NOW? Discuss current areas of focus.

WHAT SUPPORT, TOOLS, OR RESOURCES DO YOU NEED FROM ME?

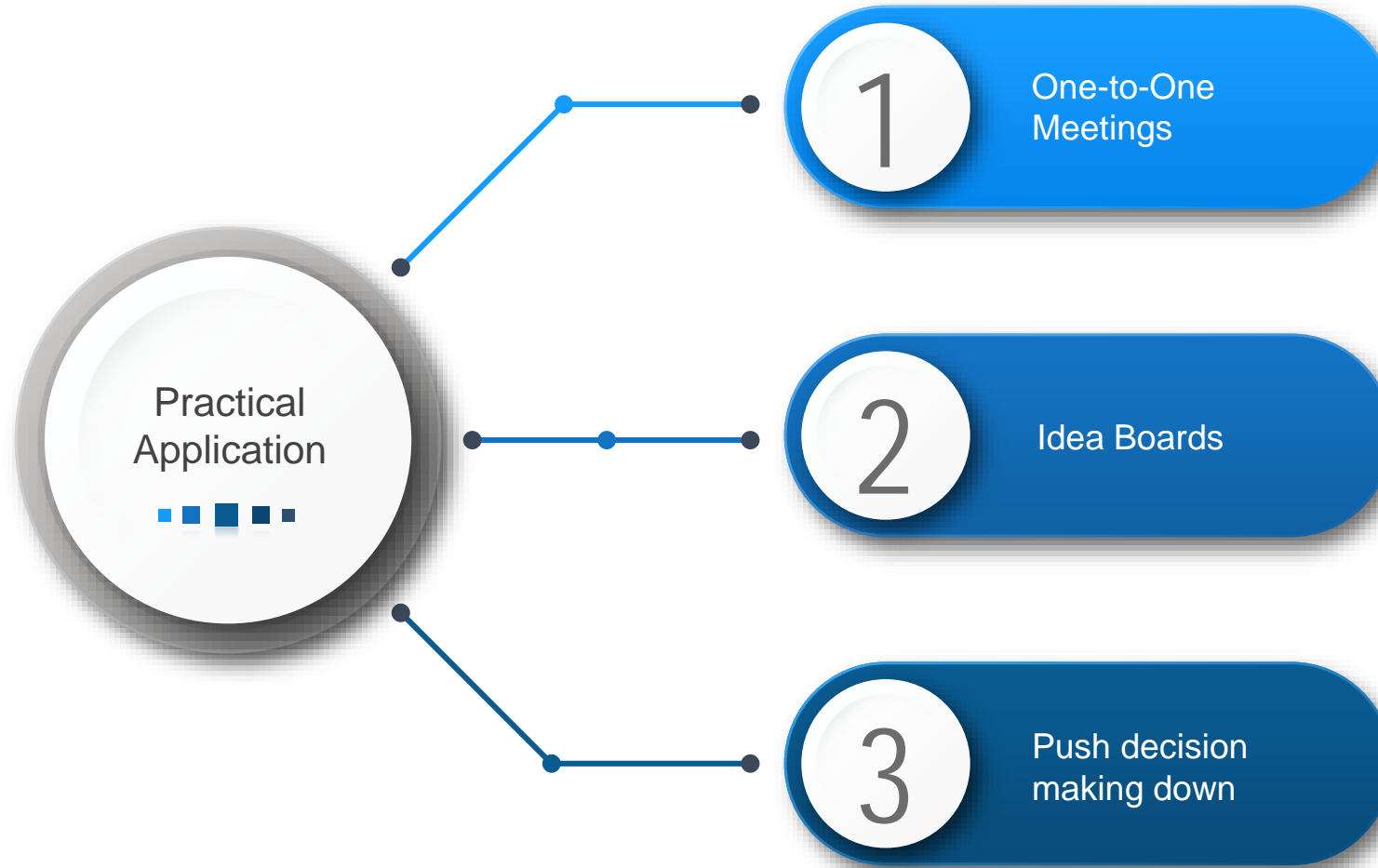
FEEDBACK.
Use this meeting as an opportunity to provide positive feedback, coaching, and/or corrective feedback.

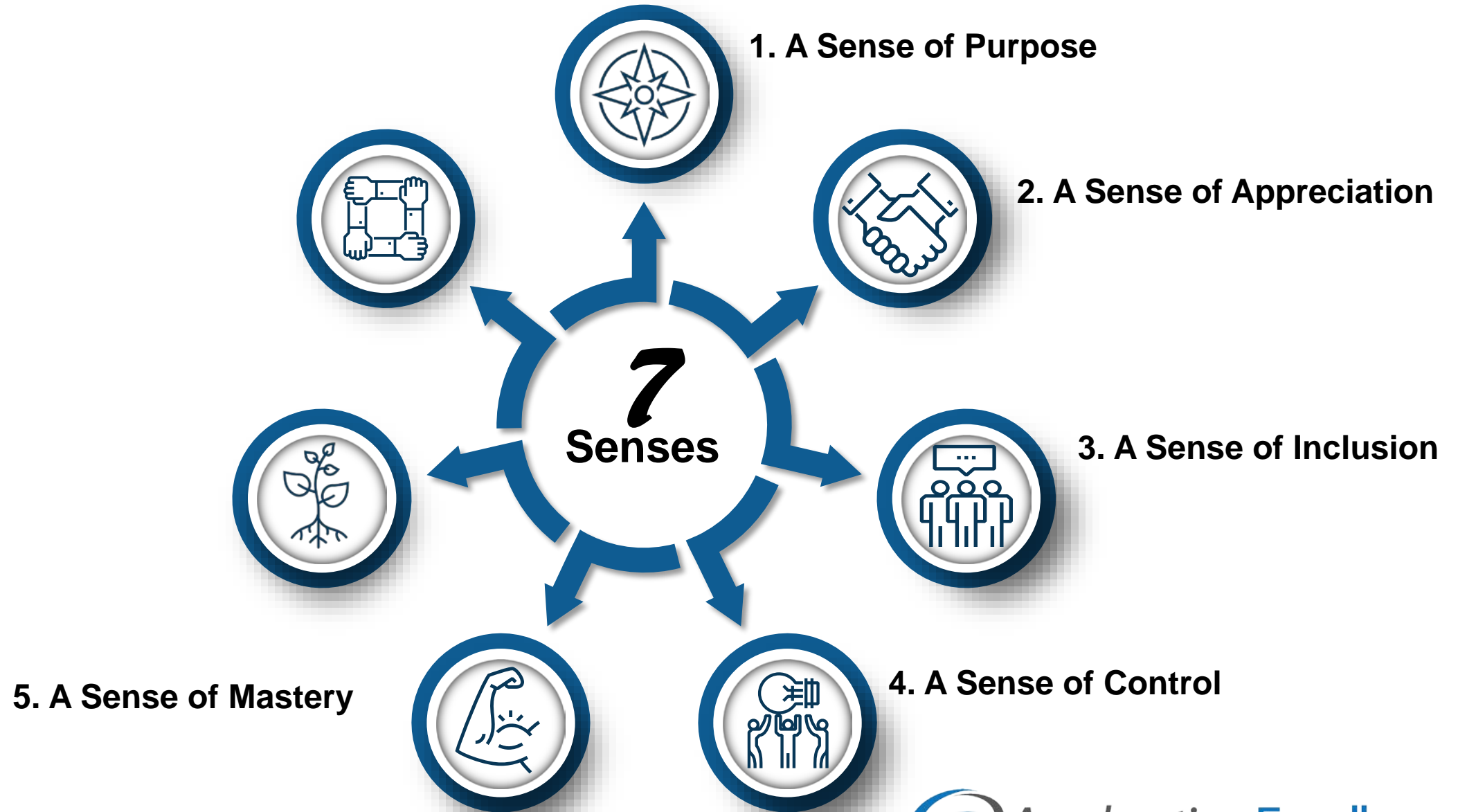
COMMITMENTS, AGREEMENTS, FOLLOW UP, ETC. Wrap up and summarize the meeting.

WHO SHOULD BE RECOGNIZED? Who are the team members that have been especially helpful?

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Sense of Control





Key Employee Engagement Question

Sense of Mastery



*Do I have an opportunity to do
what I do best every day?*

- Gallup Research Group -

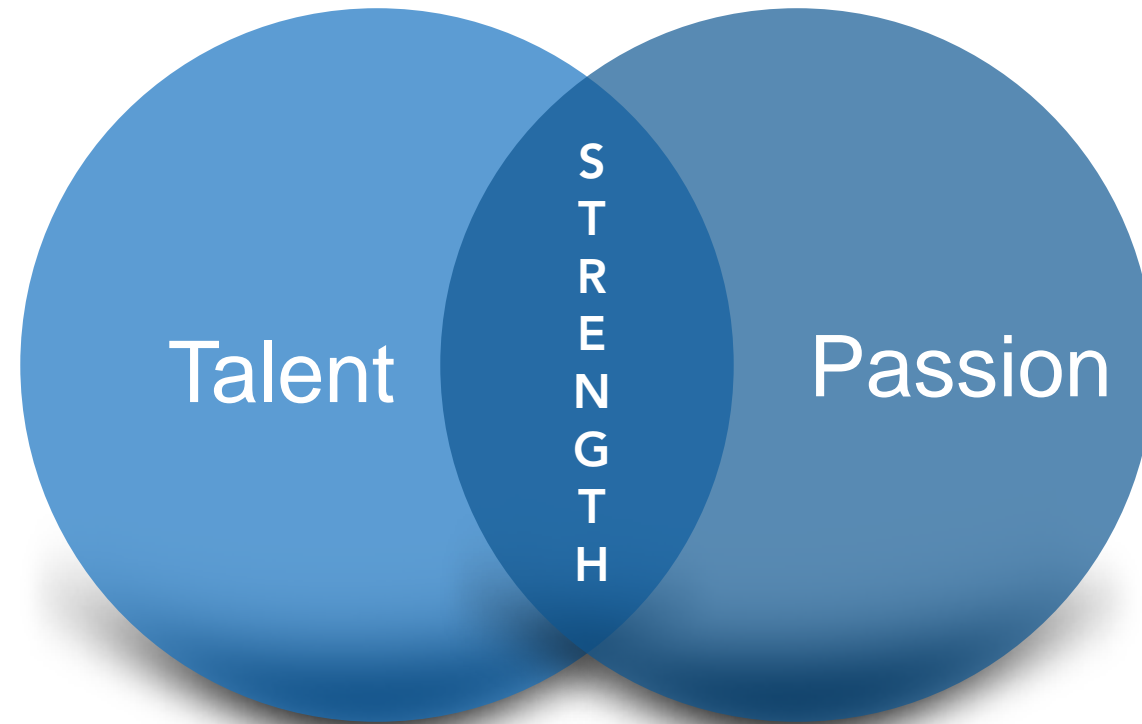
Put People in a Position to Play to Their Strengths



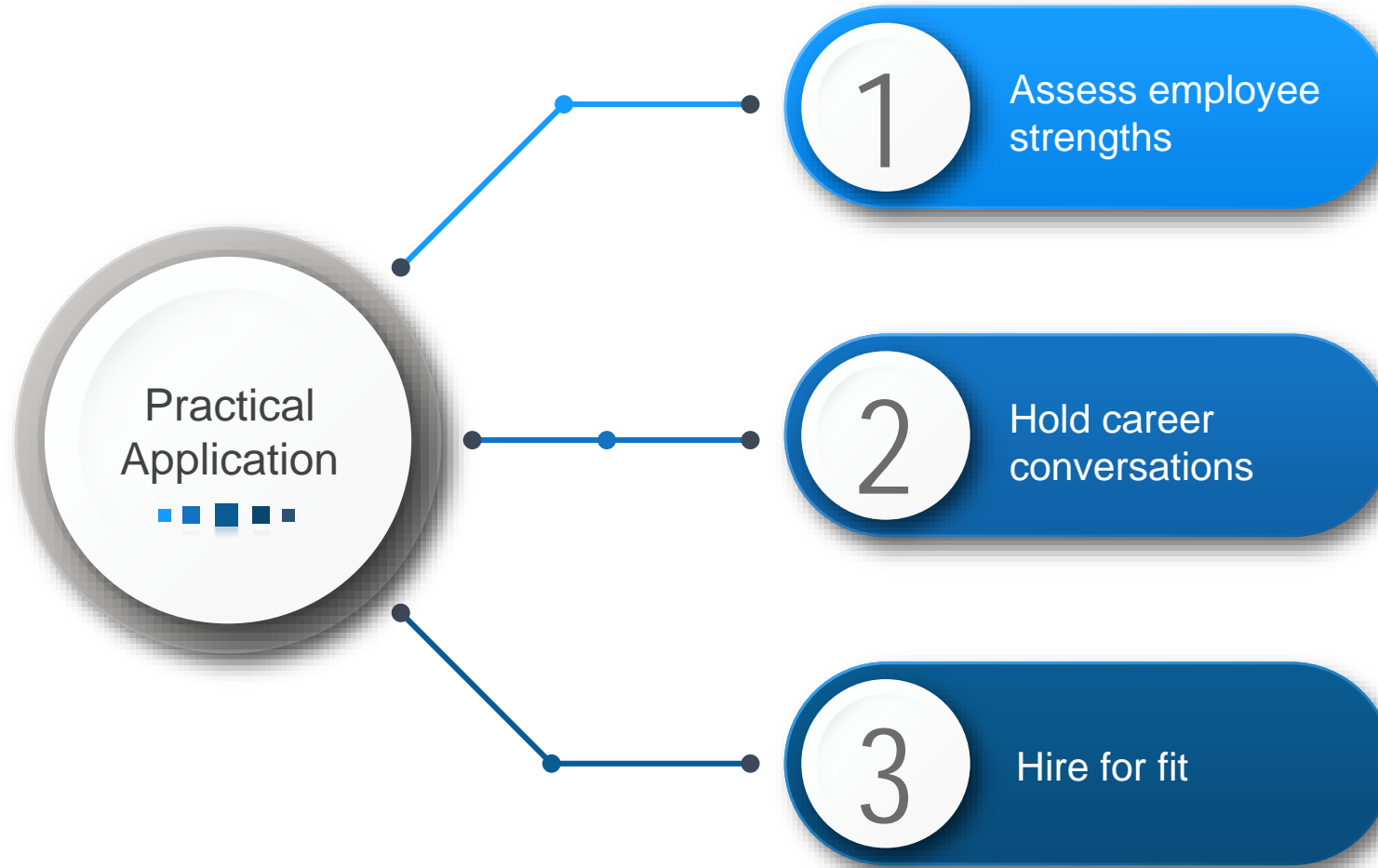
The first thing great companies do is get the right people on the bus, the wrong people off the bus, and the right people in the right seats.

- Jim Collins -

Sense of Mastery



Sense of Mastery

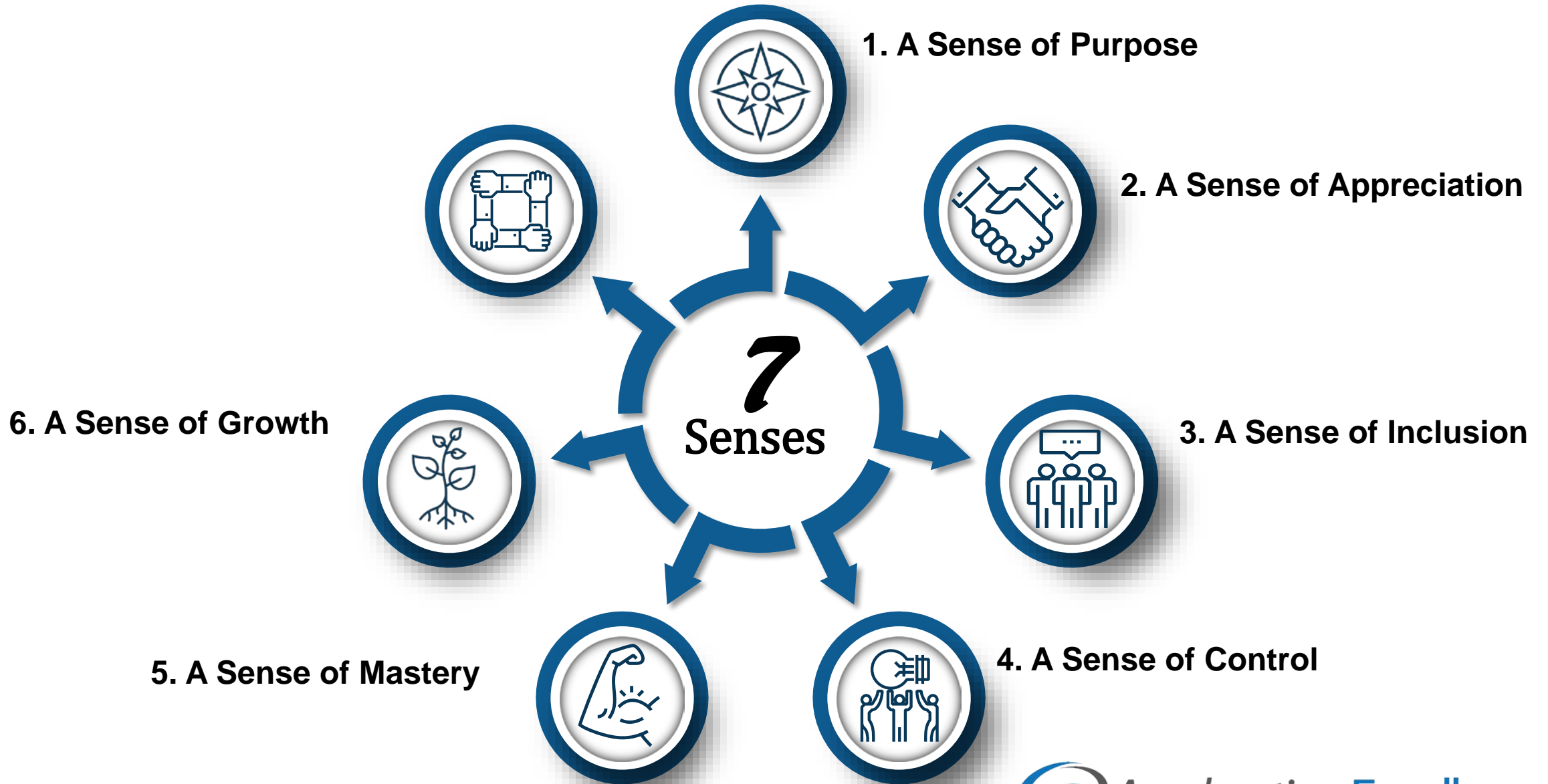


Put People in a Position to Play to Their Strengths



*Try to bring out what God put in,
not stuff in what God left out.*

- Marcus Buckingham -



Key Employee Engagement Question

Sense of Growth

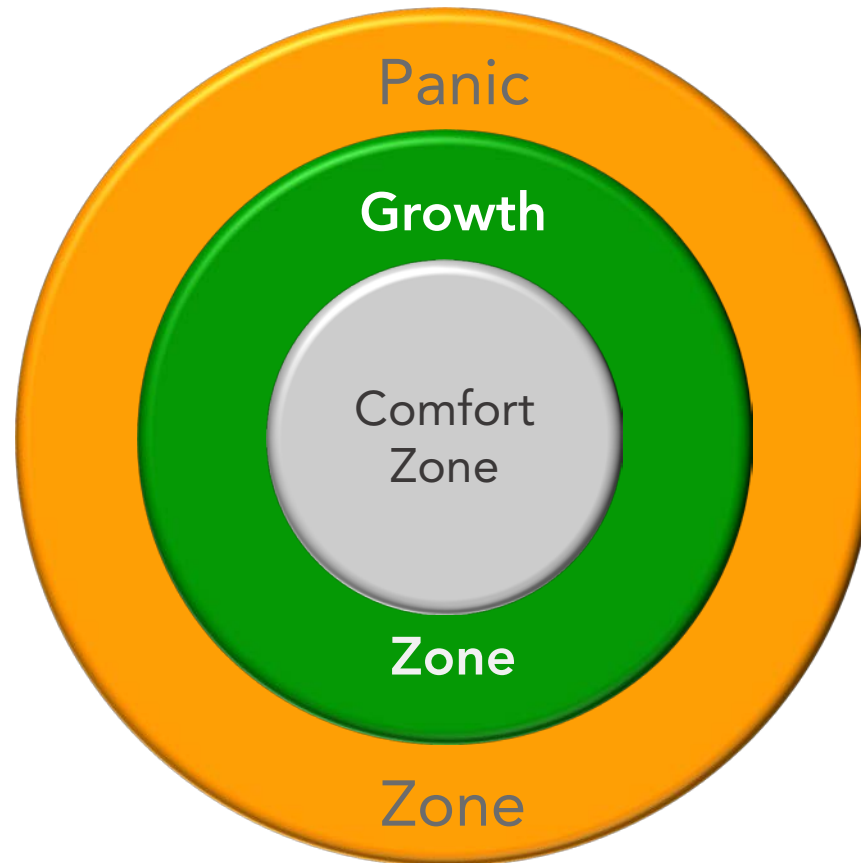


*Do I have opportunities
to learn and grow?*

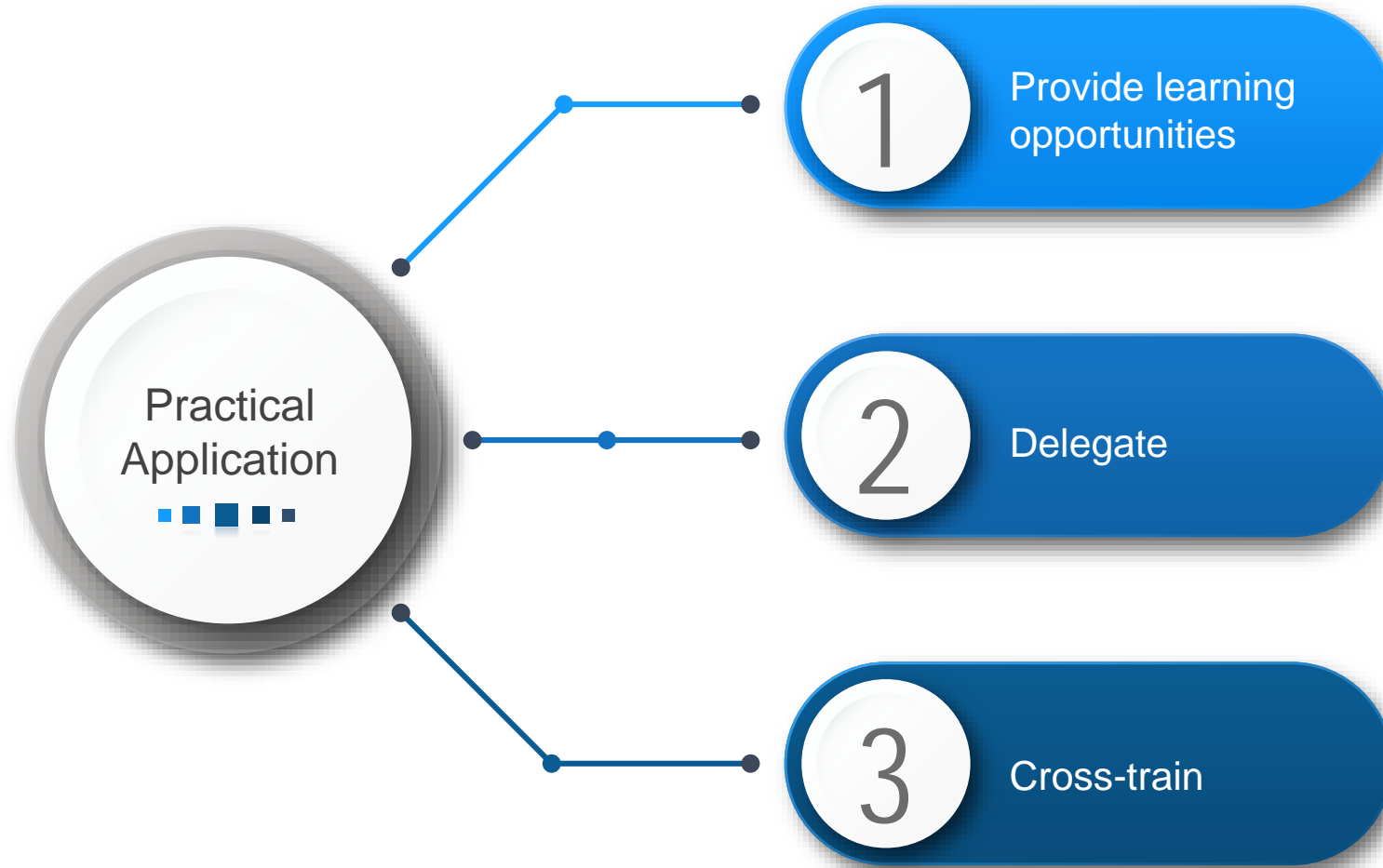
- Gallup Research Group -

Maximizing Potential

"You have to go through awkward to get to awesome."

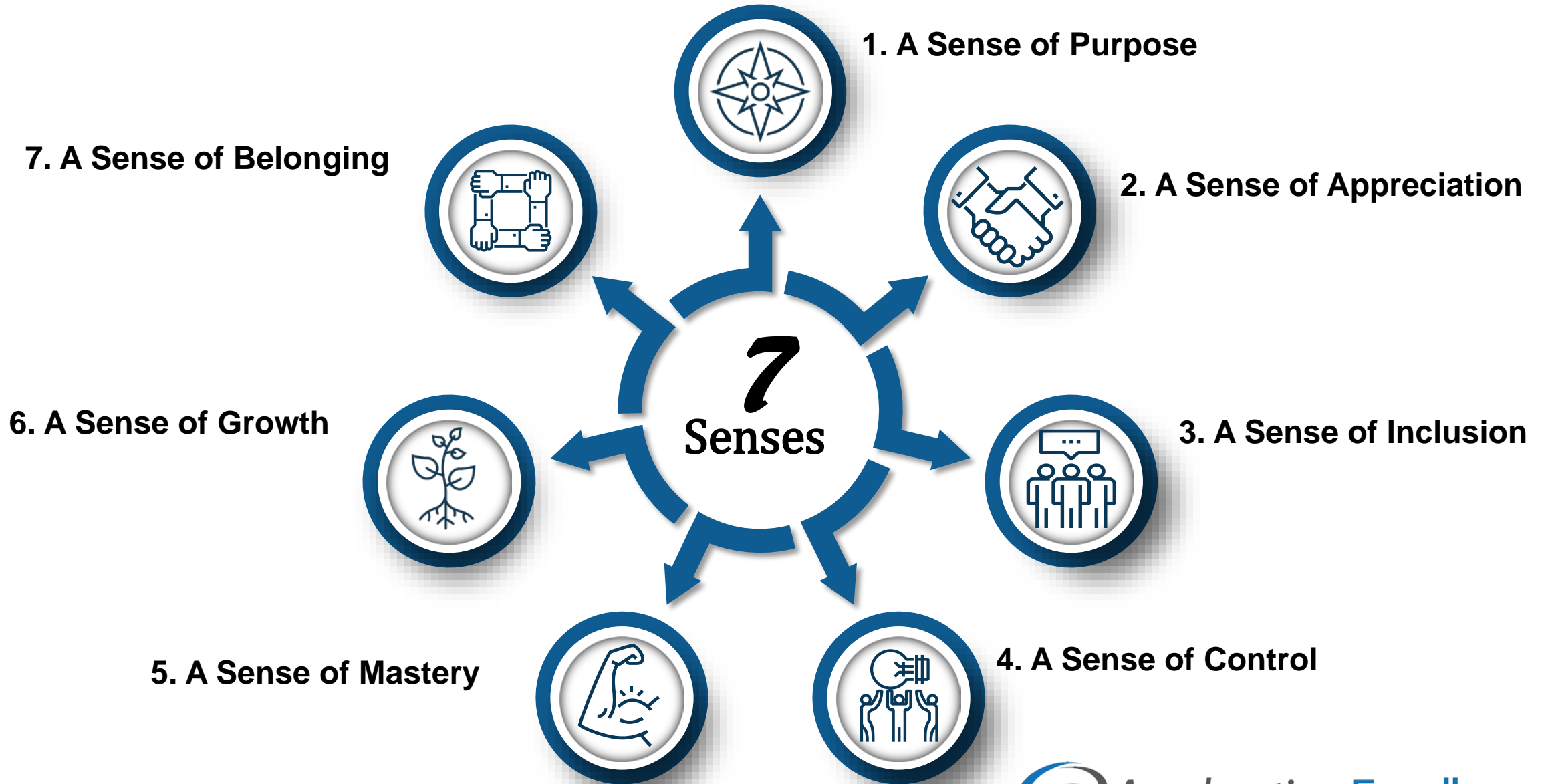


Sense of Growth



3 Powerful Tools





Key Employee Engagement Question

Sense of Belonging



*Does my supervisor seem
to care about me as a person?*

- Gallup Research Group -

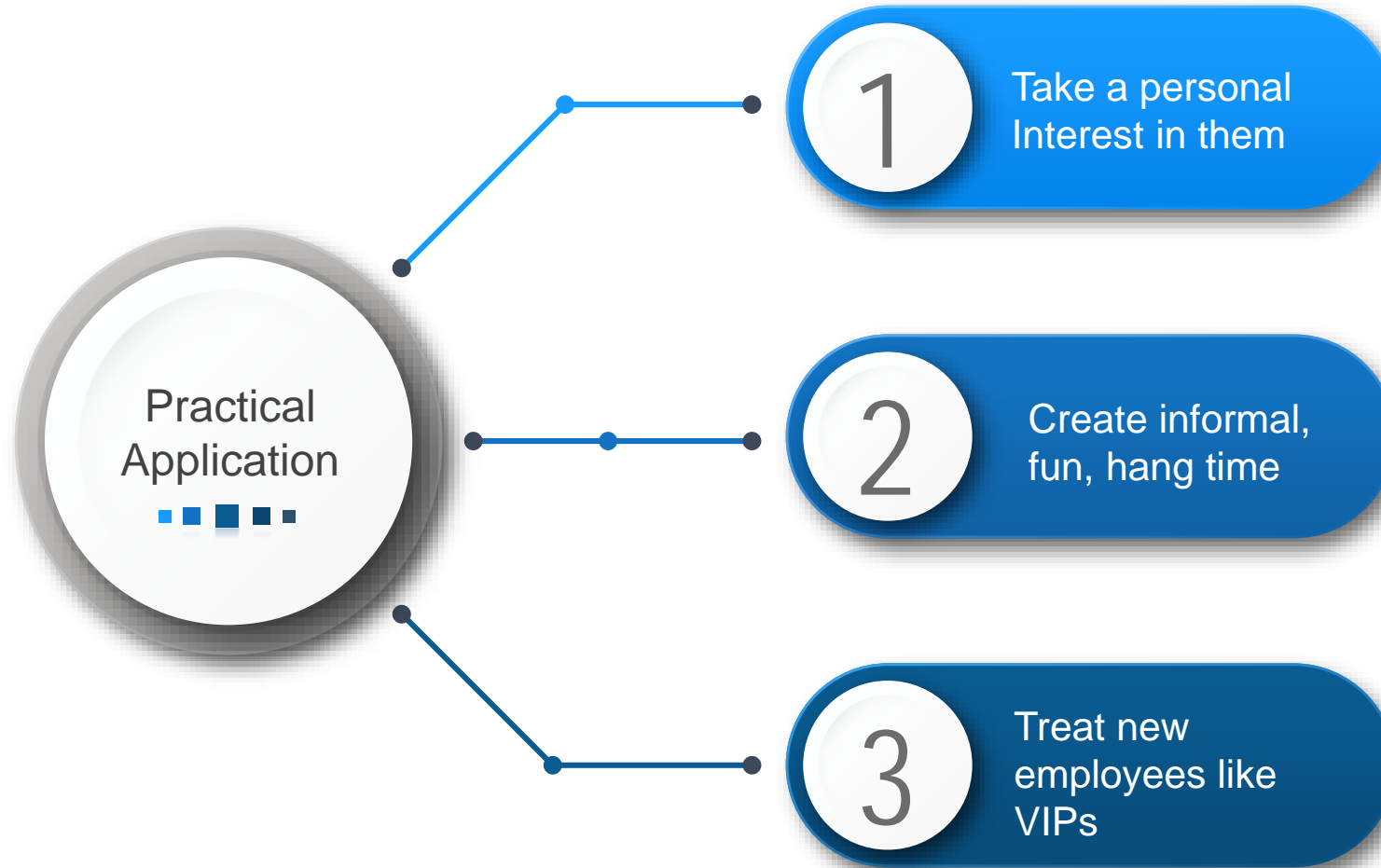
Sense of Belonging

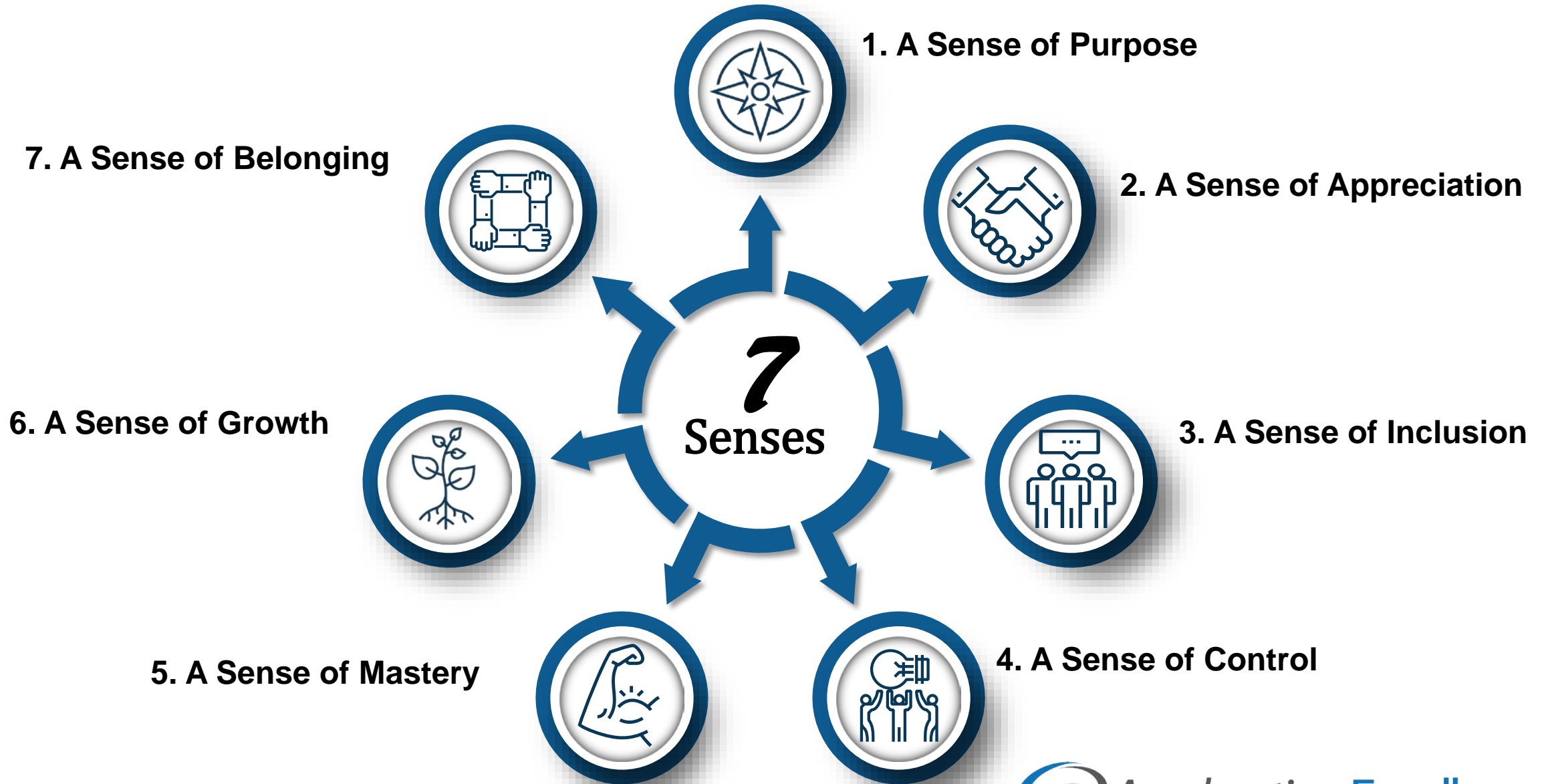


*We are human beings,
not human doings.*

- Wayne Dyer -

Sense of Belonging





Poll Question #3



Which of the **7 Senses** do you feel you are strongest?

Poll Question #4



Which of the **7 Senses** do you need to focus on more?

Accelerating Excellence Resources



Accelerating Excellence
LEADERSHIP
S E R I E S





**BRINGING OUT
YOUR BRILLIANCE:**
How to Discover and
Develop Your Strengths



**PEAK PRODUCTIVITY
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How to Focus on the Important, Manage
the Necessary and Enjoy Life Along the Way



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7 Qualities to Increase Your
Value in the Workplace



HIRE SMART:
How to Interview, Select, and
Onboard the Right People



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Between Others, and Between Teams



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Accelerating Excellence LEADERSHIP SERIES

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FALL 2021 | THURSDAY AFTERNOONS, 1-3 PM, EST

**A Manager's Guide to Increasing
Employee Engagement and Retention**
Thursday, September 16, 2021

Leading the Way to Service Excellence
Thursday, October 21, 2021

**A Manager's Guide to Addressing Poor
Behaviors and Attitudes**
Thursday, September 23, 2021

**Advanced Communication
and Presentation Skills**
Thursday, October 28, 2021

**How to Resolve Conflicts Between
Co-Workers and Between Teams**
Thursday, September 30, 2021

Personal Productivity for Leaders
Thursday, November 4, 2021

**How to Interview, Select, and
Onboard the Right People**
Thursday, October 7, 2021

**Emotional and Relational Intelligence
for Leaders**
Thursday, November 11, 2021

**How to Build a Strong Team That
Delivers Results**
Thursday, October 14, 2021

Influential Leadership and Leaving a Legacy
Thursday, November 18, 2021

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Instructor:
Del Gilbert
Founder, Accelerating Excellence



Accelerating Excellence Podcast




Free Resource: Creating a Winning Work Culture

31 Ways to Be Exceptional

email


del@delgilbert.com





Creating a Winning Work Culture

31 Ways to be Exceptional


1 Create a great first impression. First impressions are powerful, make sure they are positive.	17 Keep commitments. Follow through on promises, get back to others.
2 It's always showtime. You are always on stage. The microphone and the spotlight are on.	18 Find a way, not an excuse. Overcoming obstacles and make it happen.
3 Speak in the positive. Emphasize what you can do, not what you can't do.	19 Do what is best for the customer. Think long-term, not how to make a quick buck.
4 Do something exceptional. Provide extraordinary, personalized service to every customer.	20 Relationship before task. Make a personal connection.
5 Demonstrate enthusiasm. Be cheerful, upbeat and positive.	21 Support and encourage your co-workers. Eliminate internal competition. The competition should be outside the organization, not inside.
6 Maintain a professional appearance. Your appearance either builds or diminishes your brand.	22 Have fun. Lighten up and be cheerful.
7 If a problem is brought to you, own it. Either give help or get help.	23 Elevate your language. Avoid the phrase "no problem." Use "my pleasure," "I would be happy to," and "you are very welcome."
8 Speak well of your co-workers and organization. Put your company and co-workers in a positive light.	24 Embrace change. Organizations have to change in order to thrive. Do your part to help.
9 Suggest ways to improve. Be solution, not problem-oriented.	25 Give others the benefit of the doubt. Assume the best and exercise grace with others.
10 Welcome new employees. Everyone's first day is uncomfortable, make them feel they belong.	26 Anticipate needs. Take initiative and ownership.
11 Share your knowledge. Invest in the growth of others.	27 Cleanliness is everybody's business. Pick up, clean up, and straighten up, even if you are not housekeeping.
12 Acknowledge customers within 10 feet of you. Help create a positive vibe.	28 Act with excellence. Make average and mediocre unacceptable. Aim for world-class.
13 Don't point the way, show the way. Escort customers to their destination.	29 Practice a no-blame apology. When things go wrong, don't point fingers, resolve the issue.
14 When speaking to customers, always make eye contact. Always give others your focused attention.	30 Focus on getting it right, not being right. Leave your ego outside and do what is best for the organization.
15 Be knowledgeable about the organization. Keep up with the services, programs and events within the organization.	31 Be a great listener. Ask questions. Be interested in others.
16 Celebrate the success of others. Cheer the accomplishments and achievements of others.	



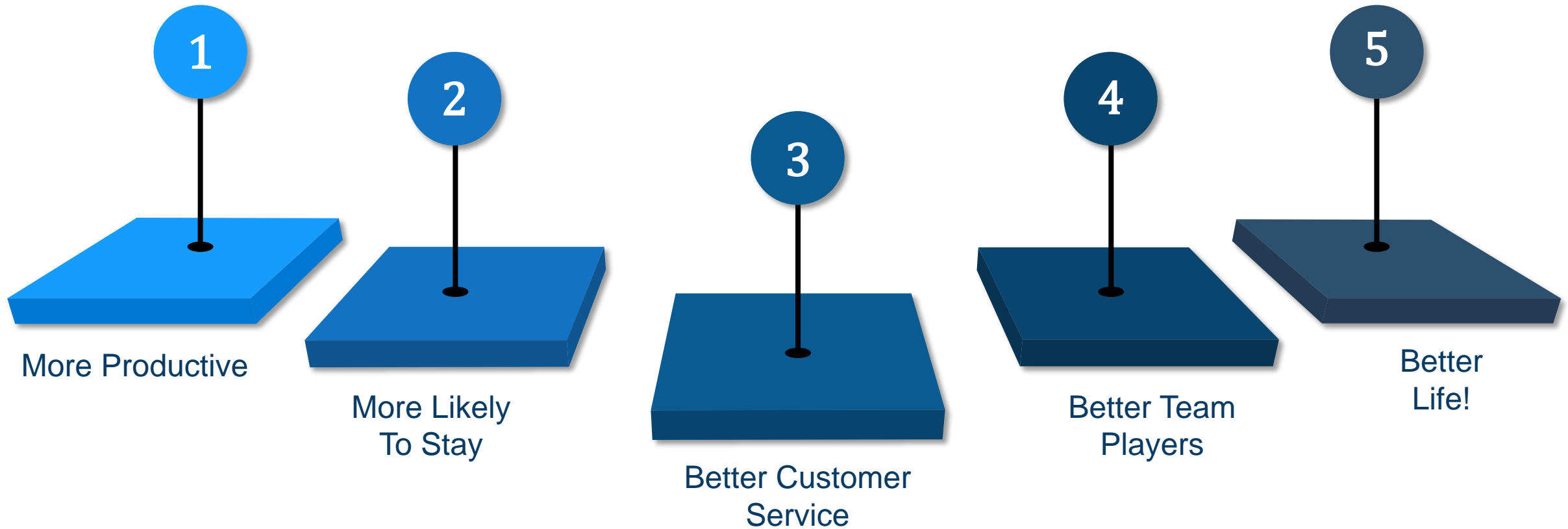
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Q & A



The Benefits of Employee Engagement



Management vs Leadership

MANAGEMENT

Getting **work** done through **people**.

LEADERSHIP

Getting **people** done through **work**.



THANK YOU!
