

# 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 defined by Gallup

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.

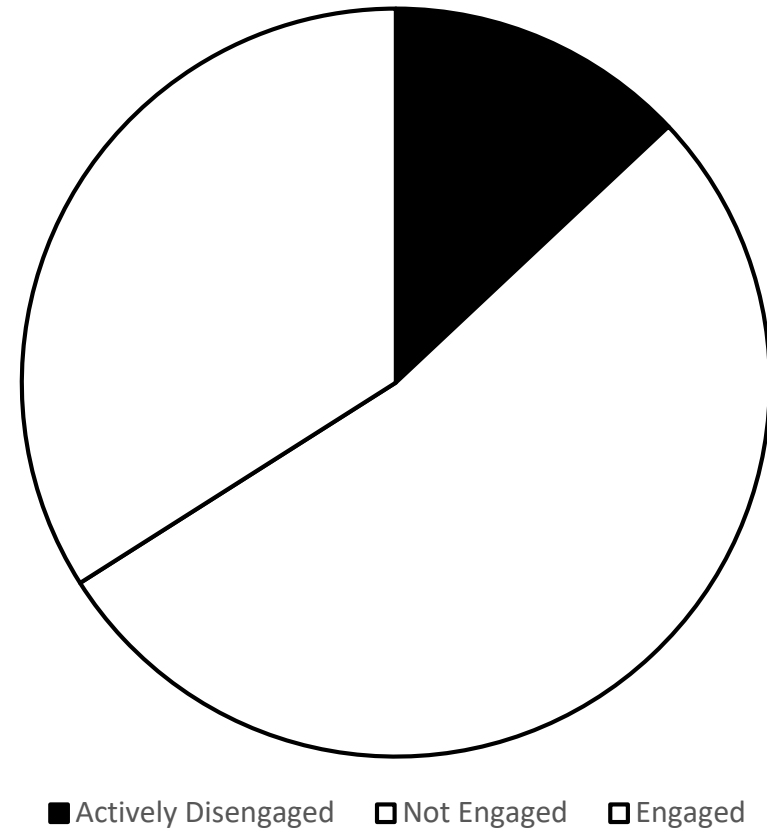
# Actively Disengaged

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

Employee Engagement



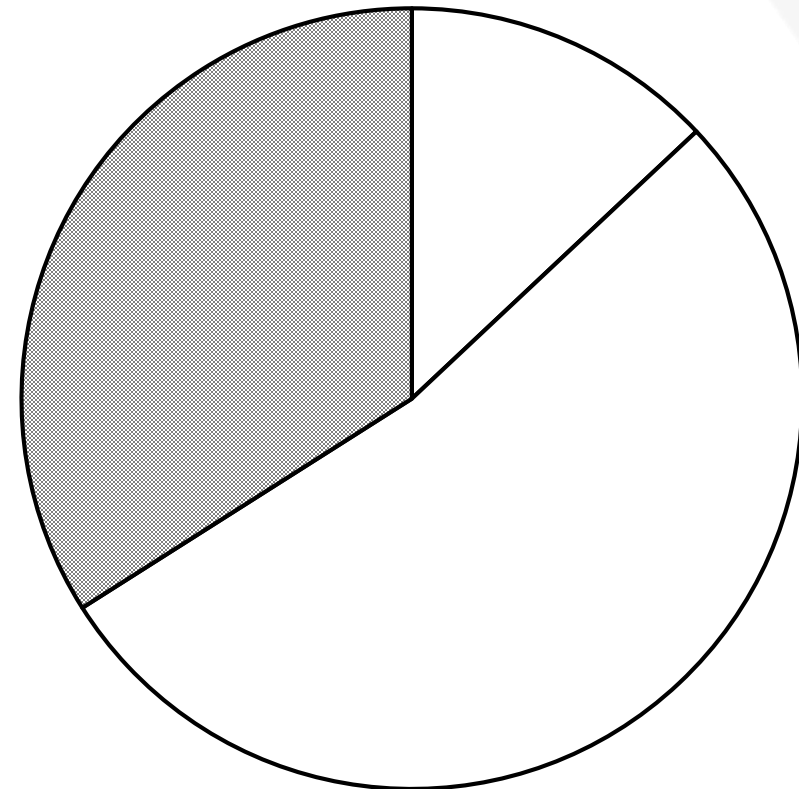
# Not Engaged

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.

Employee Engagement



□ Actively Disengaged   □ Not Engaged   ■ Engaged



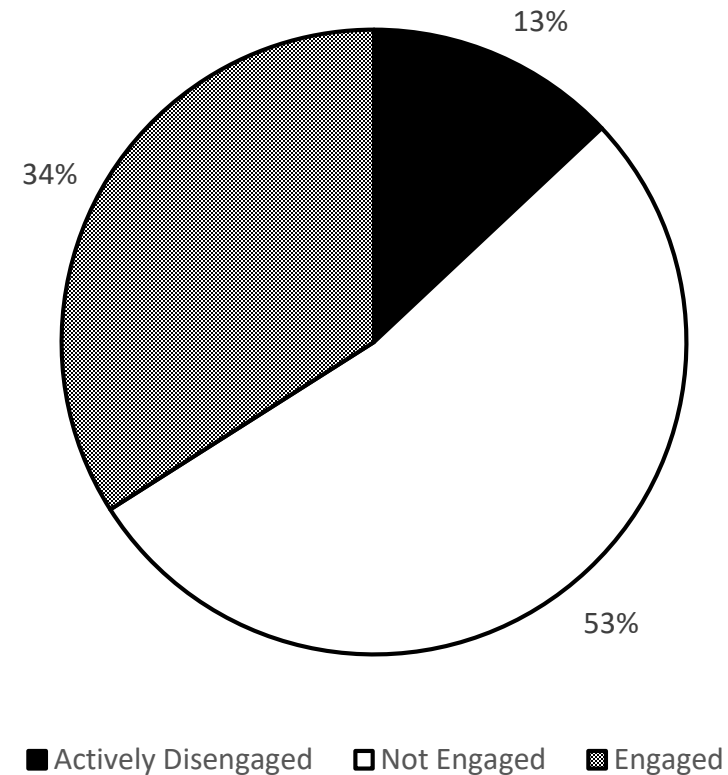
# Engaged

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

Employee Engagement



# 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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