

Employee Engagement

Why, what , & How's

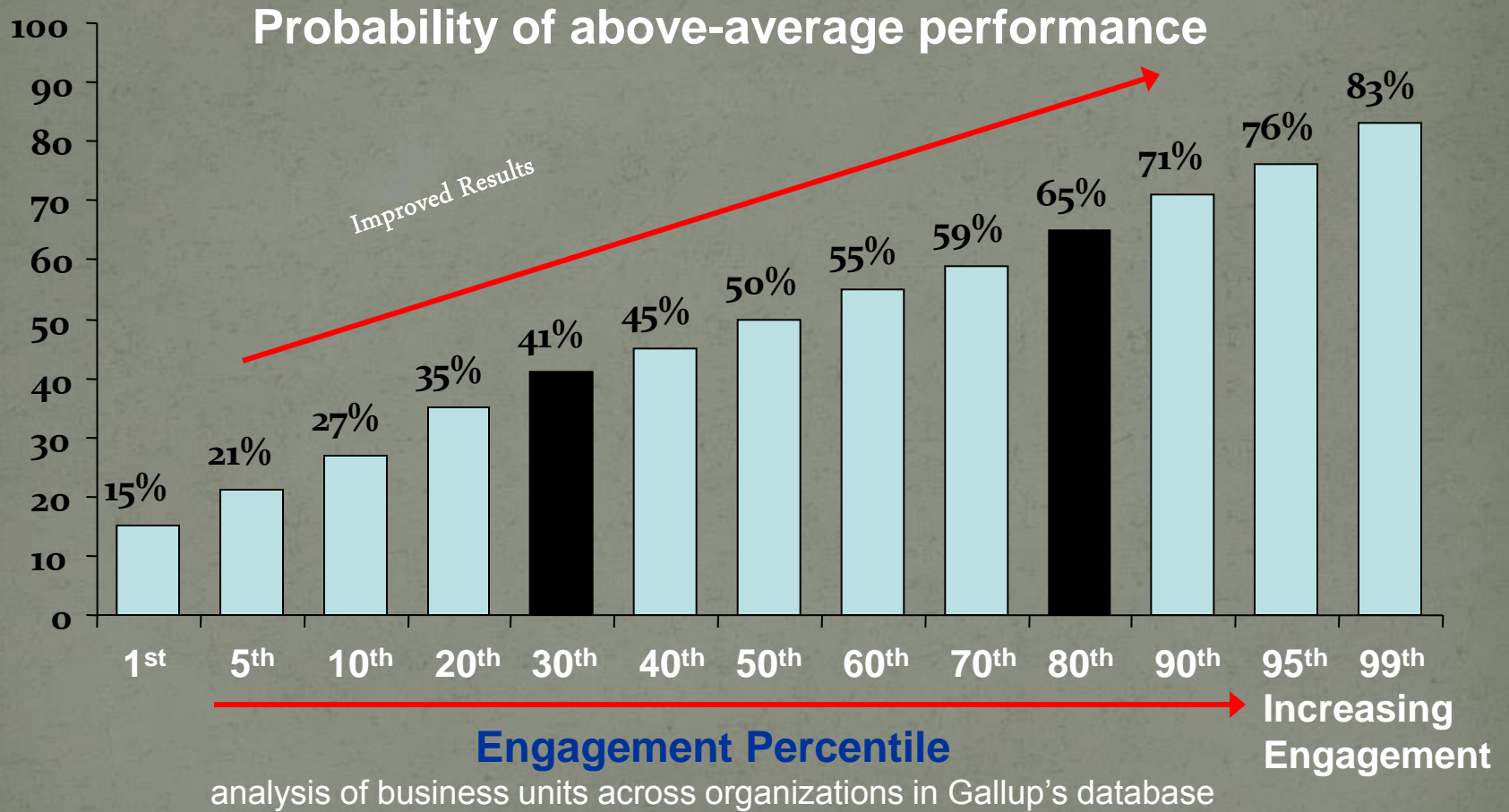
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WHY

Employee Engagement
@
work place

is so important

Engagement drives Business Results



*Composite of employee retention, customer metrics, safety, absenteeism, shrinkage, productivity, and profitability

Results from High Performing Teams

+78%
Overall Performance

ENGAGED
ASSOCIATES

Increase in probability of success
when engagement is high:

Associate Retention + 44%

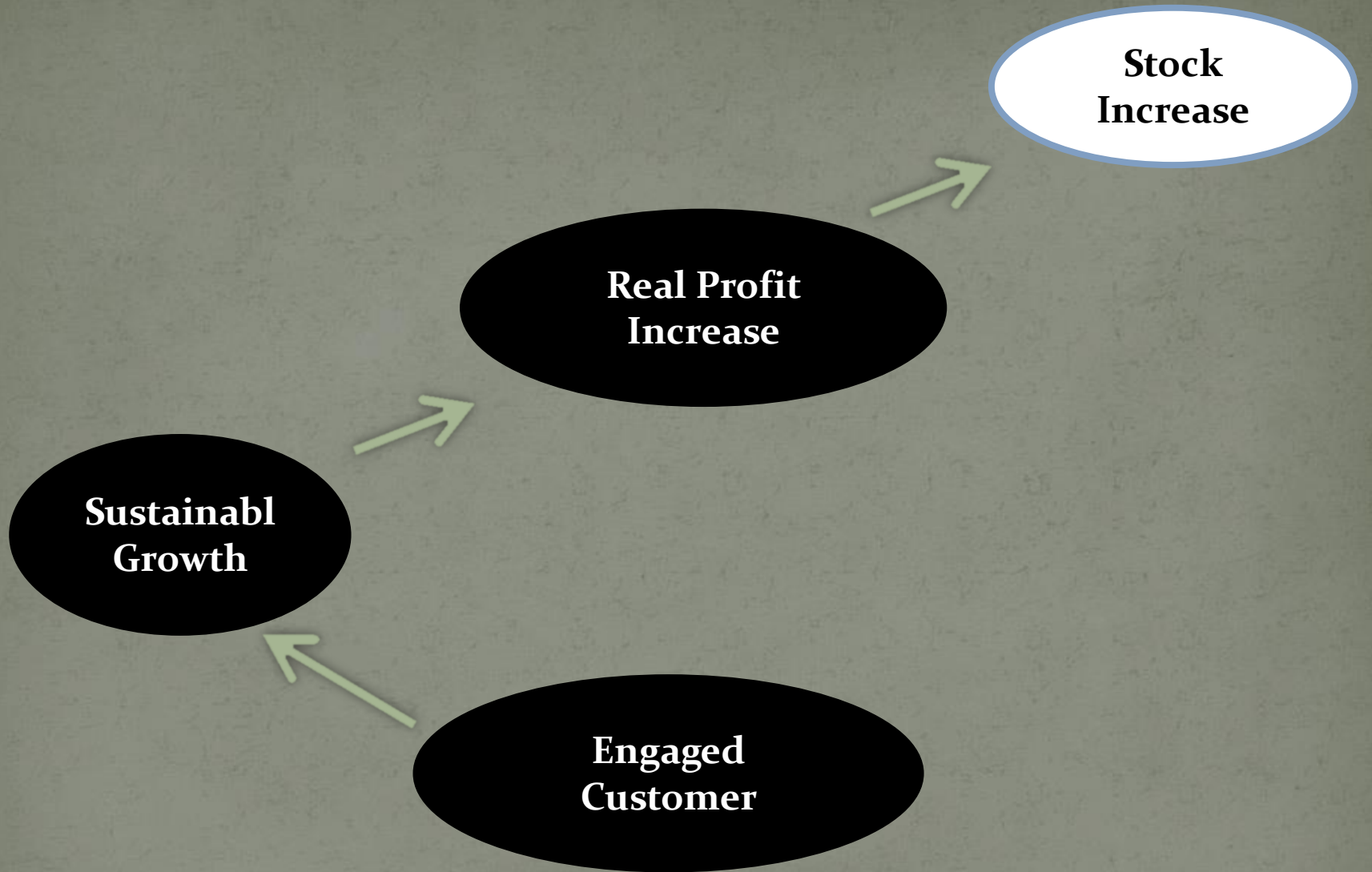
Safety + 50%

Productivity + 50%

Customer Metrics + 56%

Profitability + 33%

Highly engaged business units have a higher probability of success (above-average performance) in comparison to less engaged business units.



**Engaged
Employees**

**GREAT
MANAGERS**

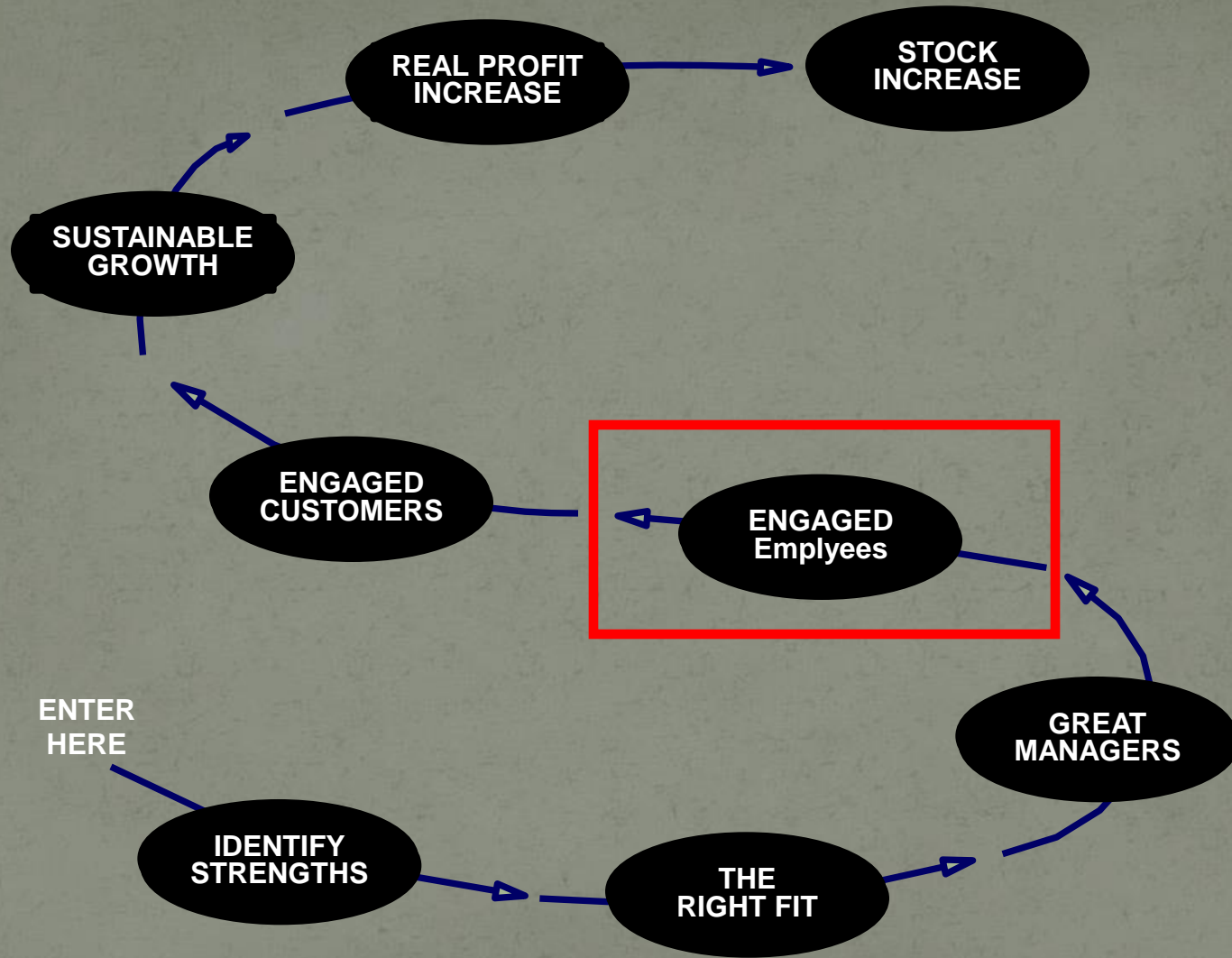
**THE
RIGHT FIT**

**IDENTIFY
STRENGTH**

Enter Here



To reliably influence these . . .



. . . these must be managed.

What

**Tools, Tips, & Material
exists today**

1,000,000 \$

Invest in flashy stuff

Energy

Time

Develop Tools

Launch stuff

Re - Launch stuff

Make the workplace comfortable

Have fun

Public recognition

Birthday songs , balloons, cakes...etc

Photo of the employee of the month

Gifts

Refurbish the office

Promotion , newsletter , ...etc

**To Boost Employee
motivation, moral,
satisfaction**

Disappointment

The "Engaged"



The "Disengaged"



Before you invest,

First investigate

Understand the

ROOT CAUSE

**How do you know if your
Team at work place is engaged ?**

TEST

Please answer these questions

1 = Strongly Agree

5 = Strongly Disagree

The 12 Questions That Matter



I know what is expected of me at work.

The 12 Questions That Matter



I have the materials and equipment I need to do my work right.

The 12 Questions That Matter



At work, I have the opportunity to do what I do best every day.

The 12 Questions That Matter



In the last seven days, I have received recognition or praise for doing good work.

The 12 Questions That Matter



**My supervisor, or someone at work,
seems to care about me as a person.**

The 12 Questions That Matter



There is someone at work who encourages my development.

The 12 Questions That Matter



At work, my opinions seem to count.

The 12 Questions That Matter



The mission or purpose of my company makes me feel my job is important.

The 12 Questions That Matter



My fellow employees are committed to doing quality work.

The 12 Questions That Matter



I have a best friend at work.

The 12 Questions That Matter



In the last six months, someone at work has talked to me about my progress.

The 12 Questions That Matter



This last year, I have had opportunities at work to learn and grow.

Sum = Add all the numbers

Grand Mean = $\text{Sum}/12$

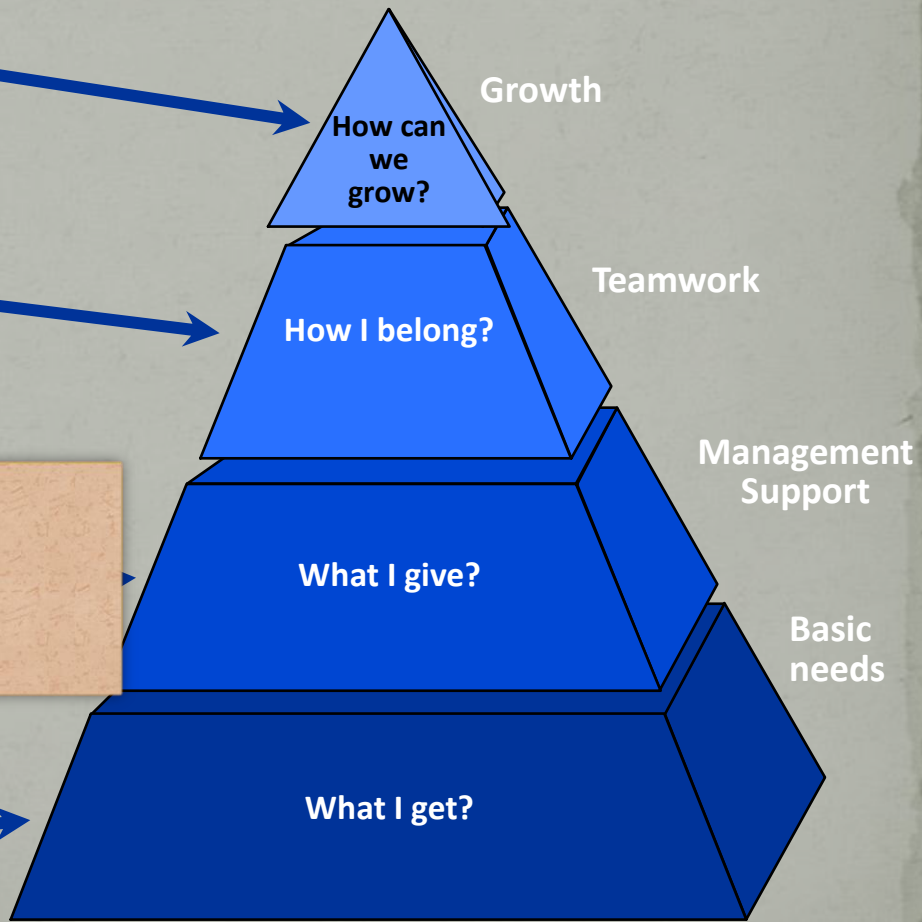
Gallup Q¹² Engagement Hierarchy

- 12. Opportunities to learn and grow
- 11. Progress in last six months

- 10. I have a best friend at work
- 9. Co-workers committed to quality
- 8. Mission/purpose of company
- 7. At work, my opinions seem to count

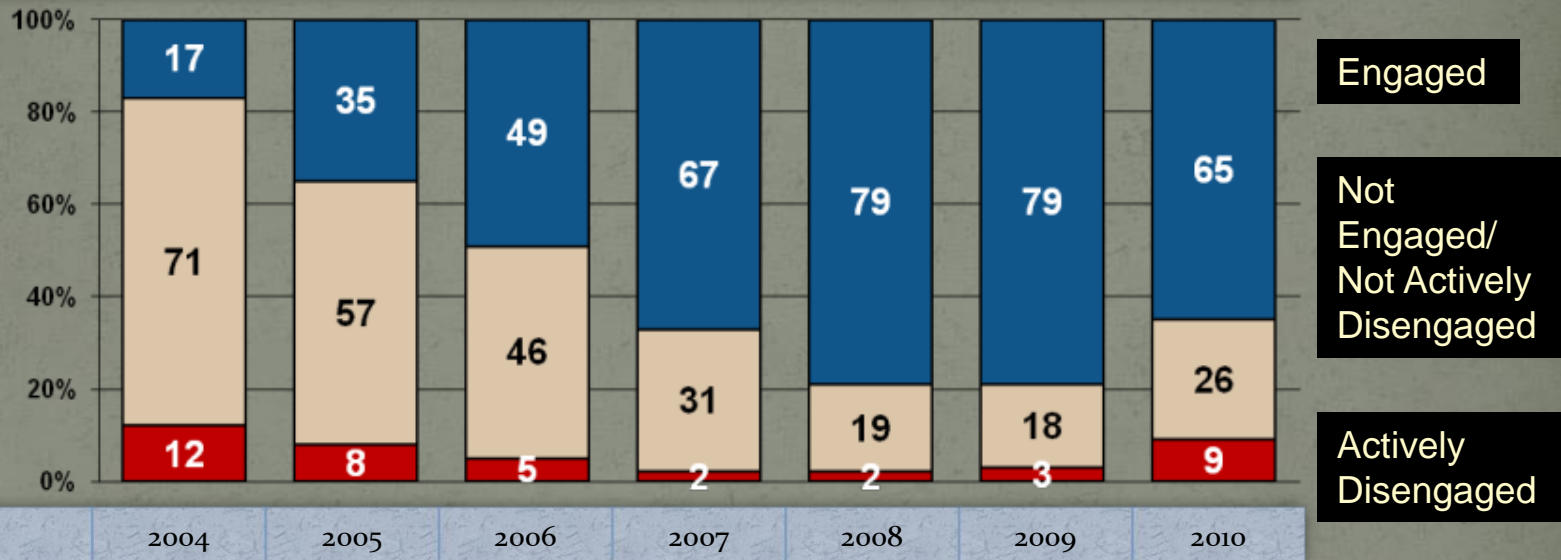
- 6. Someone at work encourages my development
- 5. Supervisor/someone at work cares
- 4. Recognition last seven days
- 3. Do what I do best every day

- 2. I have materials and equipment I need to do my work right
- 1. I know what is expected of me at work



MARS gcc

GrandMean:	3.58	3.85	4.11	4.40	4.57	4.55	4.22
Percentile:	24 th	43 rd	63 rd	81 st	89 th	88 th	70 th
FT (C03) ⁺ :	—	3.27	3.56	4.27	4.30	4.19	3.88
Ratio ⁺⁺ :	1.42:1	4.38:1	9.80:1	33.50:1	39.50:1	26.33:1	7.22:1

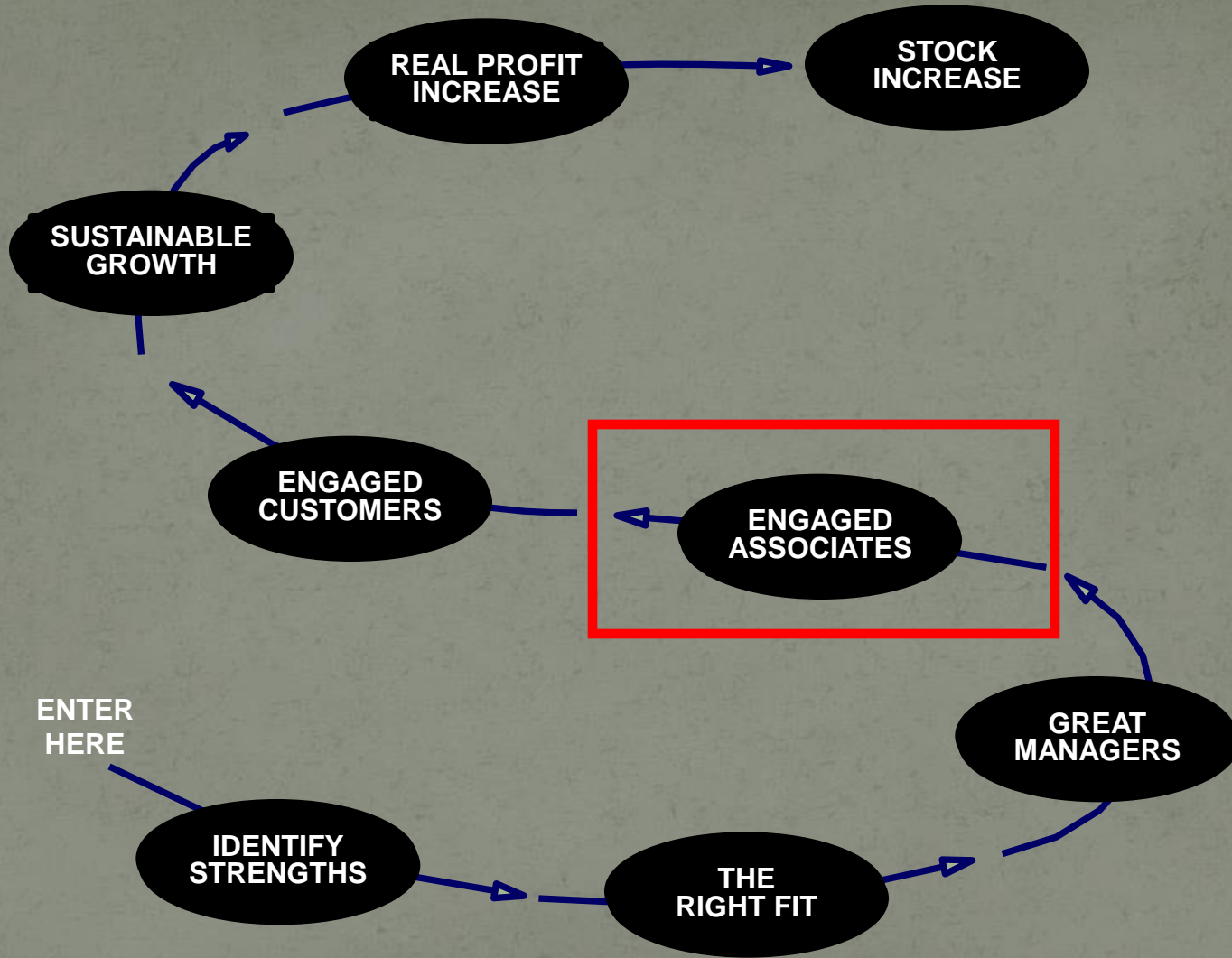


⁺FT (Follow Through) is based on the third question, "My team has effectively followed through on the actions we agreed upon during the Impact Planning session." Beginning in 2008, targets are set based on the Gallup 80th percentile for FT (C03) and no longer based on the Mars Follow Through Index (FTI) average of three questions.

⁺⁺ Ratio of Engaged to Actively Disengaged. Copyright © 2010 Gallup, Inc. All rights reserved.

— Data not available

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Thank you