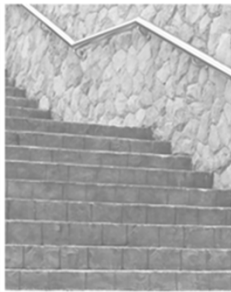




JFD Performance Solutions

Striving – Performing – Achieving

Strategies for Optimizing Employee Performance



Questions to Consider

***How are you keeping your employees engaged?
...motivated?***

***How do you currently measure employee engagement?
...loyalty?***





Keeping employees engaged on the job is critical to your success as the manager and the success of your organization.

Employee Engagement

“Only 13% of employees worldwide are engaged at work”
- Gallup 2013 study

The Three Types of Employees		
1	ENGAGED employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.	13%
2	NOT-ENGAGED employees are essentially “checked out.” They’re sleepwalking through their workday, putting time -- but not energy or passion -- into their work.	63%
3	ACTIVELY DISENGAGED employees aren't just unhappy at work; they're busy acting out their unhappiness. Every day, these workers undermine what their engaged coworkers accomplish.	24%

“Business leaders worldwide must raise the bar on employee engagement. Increasing workplace engagement is vital to achieving sustainable growth for companies, communities, and countries”

Low Employee Engagement

- What impact does this have on organizations?
 - High turnover
 - Low morale
 - Low productivity
 - Reduced customer service
 - Increase cost of hiring



What impact does employee engagement have within your organization?

What do employees want?

1. Work/life balance
2. Positive culture
3. Interesting work
4. Job security
5. Good compensation
6. Ability to learn and grow
7. My opinions are valued
8. Employer with similar values
9. Flexible work hours
10. Contribution to society



*Net Impact's Talent Report:
What Workers Want in 2012*

Employee Engagement Resources

- [BlessingWhite](#) provides many resources around employee engagement, including models and best practices.
- [Towers Watson](#) (formerly Towers Perrin) provides studies, articles, and videos about employee engagement and creating a productive workforce culture.



What one change would make the most difference for your employees' level of engagement?



Understanding what motivates your employees is important for keeping them engaged.

The Three Drivers of Motivation

- The first drive for behaviors is survival. We drink, eat, and copulate to ensure our survival.



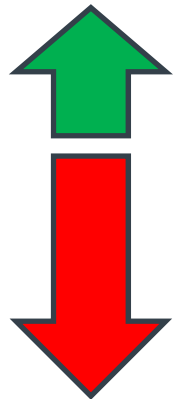
The Three Drivers of Motivation

- The second drive is to seek rewards and avoid punishment.



Short-term motivation boost

Long-term motivation loss



The Three Drivers of Motivation

- The third drive is intrinsic: to achieve internal satisfaction.
- The third drive has become more important as our society moves from a manufacturing-based economy to one of knowledge and services.



What are some examples of this third drive?



**Understanding the elements of
employee loyalty is important to
optimizing employee performance.**

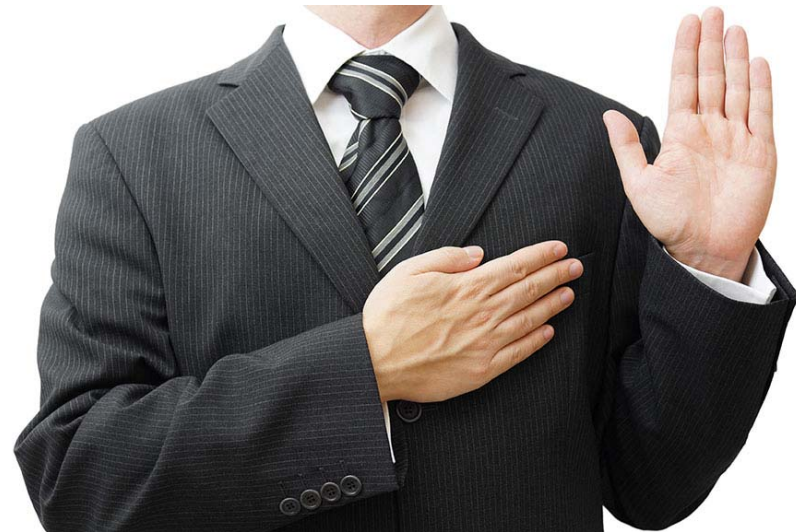
Why is employee loyalty important?

- Greater customer loyalty
 - Increased revenue from existing clients
 - Increased referrals to new clients
 - Reduced marketing costs
- Increased productivity
- Improved morale
- Lower employee turnover costs (70-200% of annual salary)
- Improved ability to attract high quality employees

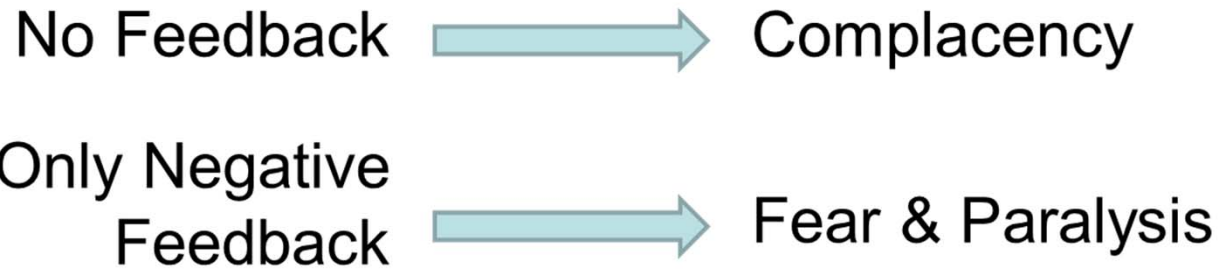


Elements of Employee Loyalty

1. Feedback and Recognition
2. Expectations and Resources
3. Sense of Contribution and Shared Purpose
4. Learning and Development
5. Quality Relationships



1. Feedback and Recognition



- Understand how people want to be recognized
- Feedback should be very specific and at least 50% positive
- Celebrate progress, not just results
- Find ways for peers to recognize and praise

How do you praise? How do you celebrate?

2. Expectations and Resources

Do your employees know what they need to do?

AND

Do they have the resources to do it?

- Employees need to know what is expected of them
- They need the materials and equipment necessary to complete tasks
- Employees need also need their co-workers to be committed to doing quality work

How do you clearly communicate your expectations to your employees? What additional resources do they need?

3. Sense of Contribution and Shared Purpose

Excellence only happens when people have a deeply felt sense of purpose in their lives

- What is your organization's mission? How is your team making a difference?
- How does each employee's performance impact the overall success of the organization/team?
- How much alignment is there between each employee's personal reasons for being there and the purpose of the job?

What can you do to improve your team's sense of meaning?

4. Learning and Development

Traditional Management

- Help employees identify weaknesses
- Develop a plan to improve
- Emphasis – Help the employee become something they're not

A Better Approach

- Help your employees know who they are
- Develop a plan to leverage strengths and talents
- Emphasis – Help the employee become the best version of themselves

What training and coaching opportunities should you be offering your team?

5. Quality Relationships

Do you have a best friend at work?



- Employees want to forge quality relationships with their co-workers
- Trusting relationships provide emotional compensation
- It's not just about the company - Loyalty exists among workers to each other

What are you doing to help these relationships flourish?



Ultimately, employees who are properly motivated, actively engaged on the job, and loyal to their organization will excel and outperform their peers.



How can you leverage each of these strategies to optimize your performance and that of your employees?

Resources

- Referenced in this presentation:
 - [*State of the Global Workplace: Employee Engagement Insights for Business Leaders Worldwide*](#) by Gallup, Inc. (2013)
 - [*Talent Report: What Workers Want in 2012*](#) by Net Impact (2012)
 - [BlessingWhite](#)
 - [Towers Watson](#)
- Book Recommendations:
 - [The Ultimate Question](#) by Fred Reichheld
 - [Performance Breakthrough](#) by Mike Goldman
 - [The Dream Manager](#) by Matthew Kelly and Patrick Lencioni
 - [The Carrot Principle](#) by Adrian Gostick and Chester Elton