

Help ME Help YOU Help US



With David Lee



Why Your Employee Engagement Survey Doesn't Cut It

It's time to customize the employee experience

With David Lee



Despite The Billions...

70%

OF AMERICAN WORKERS
ARE "NOT ENGAGED" OR
"ACTIVELY DISENGAGED."

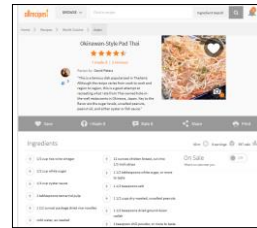
Source: *State of the American Workplace* by the Gallup Organization

“Average managers play checkers, while great managers play chess.”

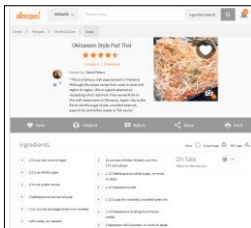
Marcus Buckingham



Each Employee Has Their Own Unique “Engagement Recipe”

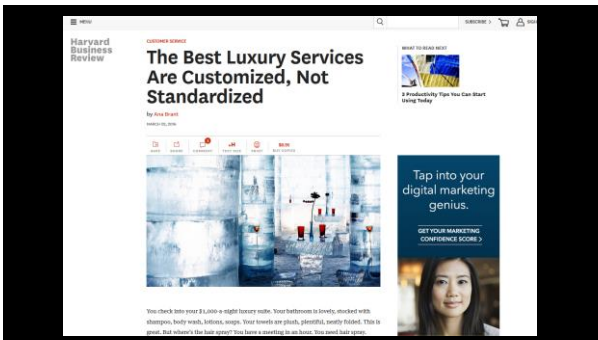


What is Their Unique “Engagement Recipe”?

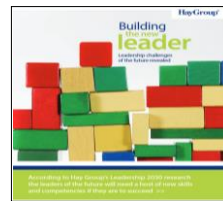


How do you customize the employee experience so it best fits...?





Six Global Megatrends



Source: http://www.haygroup.com/downloads/MicroSites/L2030/Hay_Group_Leadership_2030%20whitepaper_2014.pdf

Individualization:
One of the Six Megatrends Leaders Must Understand

“[Companies] must understand every worker and customer as an individual, or lose out on talent and business.”

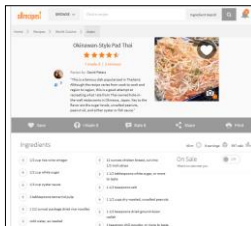
Source: *Building the New Leader: Leadership Challenges of the Future Revealed by The Hay Group*

Individualization:
One of the Six Megatrends Leaders Must Understand

“Engagement will need to be more personal, tapping into each employee’s needs, drivers, outlook and expectations.”

Source: *Building the New Leader: Leadership Challenges of the Future Revealed by The Hay Group*

**Each Employee Has Their Own Unique
 “Engagement Recipe”**



Core Ingredients

1. Meaning and Purpose

- “I am part of something that makes a difference in the world.”
- “I personally make a difference”

2. M.A.P. – Mastery | Achievement | Progress

3. Autonomy

Core Ingredients

- 4. Relationships & Community
- 5. Problem-Solving, Learning, Professional Development
- 6. Respect: Personal and Professional
- 7. Seen and Treated as an Individual

How DO you tailor the employee experience?



Have “Help Me Help You Help Us” Conversations



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How Managers Can Get Better Results By Asking Better Questions

By David Lee May 19, 2016 TLNT

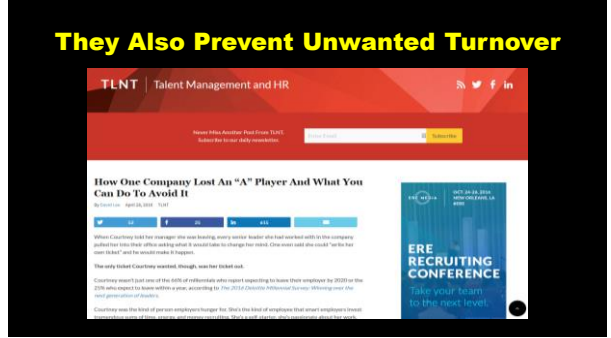
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They Don't Just Enable You To Get the Most Productivity From Each Employee and Boost Engagement



They Also Prevent Unwanted Turnover



When Courtney told her manager she was leaving, every senior leader she had worked with in the company pulled her into their office asking what it would take to change her mind. One even said she could "write her own ticket" and he would make it happen.

The only ticket Courtney wanted, though, was her ticket out.

HumanNatureAtWork.com/SHRM16

What Questions Do YOU Ask or...Would Love YOUR Manager to Ask You?



Questions Around...

1. Goals, aspirations, and interests
2. Strengths
3. Personality/Behavioral Styles
4. "Managers who brought out the best in you"
5. "Managers and employers who made it difficult for you to be at your best"
6. Most important job ingredients

For More Questions and Resources...

HumanNatureAtWork.com/SHRM16

"Questions About Me As a Manager"

1. Most helpful?
2. Most frustrating?
3. The One Thing...
 - Stop
 - Start
 - Do more of...

Questions About Managerial Moments of Truth

1. Delegation and Expectations
2. Feedback
3. Appreciation and Recognition
4. Resolving Conflict

For This to Work...

1. Feedback Request and "Interviewing" Skills
2. Emotional Safety
3. Follow Through
4. Ongoing Conversation

Next Steps

1. Share this with your colleagues.
2. Share the articles at HumanNatureAtWork.com/2016 with them
3. Explore technological component to make it more precise and trackable
4. Pilot or with whole group – training and deployment



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Feel Free to Reach Out And Ask Questions

David Lee, HumanNature@Work

Email: david@humannatureatwork.com

LinkedIn: www.linkedin.com/in/humannatureatwork/

Twitter: <https://twitter.com/HumanNatureWork>

Phone: 207-571-9898

