



RESPOND → PLAN → RETURN STRONGER



EmFluent

# Power (and Profit) of Employee Engagement

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PRESENTED BY  
Robin S. Reed



# What is Engagement?

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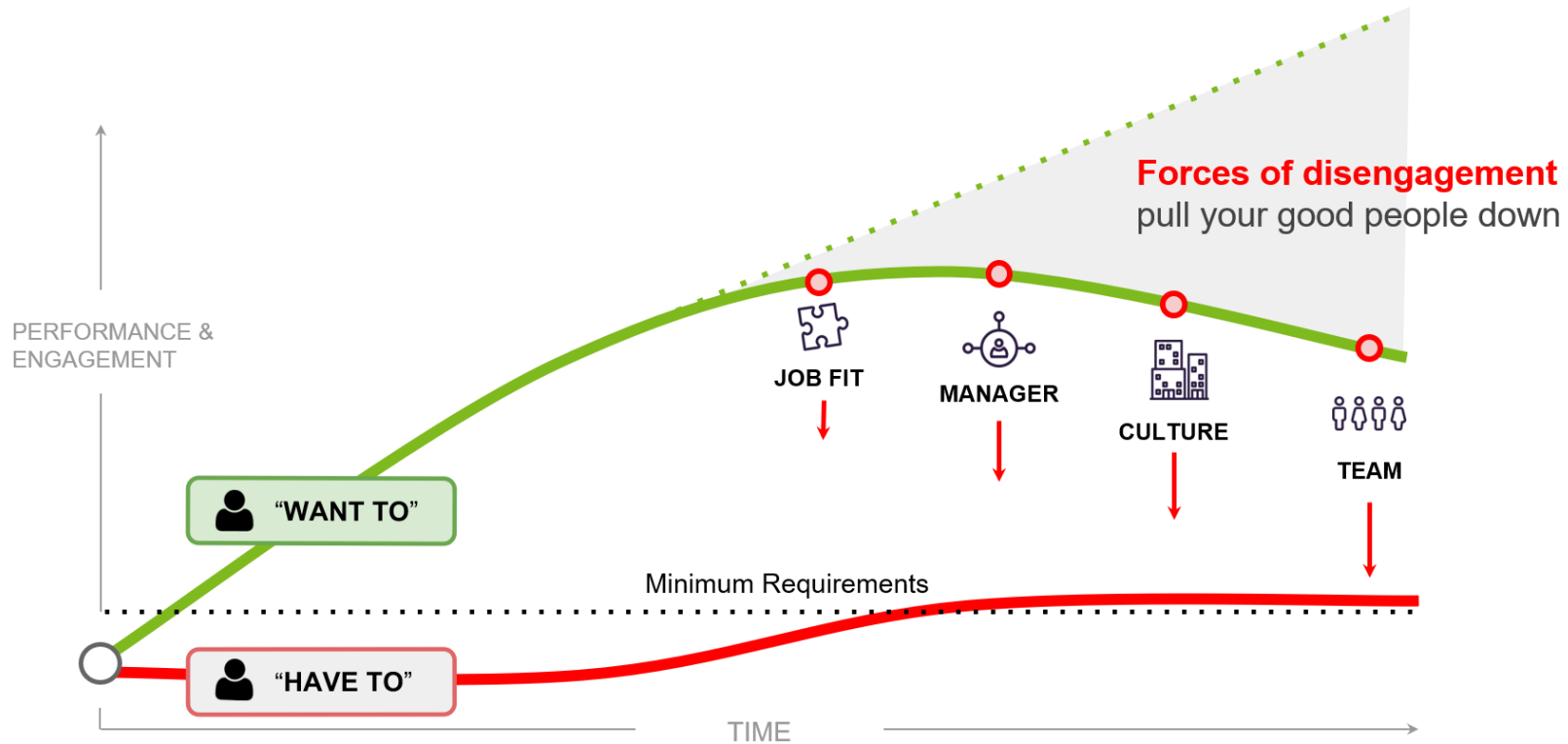
# What is Engagement?



## Answer:

**The emotional  
commitment to the  
company and its  
goals**

# Forces of Disengagement



# The Problem is Real

ONLY  
**55%** of companies have a  
strategy to fix  
**engagement  
problems**



# Measure Global – Act Local

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## Group versus the Individual

Real changes in Engagement occur  
at the person and group levels.

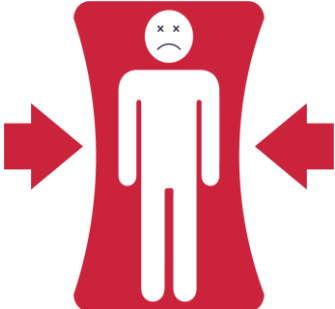
# Interpreting Engagement



Workplace



Individual



Work Environment Pressures

# Work Environment Pressures

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Job Fit



Manager Impact



Team Dynamics



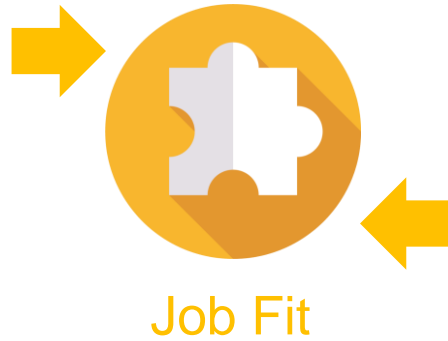
Culture



# Work Environment Pressure

**Job Fit**

# Disengagement Forces



Misalignment between natural tendencies  
and key responsibilities of the job

Work Environment Pressure

# Manager Impact

# Disengagement Forces



Misalignment between manager and self



## **Employees' needs come first.**

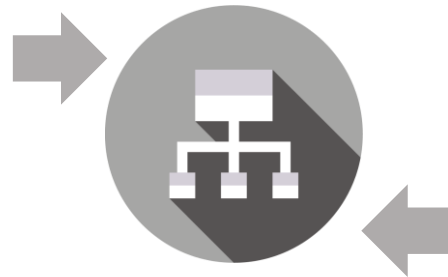
It is important for a manager to understand the needs of their employees based on their behavioral drives.

# Work Environment Pressure

# Team Dynamics



# Disengagement Forces



Team Dynamics

Being unlike the team

# Work Environment Pressure



**Culture**



# Disengagement Forces



Feeling like what the culture expects of you isn't who you really are.

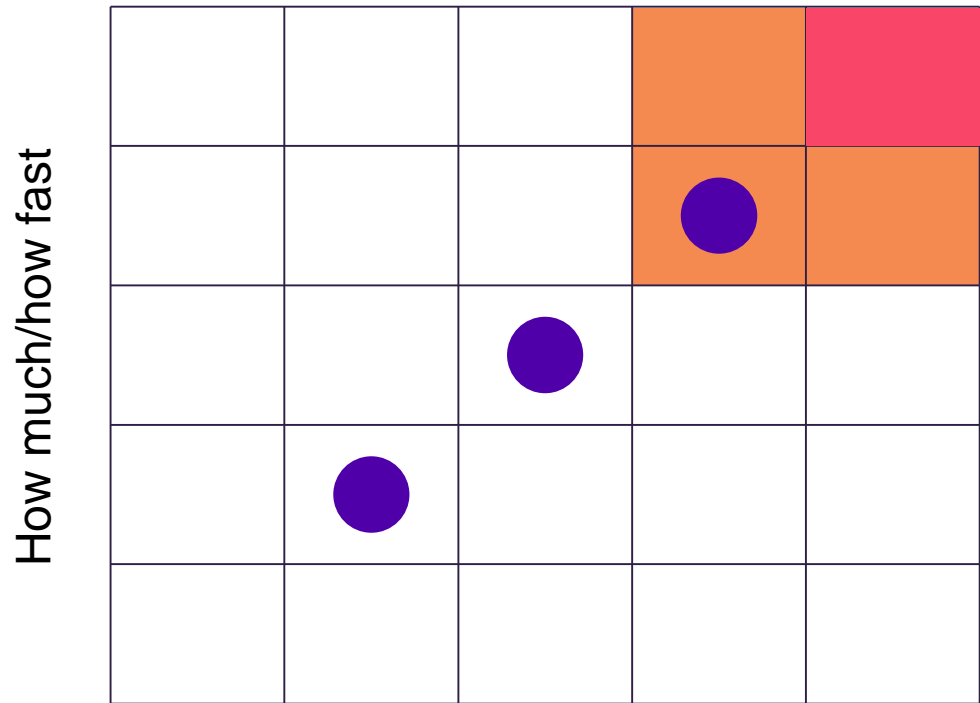
# Team Collaboration During Crisis

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Working Through  
Change






# Pressure at your company



Degree of Complexity | Change

# Team Performance Under Pressure

## Talent The Right People

Candidate Name	Match to Job Demands
 Jane Smith	★★★★★
 Jordy Nelson	★★★★☆
 Samantha Miller	★★★☆☆

## Alignment With Your Strategy



**Cohesion (starts with awareness)**

# Frozen Team

The team may struggle to be productive and move forward in the new environment



**Employees may struggle  
do more with less**



**Teams must manage the  
complexity of remote work**

# Don't Lose Sight of Engagement of the Team

## - EVEN in a Crisis

- Some members of your organization find themselves “stuck”:
  - Survivor’s guilt after a reduction in force
  - Unclear roles or expectations as a result of realignment
  - Overwhelmed by doing more with less
  - Remote work has caused an added layer of complexity
- Fortify for the future
  - Motivating a frozen workforce takes work, but if you tackle the tough puzzles now –
    - 1) Awareness of your Team
    - 2) Strategy/Team Alignment
    - 3) Re-engaging employees

# Questions for you...

What percentage of employees do you think are disengaged?

**67% of employees** are disengaged

How much is disengagement costing the U.S. Economy?

Disengaged employees cost  
the U.S. economy  
**\$450-\$500 BILLION** per year



# When People are engaged:

**37%** lower absenteeism

**25%** lower turnover (in high-turnover organizations)

**65%** lower turnover (in low-turnover organizations)

**28%** less shrinkage

**48%** fewer safety incidents

**41%** fewer patient safety incidents

**41%** fewer quality incidents (defects)

**10%** higher customer metrics

**21%** higher productivity

**22%** higher profitability

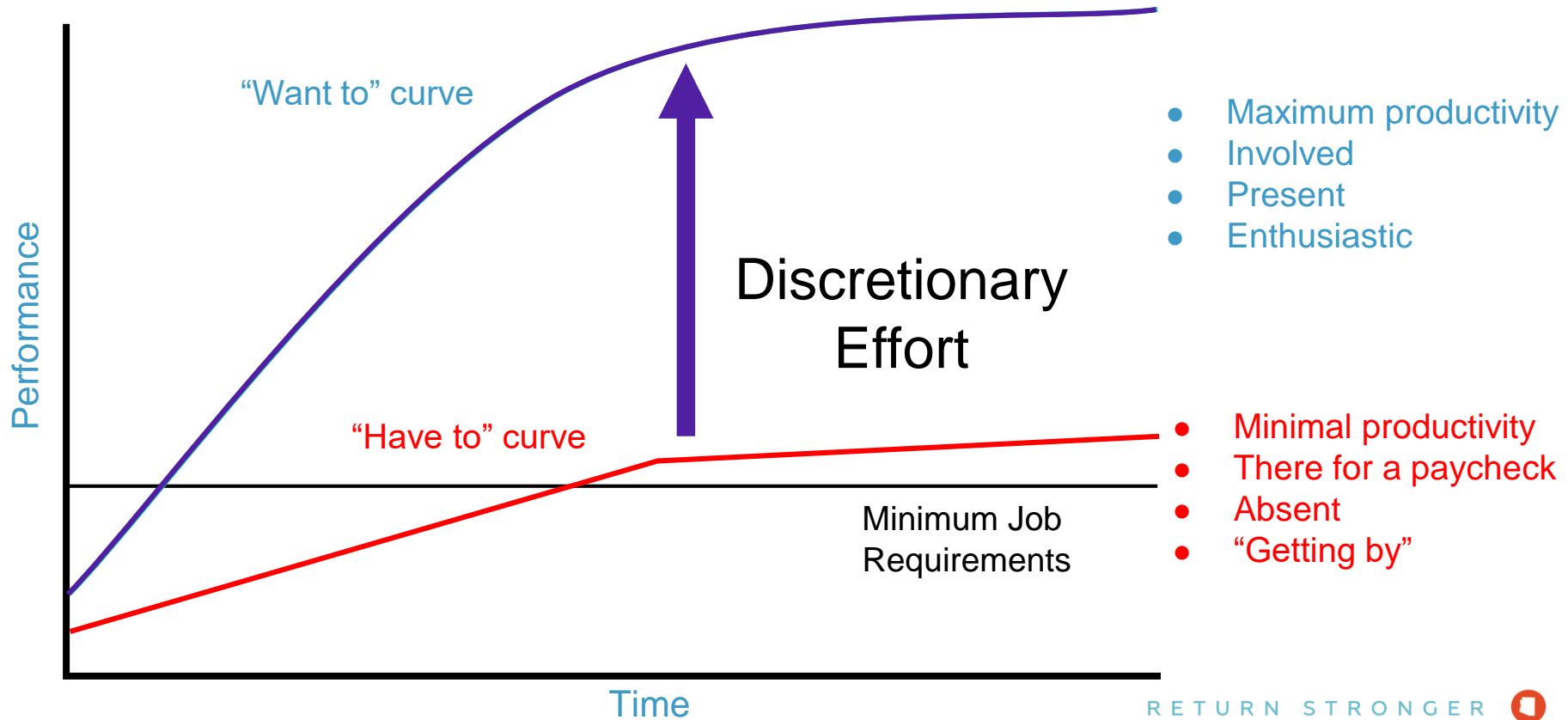


# What is the Solution?

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**Fixing the engagement problem  
IS POSSIBLE - you just need to  
understand behavior.**

# Tapping into Productivity



# Employee Engagement Survey

Overall Engagement rating and Job, Manager, People, Organization ratings compared to benchmarks

## July 2019 Survey Results

