

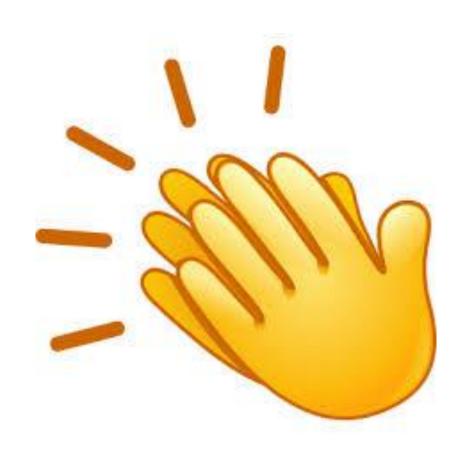
Scott D. Ferrin, SHRM-SCP, PMP, CAE AZSHRM Certification Director

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ARIZONA SHRM BUILDS YOU! ARIZONA SHRM























36%





\$450 - \$550 BILLION!







FIRST AMONG CHARLES OF THE























Gallup







































Every 6 Mo.!









The World According to Gallup!

Q01: I know what is expected of me at work.

Q02: I have the materials and equipment I need to do my work right.

Q03: At work, I have the opportunity to do what I do best every day.

Q04: In the last seven days, I have received recognition or praise for doing good work.

Q05: My supervisor, or someone at work, seems to care about me as a person.

Q06: There is someone at work who encourages my development.

Q07: At work, my opinions seem to count.

Q08: The mission or purpose of my company makes me feel my job is important.

Q09: My associates or fellow employees are committed to doing quality work.

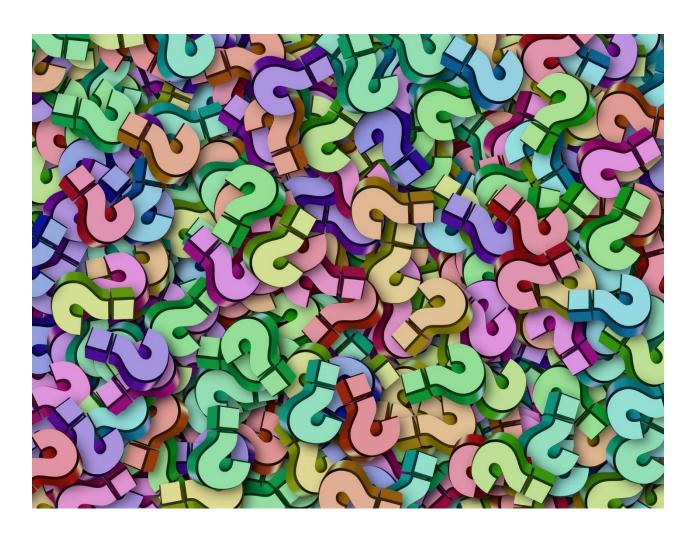
Q10: I have a best friend at work.

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.

Source: Gallup – Q 12 Survey - https://www.gallup.com/home.aspx











#1 - Measure What Matters Most

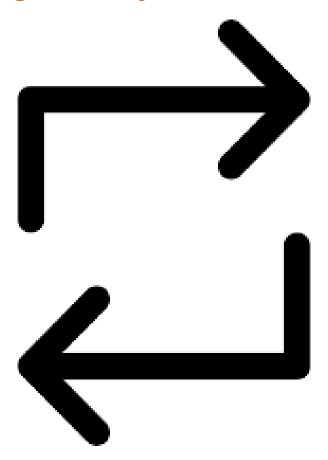






#2 - Act Quickly





#3 – Make it an Ongoing Process





#4 – Empower Managers





Bonus - Communicate, Communicate, Communicate!







Thank You



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