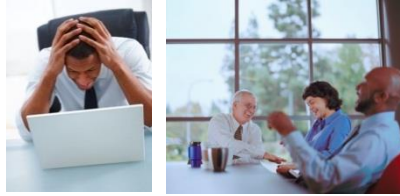


# Driving Employee Engagement

## And Strengthening Your County Climate



**October 3, 2013**

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Founders of Leading Edge Coaching & Development

### A Engagement Groups

**Unengaged**

**Reluctant**

**Fully Engaged**

- Least desirable of the work engagement groups
- Don't have a positive relationship with their organization
- Toxic
- Members who are reluctant to leave **and** reluctant to work hard
- Some reluctant members may have priorities that impact their ability to fully commit to team decisions and assignments
- Fully engaged members have a strong personal or psychological attachment to their organization and will act in ways that benefit their customers and their organizations

*\* Three Engagement Groups: Stephen P. Hundley, Frederic Jacobs, Marc Drizin, (Workforce Engagement World at Work Press, 2007*

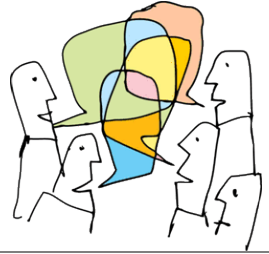
### B Top 12 Engagement Predictors (Circle T for True or F for False for each of the 12 predictors below):

- |  |  |
|--|--|
| <b>T F</b> 1. I know what is expected of me at work.   | <b>T F</b> 7. At work, my opinions seem to count.  |
| <b>T F</b> 2. I have the materials and equipment I need to do my work right.                 | <b>T F</b> 8. the mission or purpose of my organization makes me do my best work.          |
| <b>T F</b> 3. At work, I have the opportunity to do what I do best every day.                | <b>T F</b> 9. My fellow employees are committed to doing quality work.                     |
| <b>T F</b> 4. In the last 7 days, I have received recognition or praise for doing good work. | <b>T F</b> 10. I have a best friend at work.   |
| <b>T F</b> 5. My manager, or someone at work, seems to care about me as a person.            | <b>T F</b> 11. In the last six months, someone at work has talked to me about my progress. |
| <b>T F</b> 6. There is someone at work that encourages my development.                       | <b>T F</b> 12. This last year, I have had opportunities at work to learn and grow.         |

*\* From Strengths-Based Leadership, by Tom Rath and Barry Conchie., Gallup Press, 2008*

## C Discussing the 12 Predictors

1. What surprised you about these predictors?
2. How do you think your county employees would respond to these statements?
3. What do you do in your County in order to measure and reward those drivers?
4. What have you done in order to raise engagement in your County?



## D Emotional Impact of Leaders

There is an emotional impact **every time that you communicate** which can incite the following:



Resonance

- Good feelings free up the best in people
- People on the same wavelength
- Positive feelings support mental clarity and productivity



Dissonance

- Anxious feelings and distress
- People often shut down
- Negatively impacts ability to think and produce

## E Closed Loop v. Open Loop System\*



Closed Loop

- Example: a **biosphere** that does not rely on matter exchange with any part outside the system
- Self-regulates



Open Loop

- Depends on external sources to manage itself
- Our emotional stability relies on connections with others

**F** Different Faces of Dissonance

After each scene, check the box if you've ever experienced this type of dissonance:



Stressed



Preoccupied



Clueless & Out of Touch



Inauthentic

**G** Contagion of Emotions

Depression,  
Anxiety

Anger

Excitement,  
Enthusiasm

Laughter,  
Smiles

**Dissonance**

**Resonance**

1. How much laughter do you hear within the teams at your County?
2. What do **you** do to support either resonance or dissonance?

**H** 4 Competencies of Emotional Intelligence

After each description, rate yourself within each box from 1 (worst) to 10 (best).

**Self-Awareness**

- **Emotional self-awareness:** knowing how you react to stress – and the impact your behaviors have on others
- **Accurate self-assessment:** your strengths and weaknesses

**Self Management**

- **Emotional self-control:** keeping disruptive emotions and impulses under control (nervousness, frustration)
- **Transparency:** displaying your core values (honesty, integrity, trustworthiness)

**Social Awareness**

- **Empathy:** sensing others' emotions, understanding their perspective, and taking active interest in their concerns
- **Reading the subtle cues of others:** resistance, confusion, acceptance

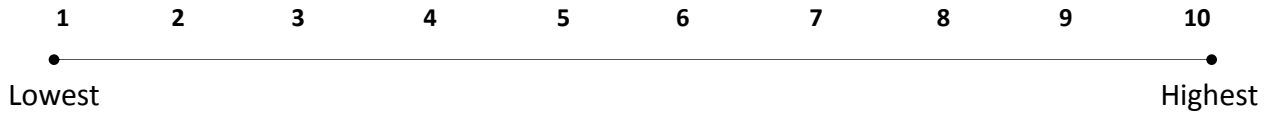
**Relationship Management**

- **Developing others:** through feedback and guidance
- **Listening:** to what people are saying as well as between the lines

I

## Being Present

How present are you right now? Circle your number below:



1. Is it **possible** to be 100% present?
2. When is it **critical** to be completely present?
3. How do you **support resonance and engagement** with others when you're present?

J

## Barriers to Being Present

Check off one that's biggest for you:

- Technology Distractions
- Too Much Work on Your Plate
- Fear of Failure
- Fatigue
- Strange Behaviors of Others
- Other/Fill in the Blank



K

## Leading Edge Bio

**Leading Edge Coaching & Development** was launched in 2004 with a vision of offering leadership coaching, training and consulting that would be completely unique in the marketplace. That difference lies within our **expertise**: a blend of business and management experience, knowledge of leadership, adult learning and educational practices. Our difference can also be found in the experience that we offer: learning that is brought to life through **theatre and improvisational comedy**. More importantly, our mission is clear: to only provide services and workshops that will make a profound difference to your success.



**Contact Leading Edge** ([www.leadingedgecoaches.com](http://www.leadingedgecoaches.com))

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