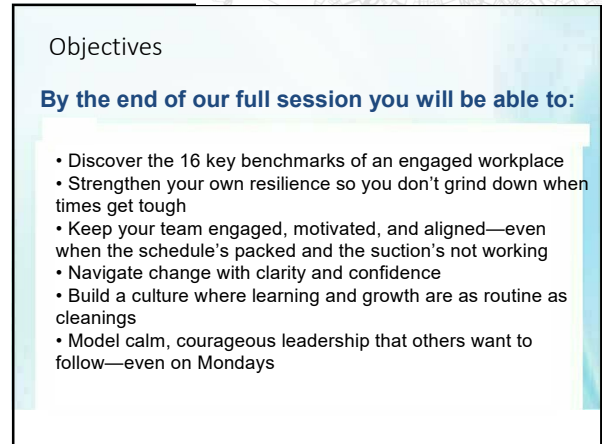


# Keeping You and Your Team Engaged: Resilient Leadership Essentials



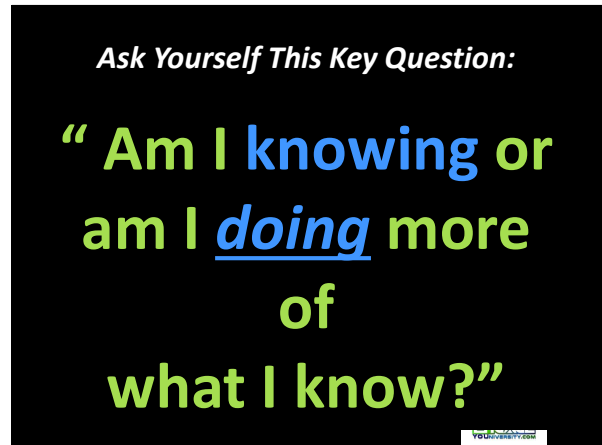
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16! Best Signs You're Doing Employee Engagement Right



7. TEAM MEMBERS SUPPORT EACH OTHER



8. YOUR BOTTOM LINE IS GROWING



9. YOUR EMPLOYEES LOVE SHOWING UP TO WORK



10. YOUR EMPLOYEES DON'T USE ALL THEIR SICK DAYS



11. YOUR TEAM PARTICIPATES IN EXTRA-CURRICULAR ACTIVITIES

7

16! Best Signs You're Doing Employee Engagement Right



12. MANAGEMENT IS APPROACHABLE



13. COLLABORATION IS A CORNERSTONE OF YOUR COMPANY



14. YOUR EMPLOYEES GIVE HONEST FEEDBACK



15. CHANGES ARE MADE QUICKLY



16. YOUR TEAM DOESN'T COMPLAIN ABOUT WORKLOADS

8

What's Working	Needs Work	Our W.O.W.

9

## Definition

**Employee engagement** is a workplace approach, creating the *right conditions* for all members of an organization to *give their best* each day, *committed* to their organization's goals and values, *motivated* to contribute to organizational success, and with an *enhanced sense* of their own well-being.




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Great work  
Done well  
With others  
Every day

~David Zinger, Founder Engagement Network



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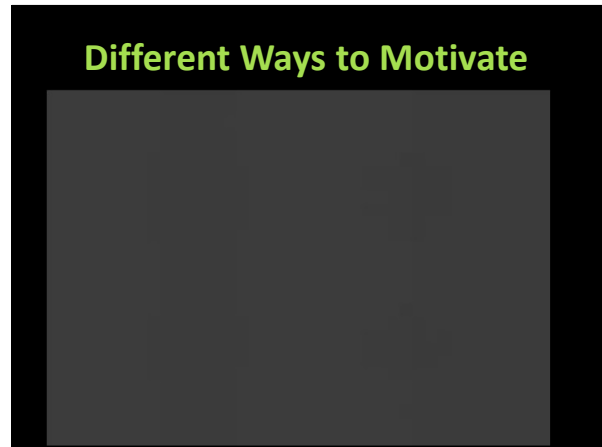
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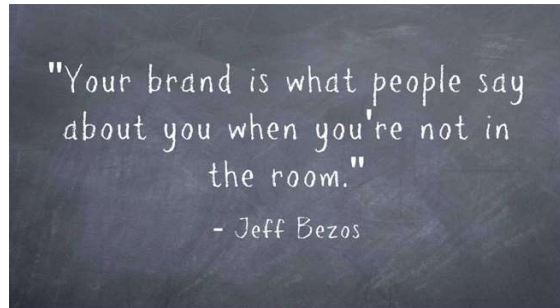


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## BUILDING YOUR PERSONAL BRAND



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CareerSidekick.com

"I help \_\_\_\_\_ do \_\_\_\_."



20

## My Personal Brand Formula

"I help \_\_\_\_\_ do \_\_\_\_."

• My "customers"  
Internal/External

• Cool results/benefit I  
bring



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## Roles and Responsibilities



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## The Four Enablers



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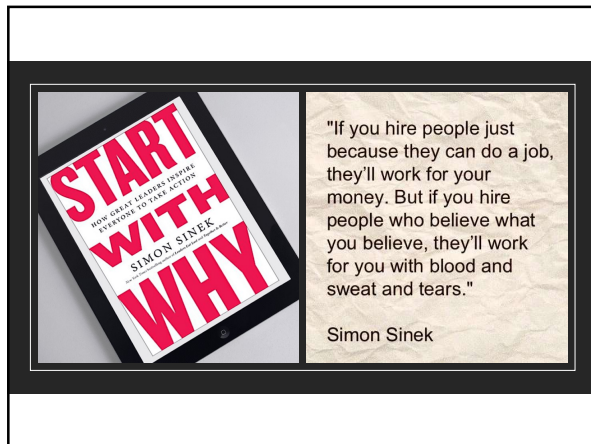
## Job Design

- Skill Variety
- Task Identity
- Task Significance
- Feedback
- Autonomy



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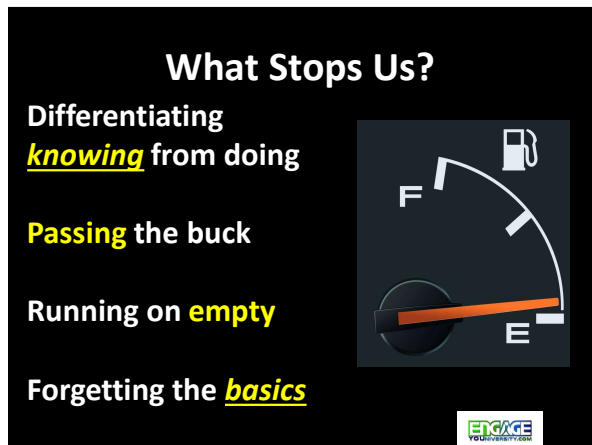
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Level	
<b>The Engaged:</b> High contribution and high satisfaction	<b>Builders, Competent, Shun Recruiters, Results-Driven</b>
<b>Almost Engaged:</b> Medium to high contribution and satisfaction	<b>High performers, reasonably satisfied, very employable</b>
<b>Honeymooners &amp; Hamsters:</b> High satisfaction but low contribution	<b>Honeymooners: new, finding their stride, wide-eyed Hamsters: wheel spinners, R.I.P. (retired in place), Focus on non-essential tasks</b>
<b>Crash &amp; Burners:</b> High contribution but low satisfaction	<b>Disillusioned, potentially exhausted, high-performers may be burning out, bitterly vocal, viral morale-stealers</b>
<b>The Disengaged:</b> Low contribution and satisfaction	<b>Most disconnected, feel underutilized, not satisfied with What they get out of their work, skeptical, negative</b>

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**Don't Stress!**

**TAKE HOME – DO IT NOW! COOL TOOLS!**

*“Don’t get bitter, just get BETTER!”~ Kelli V.*

**STRESS BUSTERS**

1. Breathe! 5-5-5 .....
2. Go for Slo – Mo.....
3. Prep Your Mind: Interesting.....
4. Ask: What do I control?.....
5. Accept: What I can't control.....
6. Ask: Next Best Step?.....
7. Deal with / Delay / Dump it.....

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**Stress Busting Tips!**

*In Emergency Break Glass!*

**Kelli Vrla, CSP**

**MY PERSONAL CPR Quick Fix Chill Out Card:**

I simply remember my favorite things...

**SIGHT/PICTURE:** \_\_\_\_\_

**SOUND/ SONG:** \_\_\_\_\_

**SCENT/SMELL:** \_\_\_\_\_

**TOUCH/FEEL:** \_\_\_\_\_

**TASTE/Comfort Food!:** \_\_\_\_\_

Enjoy the OPA! Journey & Pass it On! ~Kelli Vrla, CSP

**FREE BONUS DOWNLOADS!**

Kelli Vrla, CSP \* Leadership \* TEAM Engagement \* Stress Busting \* WOW NOW Service \* Kelli@Kelli V.com

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**5 Leading Reasons People Get DIS-Engaged & LEAVE**

- Employees no longer fit in at the organization
- Unclear about what work should be done in order to perform in their role
- Lack of chances to develop within field of expertise
- Work is too physically demanding
- Unable to work efficiently

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**6 Things We Know Help ENGAGE People**

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**SOLUTION**

**Leadership Hot Tips to ENGAGE!**

1. Clarify Expectations
2. Find Their “Hot” & “Pride” Buttons
3. Talk With Them, not At Them
4. ASK more than you Tell
5. Practice Random Deposits
6. Individualize Motivation & Appreciation

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**CLARIFY Expectations**

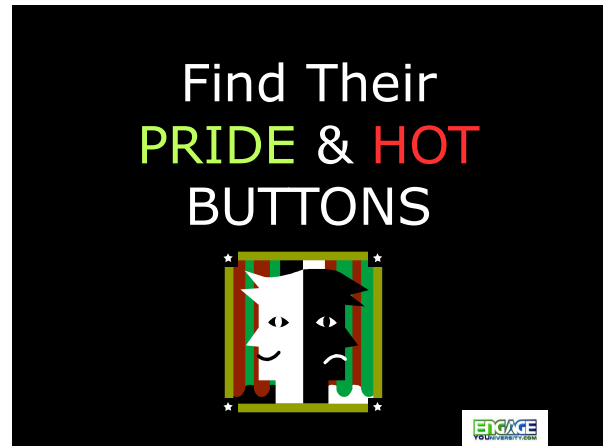
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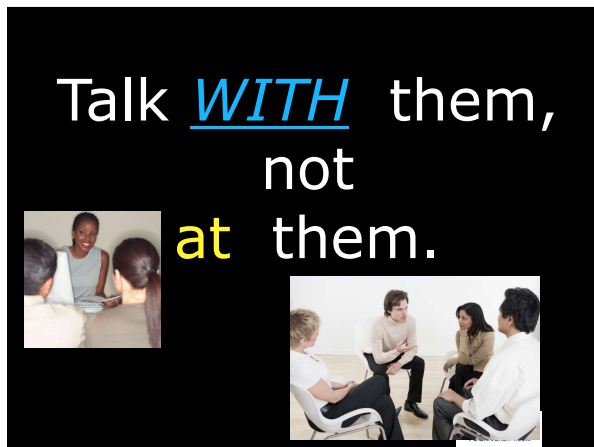




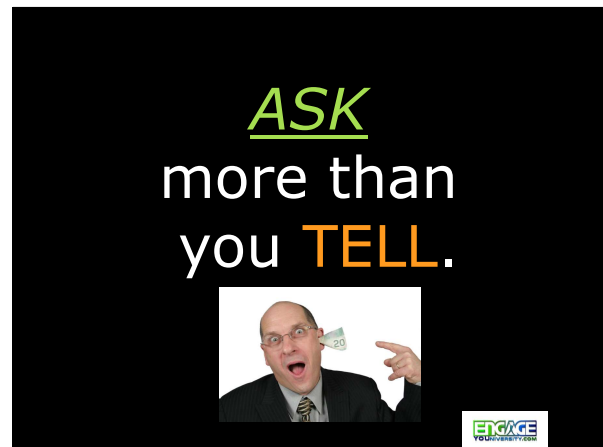
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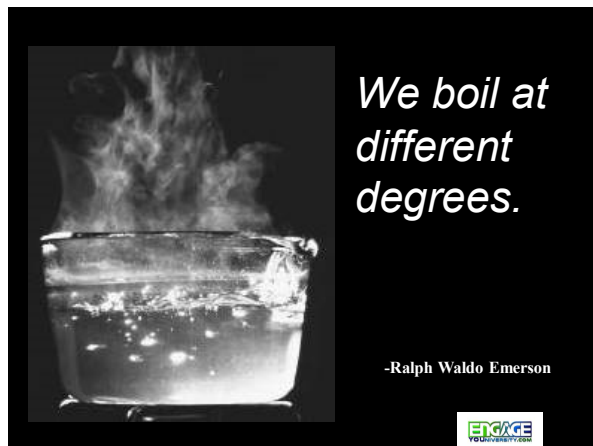
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TEAM MOTIVATION CHART						
Name	Style	Likes	Frustrated	Skills		Custom Appreciation
				My View	Team View	
				+   --	+   --	
SUE	Overturn	People	Details/Reports	Peo / Deta	(her words)	Hand-written Thank-U
BILL	Processor	Prob Solv	People	#s / Comm	(his words)	Simple Verbal "Thx!"

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## REWARD: Provide Recognition


- “You really made a difference by...”
- “I’m impressed with...”
- “You got my attention with...”
- “You’re doing top quality work on...”
- “You’re right on the mark with...”
- “One of the things I enjoy most about you is...”
- “You can be proud of yourself for...”
- “We couldn’t have done it without your...”
- “What an effective way to...”
- “You’ve made my day because of...”



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# Your Leadership Style/Habits

- How do you motivate your staff?
- How do you keep your crews meaningfully informed?
- How do you maintain your team's focus on specific goals?
- How do you set, clarify, and hold your crew accountable to your expectations?
- How do you recognize successful work?

The logo for ETG (Environmental Technology Group) is located in the bottom right corner. It features the letters 'ETG' in a large, bold, blue font, with the words 'ENVIRONMENTAL' and 'TECHNOLOGY' stacked vertically in a smaller, blue, sans-serif font to the right of the 'ETG' letters. Below this text is a small graphic consisting of three horizontal bars of increasing height, colored green, blue, and red from left to right.

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## HOW DO I KNOW

IF IT IS "GOSSIP"?

1. Is what I am about to say true?
2. Is it **harmless**?
3. Is it **necessary**?
4. How would I feel if someone said **something similar about me**?
5. How would I feel if I saw **my words quoted online, posted and gone viral**?
6. How am I **going to feel later** if I say this? (or listen to this)
7. Does gossiping **honor my own personal values**?

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Let Your Team List **Negativity****What Does it LOOK Like?**

- Eye Rolls
- Heavy Sighs
- Texting while we're talking to them
- Shaking head
- Talk to the hand

**What Does it SOUND Like?**

- *Not my job*
- *I just work here*
- *I'm retiring soon...*
- *I don't know*
- *Do I look like the public library?*
- *I'll get around to it...*

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Stop Having **Stupid** Meetings!

- Ask "Is the **ONLY** way to get this info across?"
- Agenda **BEFOREHAND**
- Get in, Get out, Get on your way
- Timers / Roles
- Rules of Engagement
- Fight Fairly
- Nobody leaves w/o Answers

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## Modern Survey Questions

**For staff:**

1. On a 1-10 scale, how happy are you at work?
2. Would you refer a friend to work here?
3. Do you have a clear understanding of your career promotion path?
4. ON a 1-10 scale, how would you rate your work-life balance?

**Employee Retention:**

6. Would you reapply to your current job?
7. Do you see yourself working here one year from now?

**Questions to ask about Supervisors:**

8. Do you feel valued at work?
9. Did you receive recognition on your last big accomplishment?
10. Do you feel the leadership team takes your feedback seriously?

**Our Workplace Culture:**

11. With eyes closed, can you recite our organization's values?
12. What 3 words immediately come to mind to describe our culture?
13. Do you have fun at work?
14. Do you feel coworkers respect each other here?

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**SOLUTION**

## How Are You Doing?

1. CAPTURE FREQUENT, HIGH-QUALITY ENGAGEMENT DATA
2. PROVIDE ACTIONABLE INSIGHTS
3. EMPOWER MANAGERS TO ACT
4. EQUIP MANAGERS WITH DATA YEAR-ROUND



66

**TAKE YOUR OWN TEMPERATURE.**  
Take the self-assessment to score your effectiveness at measuring engagement. Traditional methods include annual surveys, do-it-yourself (DIY) polls, and exit interviews.

Rate yourself! Check the box if you can answer "yes" to the following questions:

<p><b>1. CAPTURE FREQUENT, HIGH-QUALITY ENGAGEMENT DATA</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can you survey employees frequently enough to keep a pulse on the organization and to see the impact of your actions?</li> <li><input type="checkbox"/> Is your measurement solution easy to frequently implement and use, without significant effort?</li> <li><input type="checkbox"/> Are questions based on proven engagement drivers to ensure relevance and quality of insight?</li> <li><input type="checkbox"/> Is it confidential, so people feel comfortable enough to share the truth?</li> <li><input type="checkbox"/> Do you offer a compelling survey experience for employees, encouraging high participation rates?</li> <li><input type="checkbox"/> Are surveys fast and easy to complete on mobile devices?</li> <li><input type="checkbox"/> Do you receive real-time response rate data and reports?</li> </ul>	<p><b>2. DO YOU TRACK SUCCESS OVER TIME WITH ON-DEMAND REPORTING ACROSS A WIDE RANGE OF EMPLOYEE ATTRIBUTES (like business unit, location, tenure, and gender)?</b></p> <p><b>3. EMPOWER MANAGERS TO ACT</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can your measurement solution easily adapt as departments and managers change throughout the year?</li> <li><input type="checkbox"/> Does your solution empower managers with drill-down data by team?</li> <li><input type="checkbox"/> Can you create custom pulses for specific teams, topics, or situations?</li> <li><input type="checkbox"/> Can managers compare their results against company or group averages?</li> </ul>
<p><b>2. PROVIDE ACTIONABLE INSIGHTS</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Do your results provide comparisons to historical, benchmark, and company average data so you know whether a score is good or bad?</li> <li><input type="checkbox"/> Does your solution assess the relative impact of various engagement drivers to help prioritize responses?</li> </ul>	<p><b>4. EQUIP MANAGERS WITH DATA YEAR-ROUND</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Can leaders and managers explore data to uncover additional insights on demand?</li> <li><input type="checkbox"/> Are leaders automatically alerted to significant changes in engagement scores and drivers for their teams?</li> <li><input type="checkbox"/> Can you quickly create attractive results presentations for executives and employees?</li> </ul>

**TALLY YOUR SCORE**

GLINT Source:info.glintinc.com https://bit.ly/2XOb34T

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## Your RX to Fix

1. Clarify, clarify, clarify (by ASKING)
2. Make sure team members fit in.
3. ASK about their development goals
4. Facilitate their actual work
5. STOP (Stupid) Time Draining Meetings

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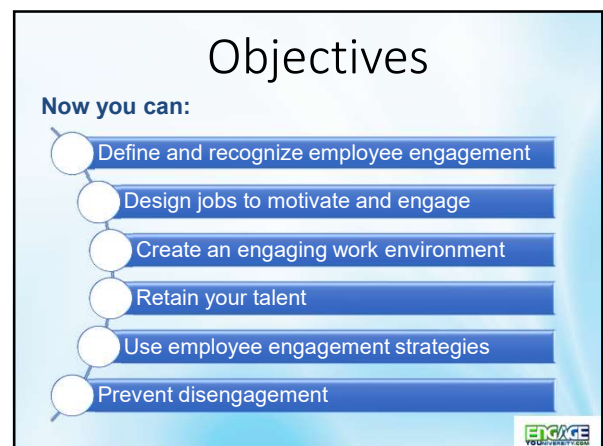
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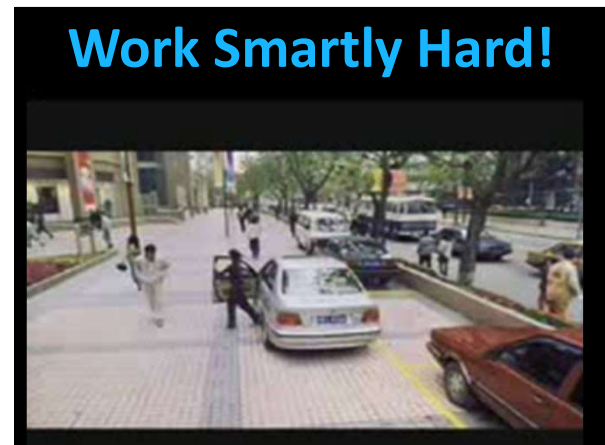
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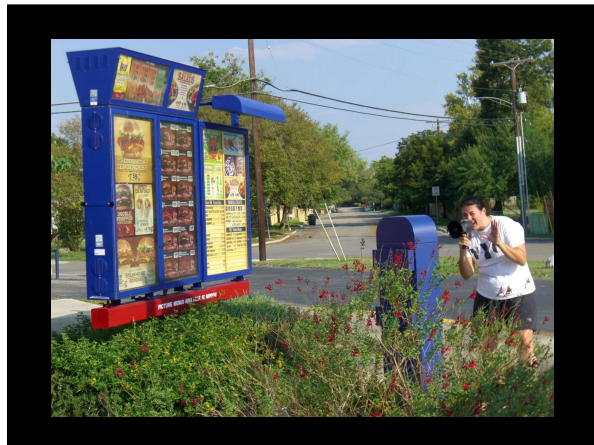
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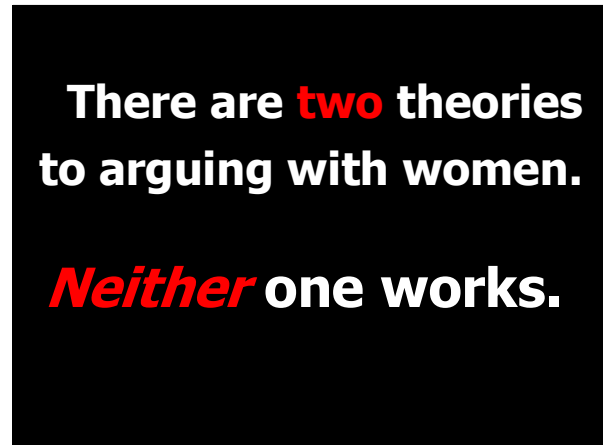
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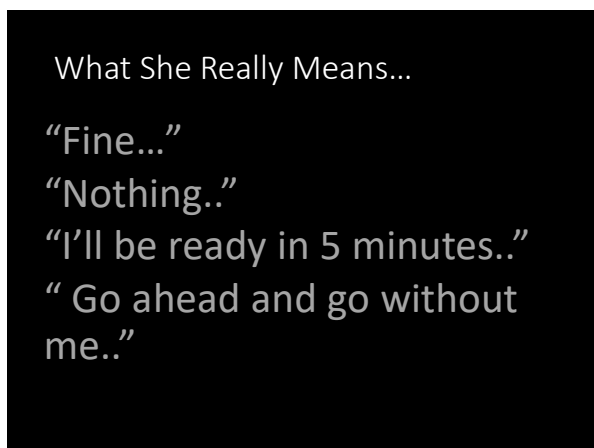
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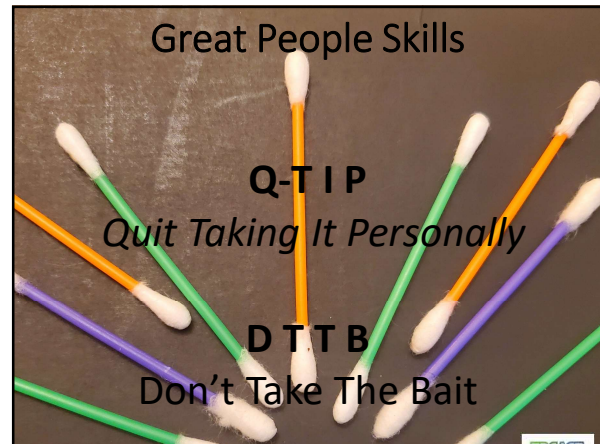
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*"No one is completely useless; he/she can always serve as a bad example."*

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QTIP to the MAX!



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**Communication  
gone astray...**

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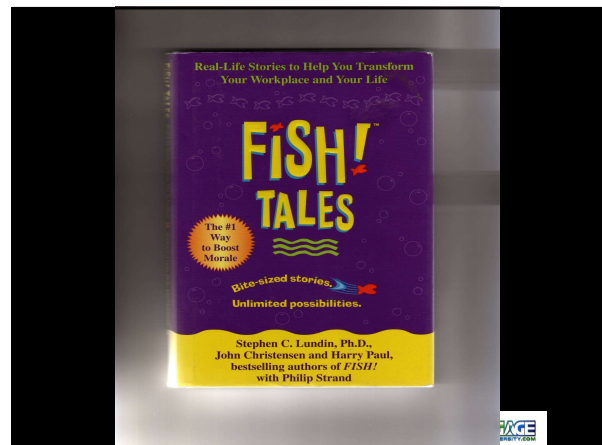
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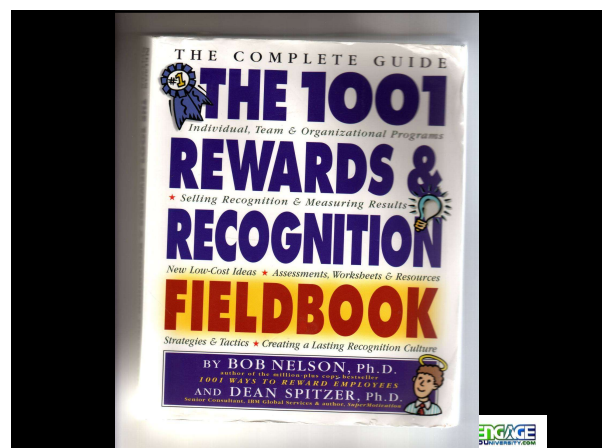
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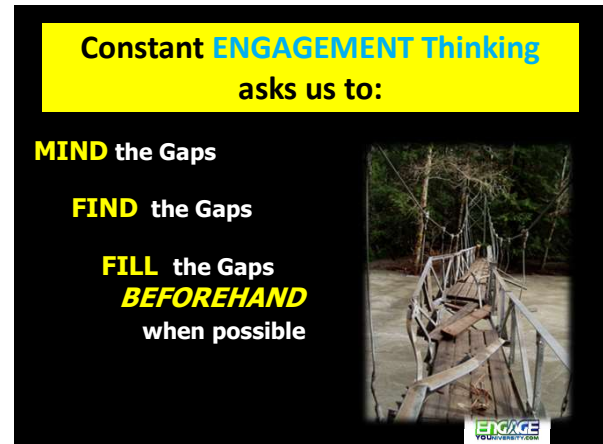


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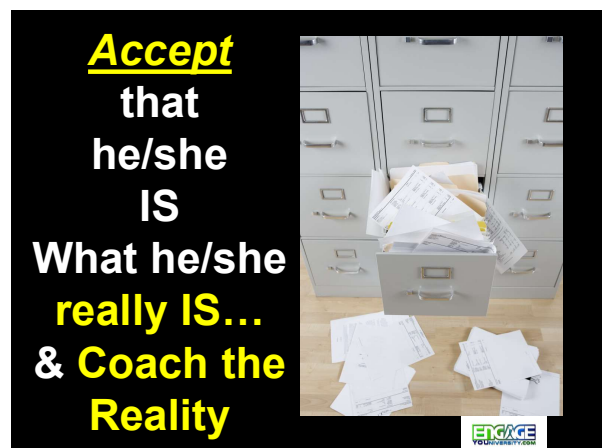
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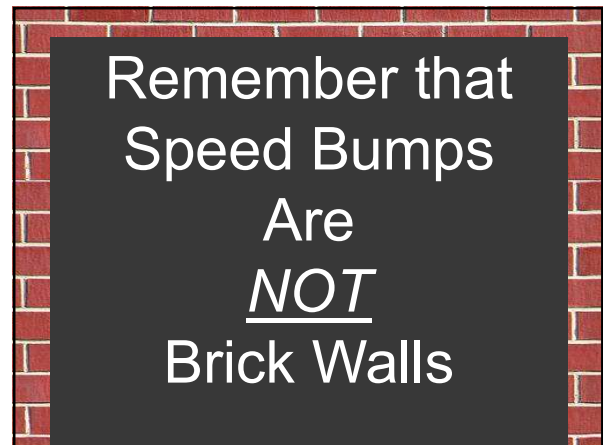
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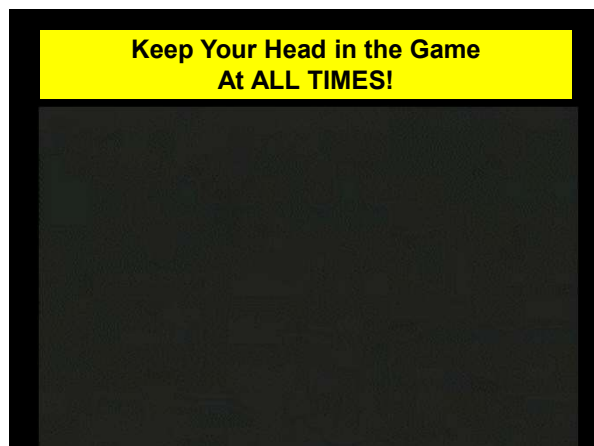


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Funny Nail Gun Ad: [https://youtu.be/fqzVm93ObTc?si=\\_LI5rddHZUzWJcj](https://youtu.be/fqzVm93ObTc?si=_LI5rddHZUzWJcj)



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## Employee Engagement



**THANKS FOR JOINING Me TODAY!**



OPA, Y'ALL !

**Questions?**

Handouts to ALL My programs!

**PLUS \*\*BONUS\*\***

**FREE DOWNLOAD**

**Of**

**Sample Chapter**

**"Hit the RESET BUTTON" book**

**Has over 75 ways to RESET!**

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Kelli Vrla, CSP

Kelli@kelliv.com



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