

Engaging People Transforms Culture and Organisations

Presented by: Nic Tsangarakis, Kwela Leadership



The Gallup 12

1. Do you know what is expected of you at work?
2. Do you have the materials and equipment you need to do your work right?
3. At work, do you have the opportunity to do what you do best every day?
4. In the last seven days, have you received recognition or praise for doing good work?
5. Does your supervisor, or someone at work, seem to care about you as a person?
6. Is there someone at work who encourages your development?
7. At work, do your opinions seem to count?
8. Does the mission/purpose of your company make you feel your job is important?
9. Are your fellow employees committed to doing quality work?
10. Do you have a best friend at work?
11. In the last six months, has someone at work talked to you about your progress?
12. In the last year, have you had opportunities at work to learn and grow?



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A Powerful Motivator

- Talent x Investment = Strength



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Positive Feedback and Recognition

- Consider recognition as any thought, word or deed that makes someone feel appreciated and recognized for:
 - who they are
 - what they do



Recognition Guidelines

- Genuine
- Timely
- Moderation



Recognition

Describe	Explain
Describe the specific behaviour you are reacting to	Explain the <i>impact</i> of the behaviour



Exercise: Positive Feedback

- Identify a real opportunity to give recognition
- Write what you would say using D & E
- Work with partner, provide a bit of context and then give recognition as if you're actually doing it

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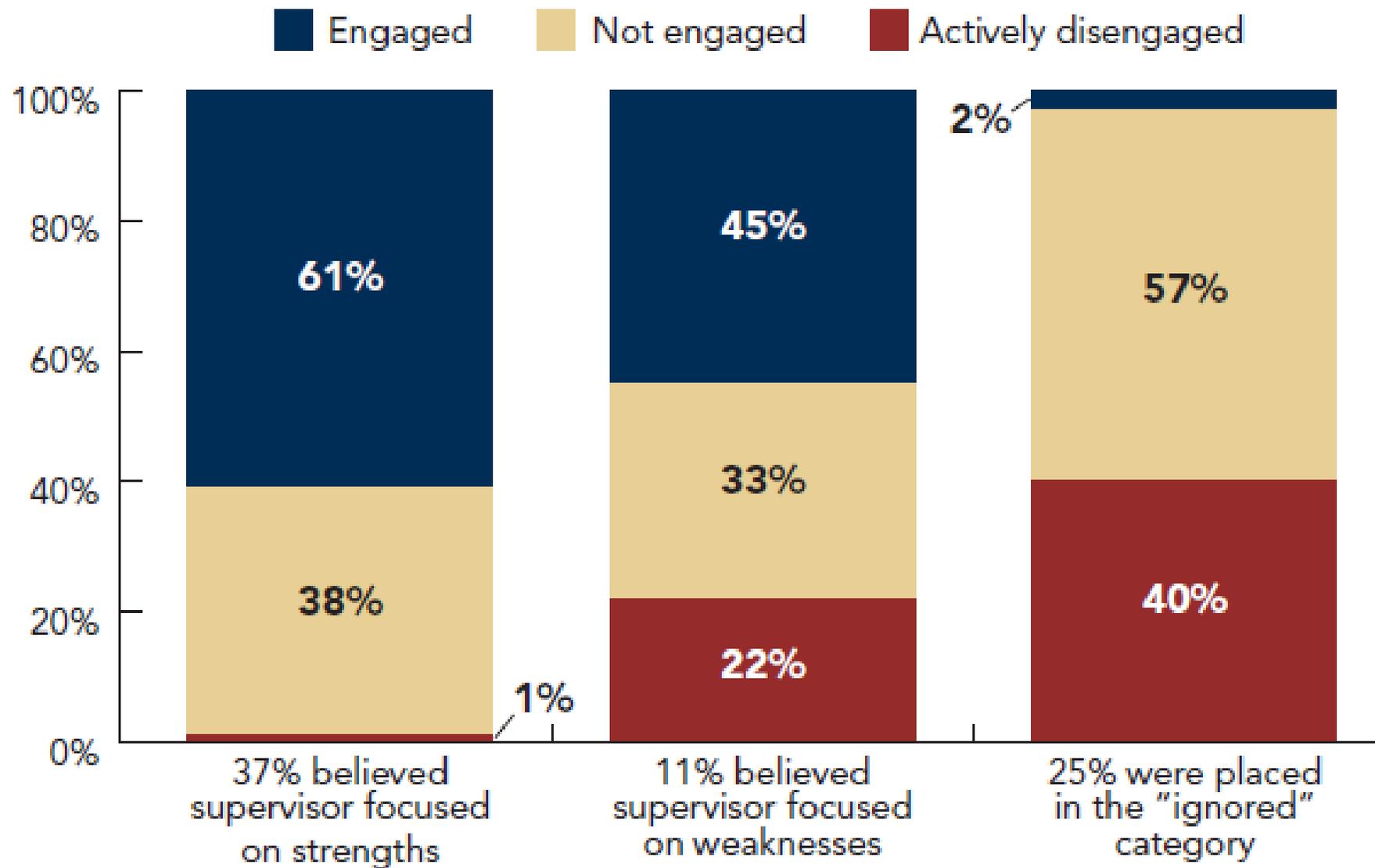


Constructive Feedback using DEAR



- **Describe...** specifically what you see / hear
- **Explain...** impacts, rationale, feelings
- **Ask...** their point of view
- **Request...** what you would like to see in future





Source: Gallup Inc., 2009



Listening



Feedforward



Feedforward Activity (Specific Advice)

- Stand up
- Approach as many people as you can in 8 min
- You say ...
 - I want to improve in (*insert topic*)
 - *What suggestions do you have?*
- Provide advice
- Write down everything and say thank you
- Reverse roles
- Do again with another person



Q & A

- Working independently, write an important question you would like answered (one per person).
- You have one minute.



Why Focus on Engagement?

- Organizations with the highest engagement scores in Gallup's database have an **83 percent** chance of achieving above-average business performance.
- By contrast, organizations at the lowest levels of engagement have a **17 percent** chance.



Link to Business Outcomes

- Organizations with the highest engagement scores in Gallup's database have an chance of achieving above-average business performance.
- By contrast, organizations at the lowest levels of engagement have a chance.

