

Journey to Excellence: It's Who's on Your Bus That Counts

Kentucky Rural Health Association

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Today's Agenda

The WHAT and WHY of Engagement.

6 Steps for HOW to develop Engaged Employees.

Inspire to "Walk To."

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Engagement



Engaged employees are a different animal. They have an emotional attachment to their company or business unit, and they give you their very best even when no one is watching.

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Engagement vs Satisfaction

There's nothing wrong with being satisfied, but the world is full of satisfied employees who come to work, play solitaire, surf the net, do the bare minimum and collect a paycheck while waiting for retirement.



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So....How Are We Doing?

Worldwide, only 13% of workers are engaged.



Source: Gallup's State of the Global Workplace report, 2013

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WHY Does it Matter?

What Engaged Employees Do...



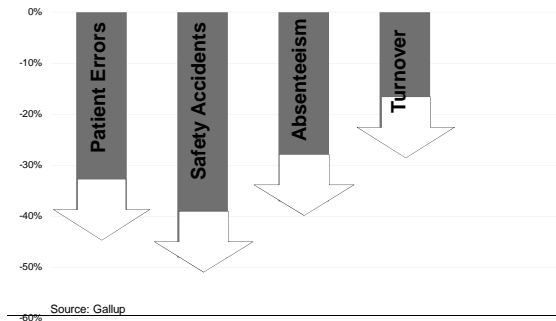
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What Engaged Employees Do...

Top Quartile Engaged Employee vs Lower Quartile

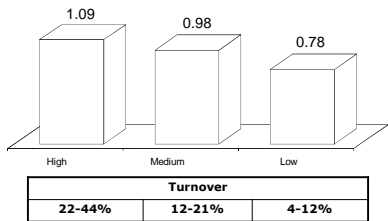


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Source: Gallup
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What Engaged Employees Do...

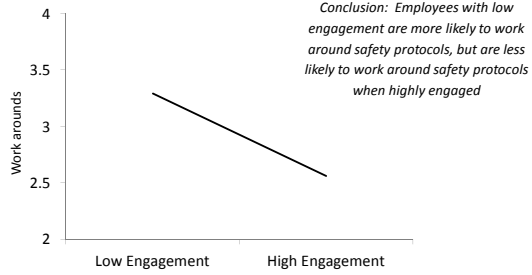
Adjusted Mortality Index



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Average Length of Stay, Source: VHA, 2001
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What Engaged Employees Do...



Conclusion: Employees with low engagement are more likely to work around safety protocols, but are less likely to work around safety protocols when highly engaged

Source: Leadership, Network, and Workarounds, Warr P., Sage, Ph.D., University of Alabama at Birmingham, February 2011
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6 Steps to an Engaged Work Force

1. Give Your Employees Great Bosses

According to Gallup, 1 in 2 U.S. workers has left a job to "get away from their boss."

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2. Connect Each Employee to Purpose, Worthwhile Work, and Making a Difference.



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3. Set Clear Expectations and Give Feedback



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4. Have Fun and Celebrate the Positives.



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5. Manage Performance



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6. Hire The Best...With Your Best



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