

WHO'S JOB IS IT ANYWAY? A FOOLPROOF WAY TO CREATE A CULTURE OF ENGAGEMENT

Jennifer Dootson



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WHAT IS ENGAGEMENT?

How much an employee is committed to helping their organisation achieve its goals.



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WHAT IS CULTURE?

The norms, behaviours and values that are displayed and accepted by individuals in an organisation.



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DOES IT MATTER?



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ENGAGED



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FULLY ENGAGED



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SOMEWHAT
DISENGAGED



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ACTIVELY DISENGAGED



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WHO'S JOB IS
IT?



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WHAT'S IN IT
FOR THE
ORGANISATION?



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37% LESS ABSENTEEISM

41% FEWER PROJECT ERRORS

22% HIGHER PROFITABILITY



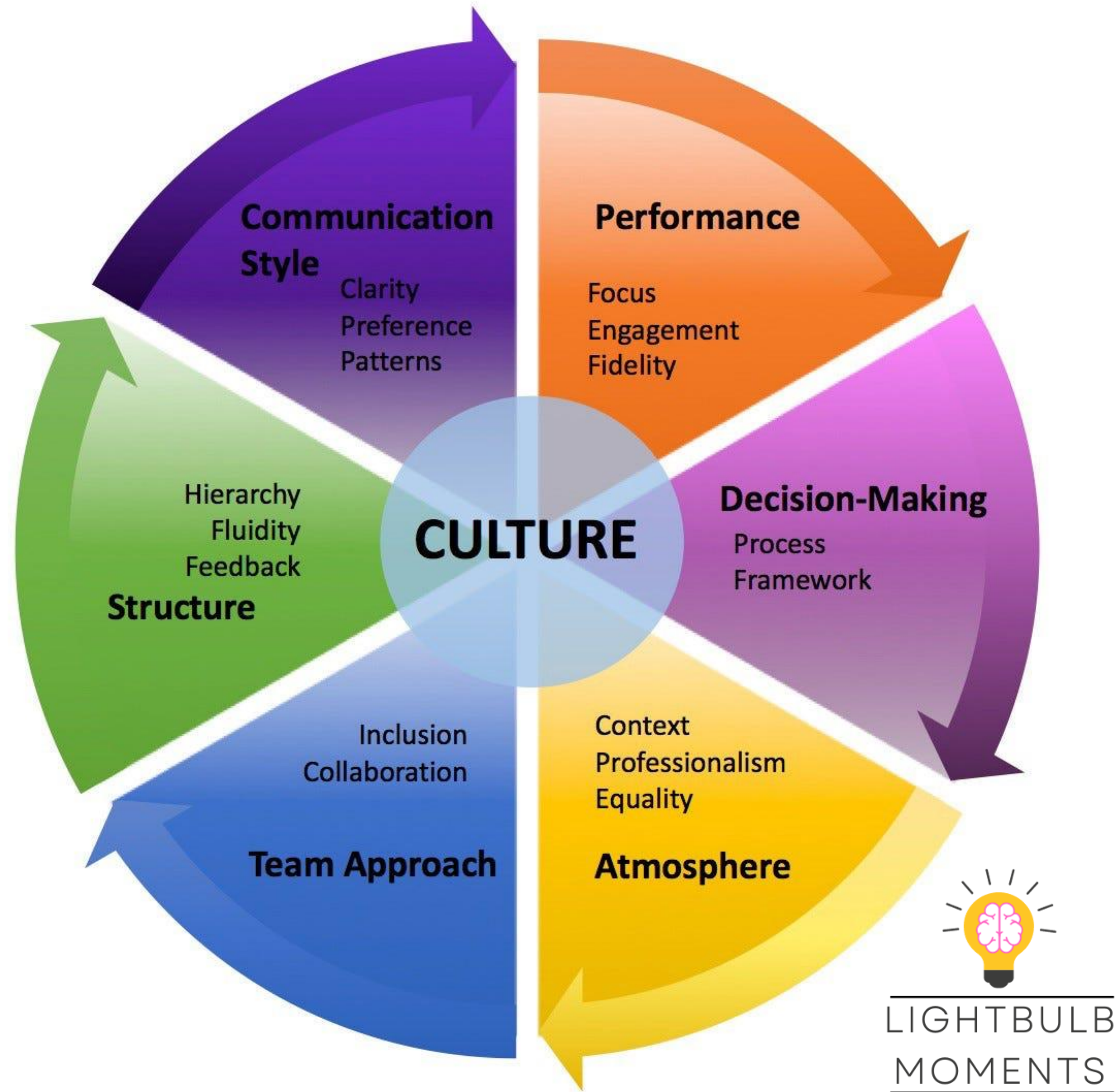
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WHAT CAN WE DO
TO PROMOTE A
CULTURE OF
ENGAGEMENT?



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**“The way
we do
things
around
here.”**





“What if, and I know this sounds kooky,
we communicated with the employees.”



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$$\begin{array}{ccccccc} & & \text{C} & + & \text{R} & + & \text{I} \\ & & \text{Credibility} & & \text{Reliability} & & \text{Intimacy} \\ \text{T} & = & \text{-----} & & & & \\ \text{Trustworthiness} & & & & \text{S} & & \\ & & & & \text{Self-Orientation} & & \end{array}$$



WHO does WHAT by WHEN?

How do we communicate when it can't be done and how do we follow up when it is done?



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E = D x A x S

**Empowerment = Direction x Autonomy x
Support**



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AND FINALLY..

The 12 Elements of Great Managing

To identify the elements of worker engagement, Gallup conducted many thousands of interviews in all kinds of organizations, at all levels, in most industries, and in many countries. These 12 statements – the Gallup Q¹² – emerged from Gallup's pioneering research as those that best predict employee and workgroup performance.

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



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