

Cultivating Employee Engagement With 12 Key Ingredients

Master Facilitators:

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SEPTEMBER/2021
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ABOUT FUTURESYNC, INTL.

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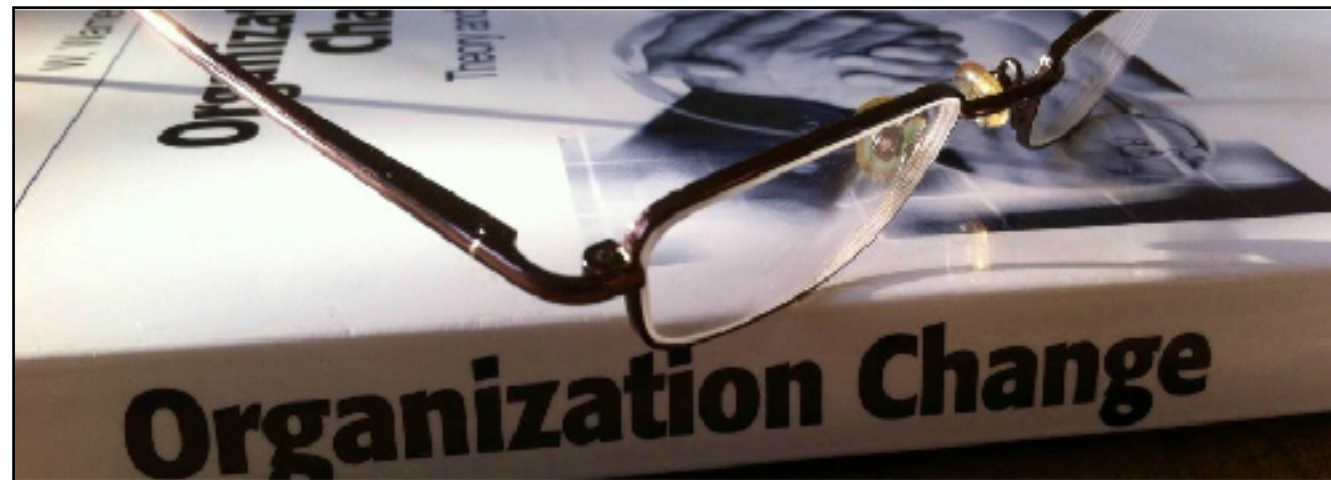
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Cutting Edge Programs from FutureSYNC International



• For Leaders • For Executives • For Employee Engagement • For Organizational Development

With over **65 years** of combined experience in organizational development, human resources, and strategic planning, the FSI team has **brought out the best** in hundreds of companies throughout the Rocky Mountain Region and beyond. Our **proven methodologies** of engineering healthy workplace cultures has impacted all sectors in a way that **respects** and **honors** the uniqueness of each organization. From healthcare to manufacturing, government agencies to sales teams, and more, FSI remains on the **cutting edge** of cultural transformation. We're proud to play a leading role in **shaping workplace culture, navigating change, and growing leadership excellence** to help every organization become the very best it can be.

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FutureSYNC...*by the numbers!*



1. Thirty (30) years as a Regional Provider of O.D.Services
2. Twenty-six (26) on-going partnerships with Healthcare Associations
3. Forty-six (46) modules developed within the Mosaic Leadership Process
4. Sixty-five (65) years of collective O.D. Talent on the FSI TEAM
5. Seventy-five (75) Healthcare Organizations served
6. One hundred two (102) Physician Development Relationships garnered
7. Two hundred twenty-five (225) CEO Coaching Relationships provided
8. Three hundred fifty (350) Strategic Planning Contracts accomplished
9. Four hundred (400) Executive Coaching Relationships served
10. Four hundred fifty (450) partnerships with National & Regional Organizations
11. Seven hundred fifty (750) Executive Development Relationships served
12. Twenty-four hundred (2,400) Healthcare Professionals have completed Mosaic Leadership
13. Sixty-seven hundred (6,700) Organizational Leaders have participated in Mosaic Leadership
14. Eighty-eight thousand (88,000) estimated participants in the full range of FSI Services

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Breakout Room Discussion

In your breakout room:

1. Identify who will be the group speaker.
(Group speaker will also take brief notes on your group discussion.)
2. Describe what your biggest question is about employee engagement.



Igniting Employee Engagement

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A Case Study:

Imagine you've got two employees who just met a deadline for a very tough project. Crystal is a high performer, and she did an incredible job (while giving 100%, of course). Jake is a middle performer who did a passable job (no glaring mistakes, but not nearly as good a job as Crystal, your high performer). Now, they're both standing in front of you waiting for your feedback. Here's what the typical manager says, "Crystal and Jake, thanks for getting this done on time, good work."

What lessons did you just teach?

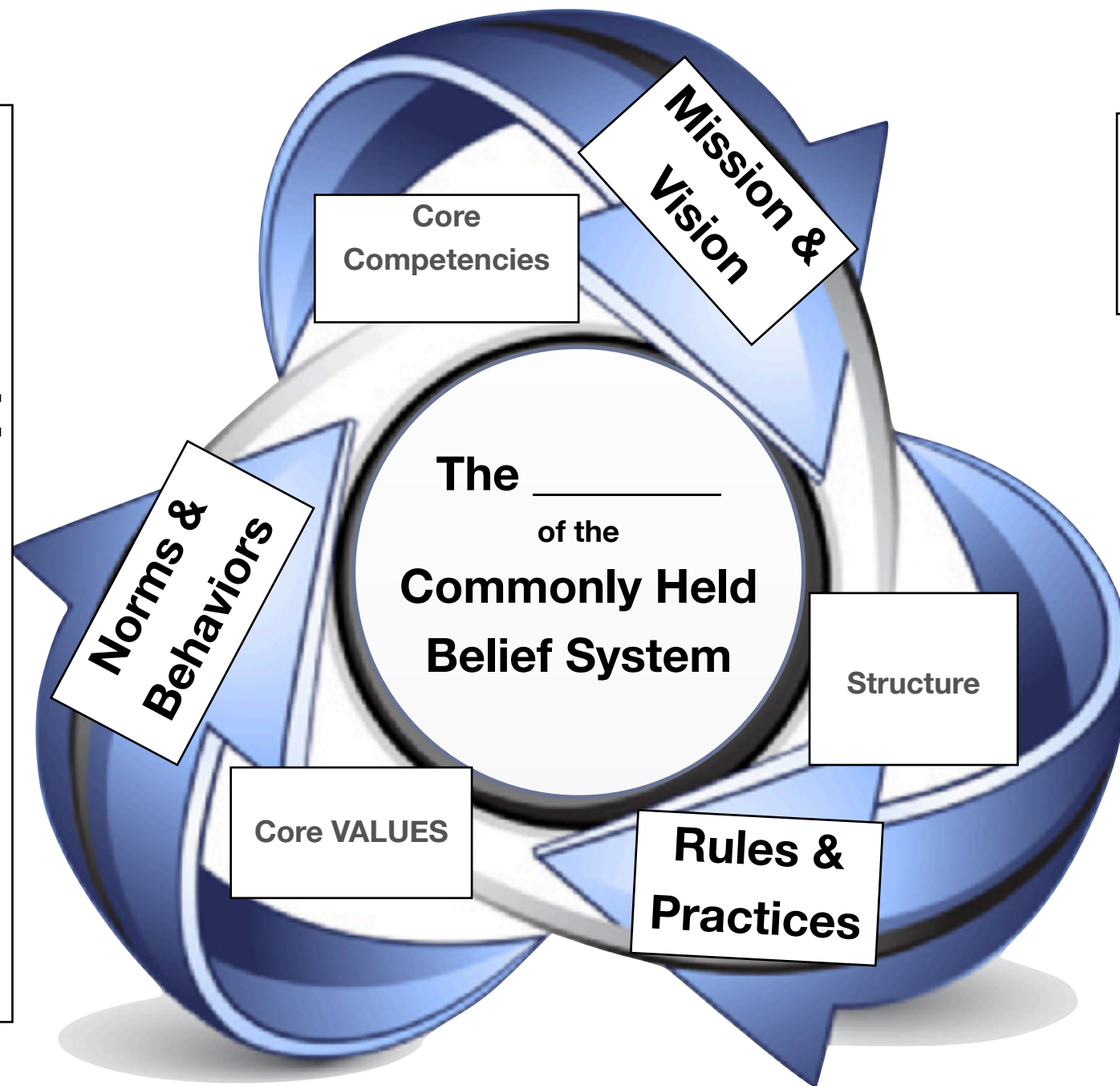
Why are we teaching these terrible lessons?

- 1) It's _____ to dump everything on your high performers because they are high performers.
- 2) Many managers do a lousy job of _____ between high performers and everyone else.
- 3) And for many managers, in the short-term, developing more high performers to spread the load seems like more work than abusing the few you've already got. Yes, the bill will come due when those superstars quit.

A Culture of Engagement

I believe our leaders are:

&



Center
Mass
Mission

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Engaging Your Workforce

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In fact, not only are leaders allowed to differentiate superstar employees in a positive way, it is their job to do just that.



_____ % of people consistently say “high performers should receive more rewards and recognition than others.” But fewer than 20% of employees say that’s what actually happens.

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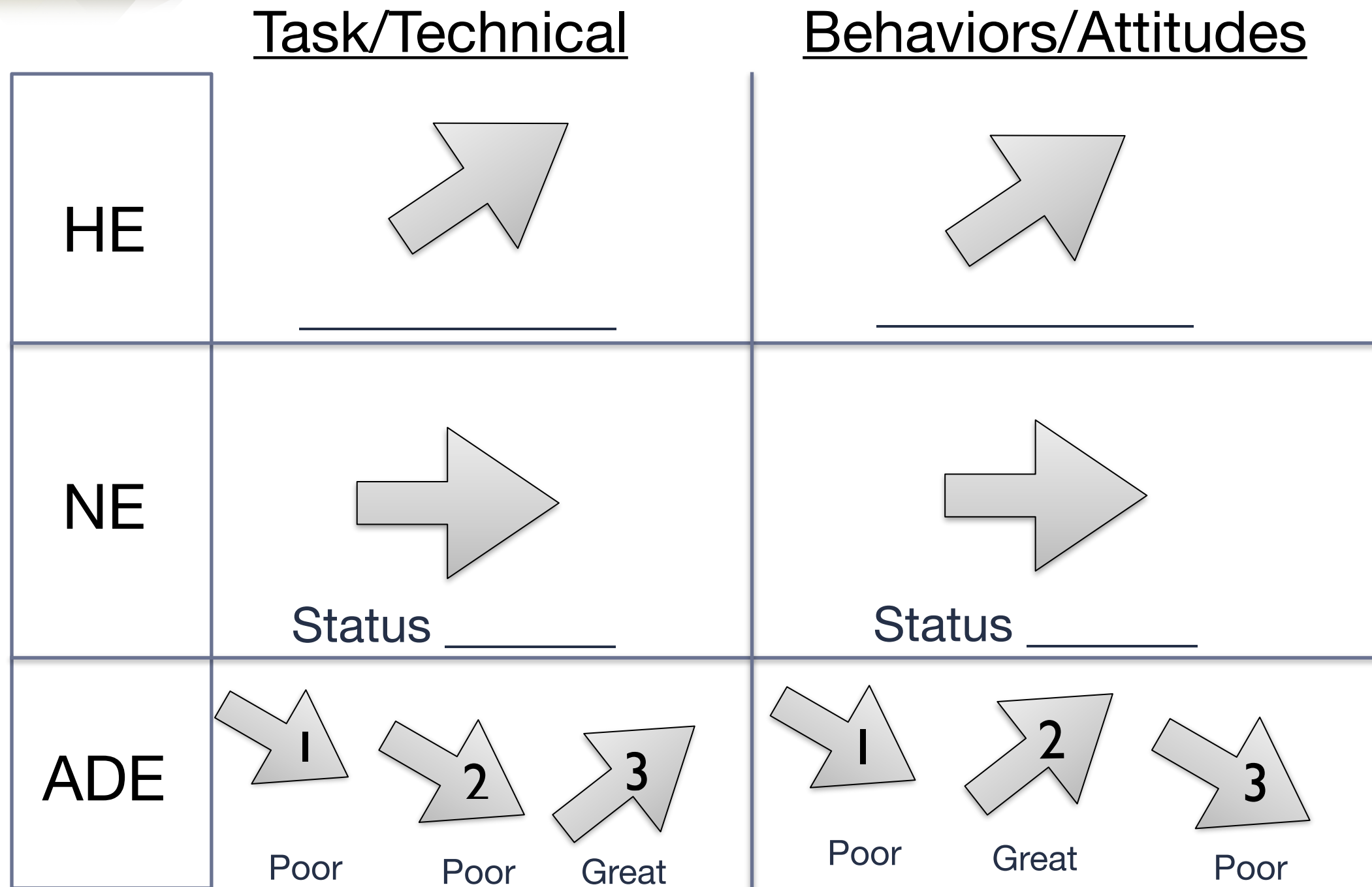
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The Mosaic Engagement Definition:

Intentional
“_____ Efforts”
Applied in Real Time!

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Breakout Room Discussion

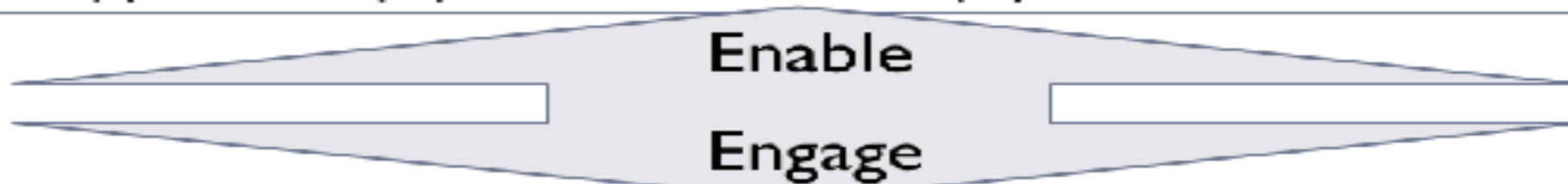
What percentage of people on your team fall into each of the engagement levels?

To Enhance Employee Engagement We Must _____ Engagement Strategies

FSI's Architecture of Engagement Formula
***Engage + Enable = Performance Resiliency
& Engagement***

The Key Ingredients to Engagement

- 12. Contribution — Alignment: Big Picture/Strategic Plan
- 11. Contribution — Empowerment: Decision & Opinions
- 10. Contribution — Accountability & Teamwork: Quality/Quantity
- 9. Support — Grow: Feedback, Coach, & Develop
- 8. Support — Focus: Clarity of "Must Haves"
- 7. Support — Equip: "Know How" & Equipment



- 6. Belief — Sense of Belonging: Community, Trust, Care, & Value
- 5. Belief — Core Values & Service Standards
- 4. Belief — Mission & Vision
- 3. Capacity — Talents: Patterns of Thought & Behaviors
- 2. Capacity — Knowledge: Experiential, Fact-Based, & Technical
- 1. Capacity — Skills: Acquired/Learned

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Capacity—Talents: Behavioral patterns; "hard-wiring"

The ability for a person to do their job based on skill, talent, and applicable knowledge

Matching Criteria:

The _____ person, in the right _____—on the bus!

Talents: a special ability or capacity; natural endowment

1. Talents are revealed through _____ and neural pathways (hard-wiring)
2. Talents are revealed when experiencing "being in the _____"
3. Talents are revealed through "natural attentiveness" toward specific things

Belief: Mission & Vision

It's not a given that employees identify with the
"organizational purpose"

- 1) 47 percent of key leaders strongly agree that they can identify with the corporate purpose
 - A. Only 30 percent of employees are able to identify with the corporate purpose
- 2) 41 percent of key leaders say the company's purpose plays a role in major business decisions
 - A. Only 28 percent of employees utilize the corporate purpose when making decisions
- 3) 44 percent of executives say they set an example for living the corporate purpose
 - C. Only 25 percent of employees agree with that
- 4) 38 percent of key leaders say their organization's purpose is clearly communicated
 - D. Only 31 percent of employee agree with that

Breakout Room Discussion

Read slide 20, discuss with your group your reaction to the statistics you just read. How do you think you can influence “Belief” within your organization?

Belief: Sense of Belonging: Community, Trust, Care, & Value

Belief principles centers on how one's personal beliefs align with the organization's mission, vision, and values.

Matching Criteria:

Does the work I do _____, do I matter to this _____ & is this job _____?

Mosaic Law:

Know + Value + Care
=Trust



Move your efforts from the
realm of _____
to the realm of _____!

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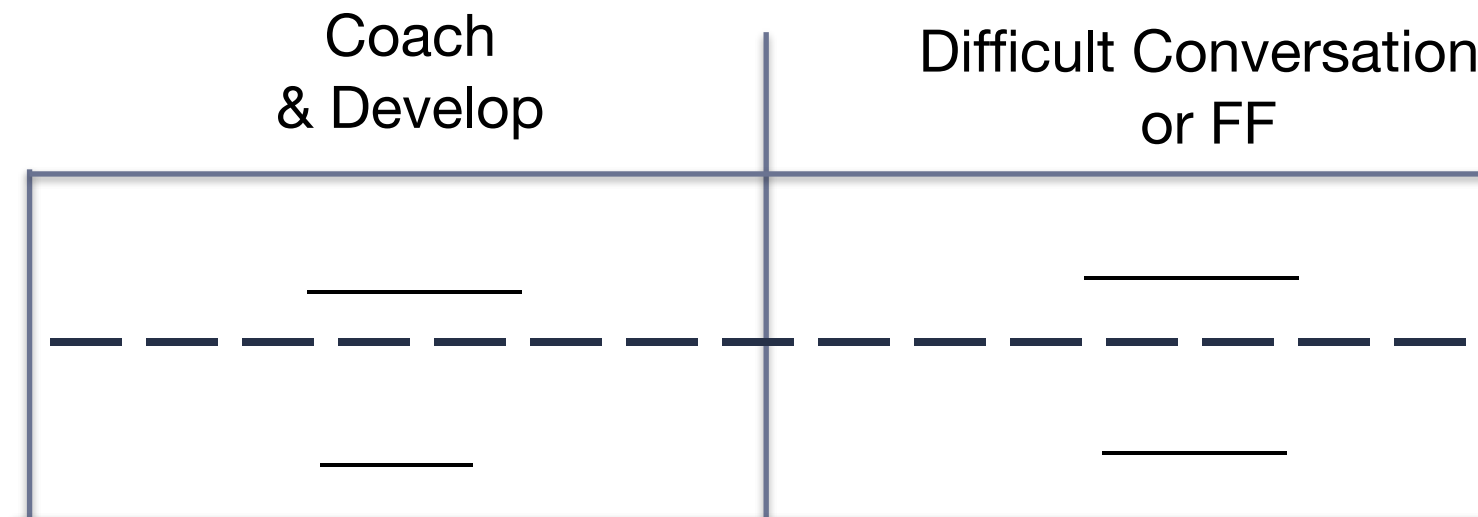
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Support: Grow—Feedback, Coach, & Develop

Support is described as an employee's access to appropriate resources, including tools and equipment.

Matching Criteria:

Assess & Invest - The Matrix



Define the RIGHT OUTCOME & HOLD _____

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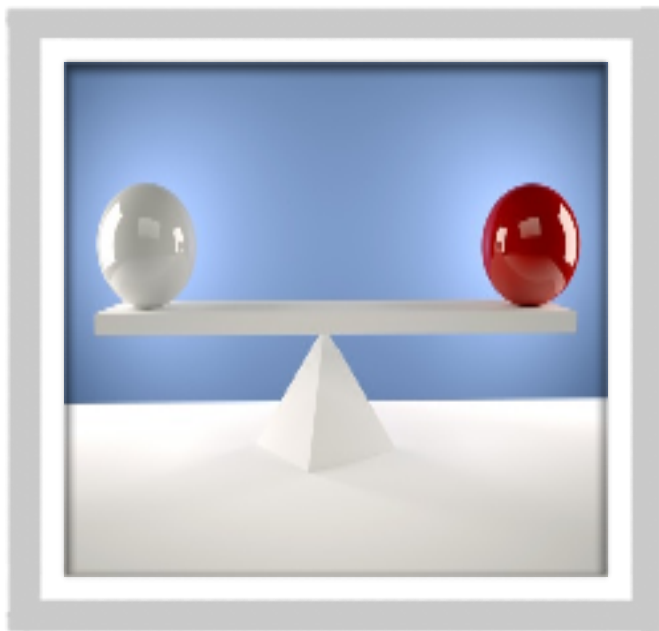
When it comes to feedback, coaching or development of your team, what do you find most hurdle to overcome difficult?

Contribution: Accountability & Teamwork: Quality/Quantity

Contribution is the perception of how an employee views his/her opportunity to contribute to both team success and organizational success.

Matching Criteria:

Moving from the world of the _____ to the world of the _____.



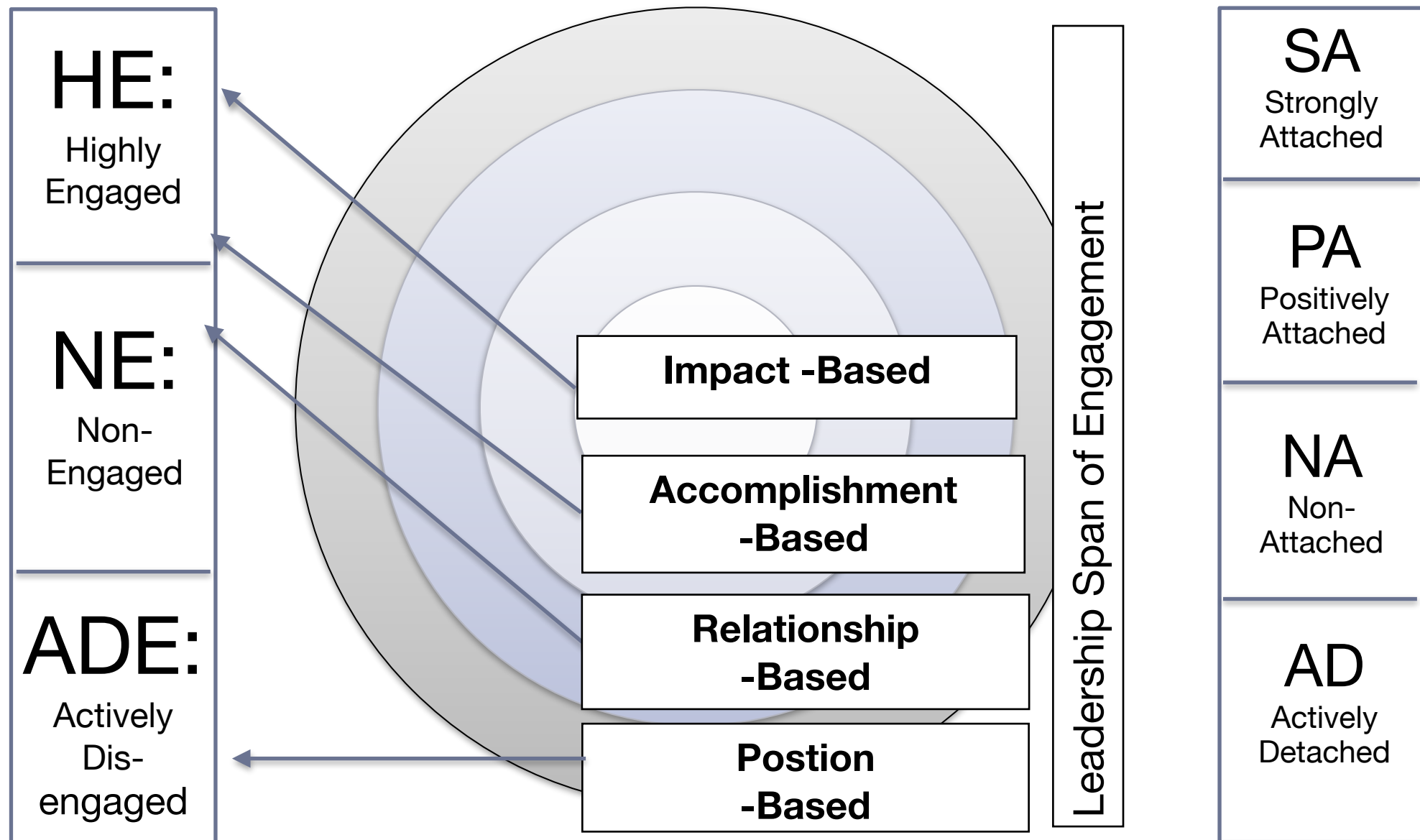
The Accountability Balance Beam

1. Be careful what you _____

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Employee Engagement Factors → Attachment Factors



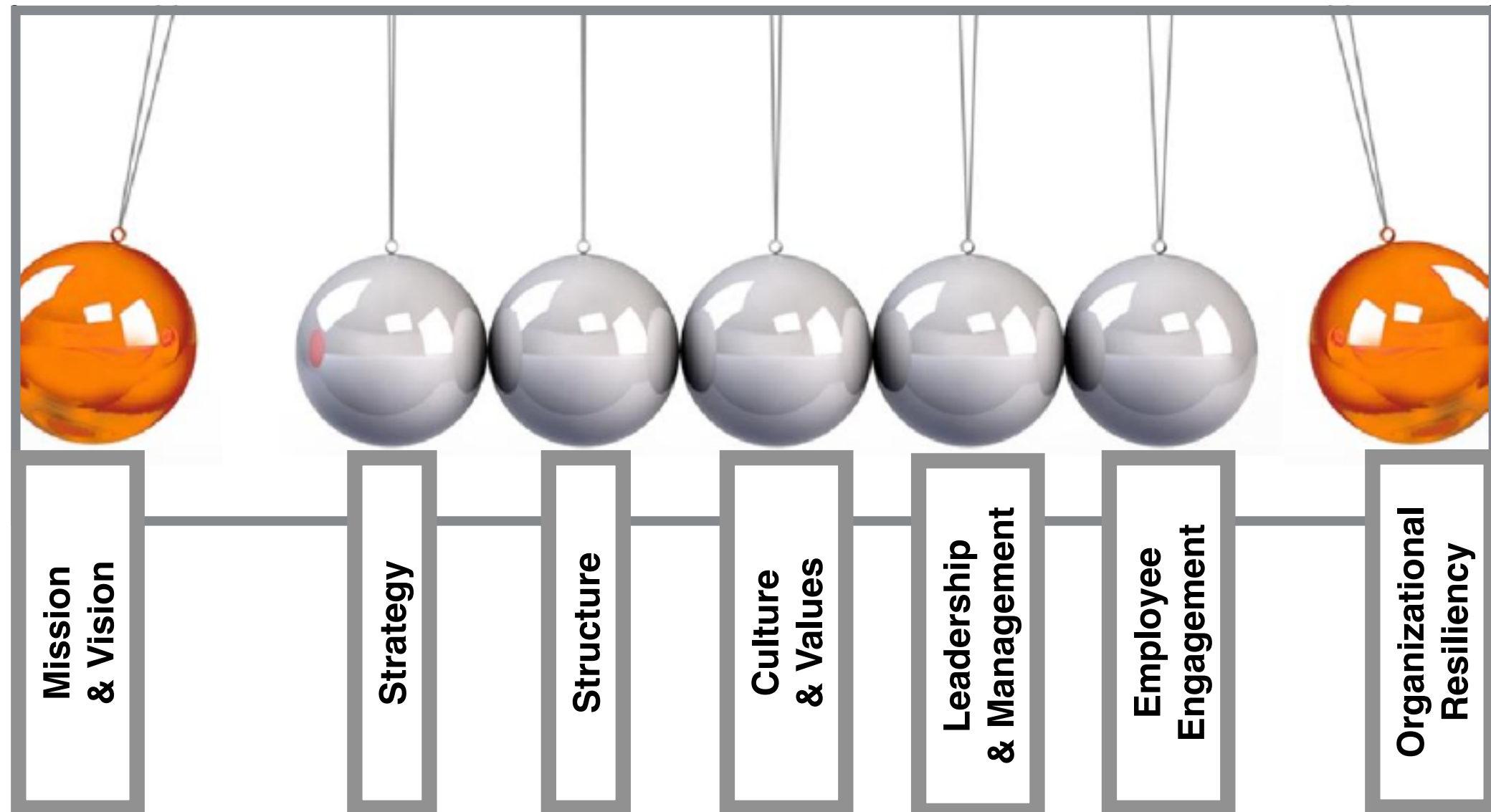
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FSI's Organizational Resiliency Model



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My Employee Engagement Commitments

I will
STOP

I will
START

I will
CONTINUE