

34: Plain Truth About Employee Engagement 44 Your Bottom Line

Bill Catlette 🚥 Richard Hadden

Leading the Charge to be the Employer of Choice In the New World of Work





SPEAKER, AUTHOR, CONSULTANT

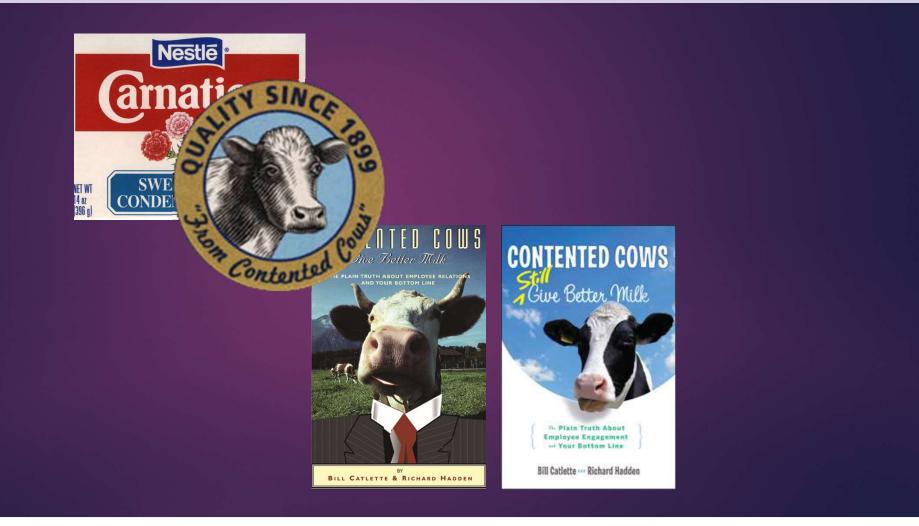
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CONTENTED COWS??



PREMISE

Creating a focused, engaged, and capably led workforce is one of the best things you can do for your BOTTOM LINE.

CONTENTED COWS

More productive and profitable **Increased Employee Engagement** Lower turnover **Recruit more talented employees** Serve their customers better **Create more wealth**

More Resources contentedcows.com/magnet



CAN WE ALL AGREE THAT IN 2015 NOT A SINGLE PERSON GOT THE ANSWER CORRECT TO 'WHERE DO YOU SEE YOURSELF 5 YEARS FROM NOW





Workplace

Next

THREE OPTIONS

1. Hope it's temporary and will resolve itself without treatment

THREE OPTIONS

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2. Engage in a salary arms race



Tangible\$

Intangibles



Tangible\$

Intangibles

Intangibles



THREE OPTIONS

 Hope it's temporary and will resolve itself without treatment
 Engage in salary arms race
 Build best culture



THE FASTEST ROUTE

Leadership

The earned consent of followers

LEADERSHIP



ASSIGNMENT Make leadership a primary qualification for every person in a management role.

MANAGER who's not a good LEADER

CHANGE

OPTION A

OPTION B

LEAVE

THIS SESSION

RECRUITING ONBOARDING RETENTION

WE WANT-YOU!

BEST RECRUITING TOOL

YOUR REPUTATION AS AN EMPLOYER

What's so great about working at your agency?

ASSIGNMENT Conduct Employee Surveys



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REPUTATION Recruits

> **REALITY** Retains

RECRUITING = MARKETING

SOURCES

ATTRACTION

ADDITIONAL SOURCES

Boomerangs



Runners-up from before



- Those who turned you down
 - If still no, ask for referral



ADDITIONAL SOURCES

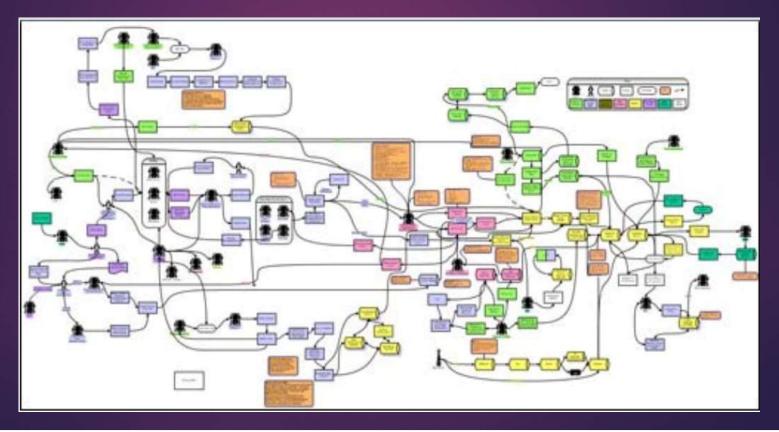
- Recent retirees
- Non-traditional sources
 - Those with autism, Asperger's
 - Disabled
 - Veterans
 - People with a criminal record





Know the difference between requirements and preferences.

Simplify your application process



Streamline the hiring process



ASSIGNMENT

Hire for FIT first, then skills and experience.

SKILLS AND EXPERIENCE



FIT

SKILLS AND EXPERIENCE

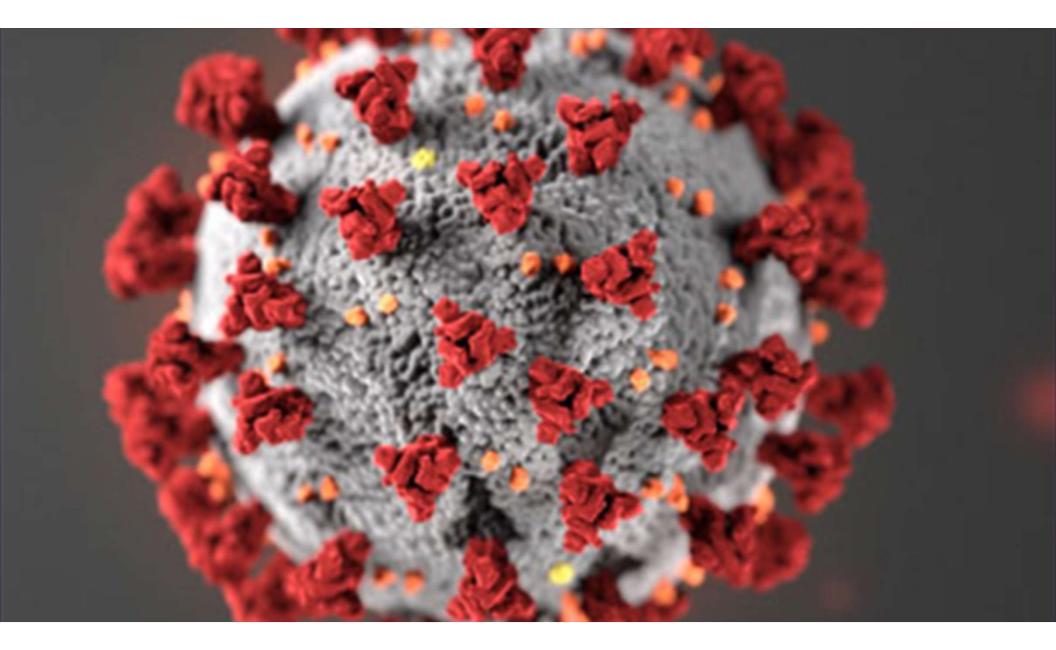
"It's more important to hire people with the right qualities than with specific experience."

Bill Marriott



Reward Managers for Hiring Well











TALENT COMPETITION THEN



TALENT COMPETITION NOW



REMOTE WORK OPTION

Now becomes a competitive distinction in the war for talent.

#1 Job Feature Today

FLEXIBILITY

Provide FLEXIBILITY and AUTONOMY in scheduling



The Spirit of the Hive

YOU WANT TO BE A DESTINATION EMPLOYER



First State Bank – Northern Texas

THE MOST UNDERUTILIZED ASSET YOU ALREADY OWN

YOUR VEBSITE

Personal

Business



Online Services

About Us

Career Opportunities

We are always accepting applications from potential career oriented team members.

Available Positions

At this time we have the following specific positions available:

> Personal Banker

We invite you to stop by our **nearest office** to fill out an application and present your resume. You may also email your resume to **careers@csbemail.com**.

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Communicate your employer brand

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Loa in

Q Search by team, artist, event, or venue

Help the world experience more live

View openings

YOUR WEBSITE SHOULD

Sell your CULTURE

benchmarkseniorliving.com

BENCHMARK Connecting to what matters	HOME ABOUT DEDICATED AS	SOCIATES LIFE HERE COMMUNITIES	Join Our Talent Network FEATURED CAREERS ~ ALL JOBS
Search Our Jobs:	Job Title or Category City	or Postal Code	Search Our Jobs
	View All Jobs		
	Be m Be pa	ore than an ei rt of somethi	mployee. ng bigger.

YOUR WEBSITE SHOULD

Give a look inside

rackspace.jobs



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BK BOX

PRINCIPAL ENGINEER

Rackers are a magical combination of

extremely smart, helpful, and passionate

nanala. Wa salu na slausi bashqalasishs uthi

MISSION-INSPIRED, VALUES-GROUNDED, CULTURE-FOCUSED

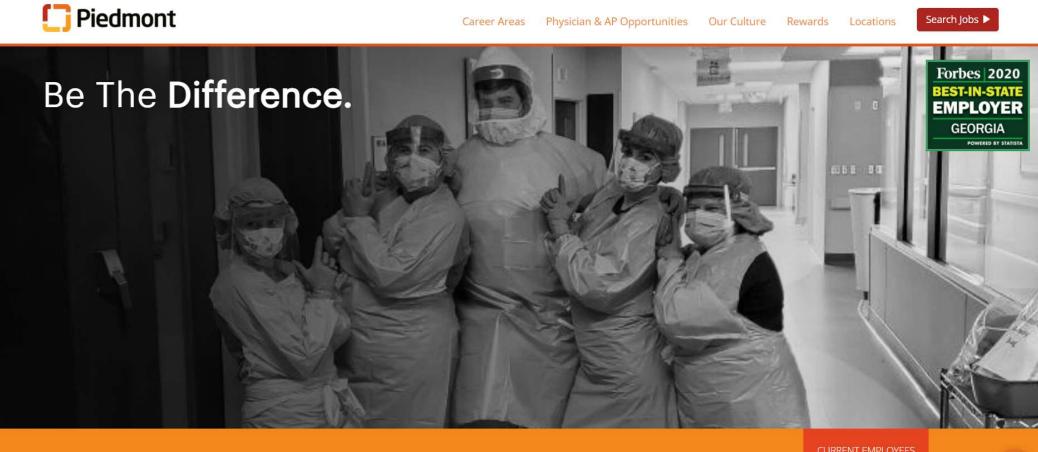


COURTNEY SKARDA VICE PRESIDENT RACKER EXPERIENCE Rackers grounded in our company's core COMMITTED TO LEARNING, GROWING & INNOVATING



AARON SULLIVAN DISTINGUISHED ENGINEER & LEAD ARCHITECT Learning, growing, innovating – sometimes all at an ending a part of what makers a Parker

piedmont.org



SEARCH PIEDMONT

Keywords

Location

CURRENT EMPLOYEES SEARCH & APPLY

...

"Day in the Life" Video

heartbeat.com

Home



About Brands - Influencers - Case Studies

Book A Demo

Blogs

The Heartbeat of Influence

Hey, Influencers! Hey, Brands! You're Better Together.

Think of us as matchmakers.

Using our unique software and devoted team at Heartbeat, we pair the best content creators with like-minded brands who share a love for the same products and services.

The result is a denuine connection that develops into long-lasting relationshing



YOUR WEBSITE

POST YOUR GLASSDOOR, INDEED REVIEWS IF THEY'RE 4 STAR OR MORE







Jul 19, 2017



YOUR WEBSITE

FUN JOB POSTINGS

YOUR WEBSITE

Certified Nursing Assistant - CNA

- Full Time
- 3 pm to 11 pm shift
- Requires working every third weekend
- Provides personal care for patient under the supervision of RN
- Maintains good interpersonal relations with patient, family, visitors
- Delivers meal trays and snacks; assists patients as needed

Collects specimens as directed by RN

- Maintains clean work areas
- Assists with Activities of Daily Living including proper positioning of patient
- Offers and assists with activities for skilled patients
- CNA Certificate required
- Benefit package available
- Wage based on experience

CHIEF MEME OFFICER

We at Bud Light have created the perfect hard seltzer. It's five-times filtered, 100 calories, and comes in four delicious flavors. But we know a hard seltzer is only as good as its memes and, unfortunately, our memes are trash. We need someone who can change that for us; someone who can pull us out of the pits of cringe, someone who knows how to use the lasso thingy in Photoshop, someone like you. Please help us. Please.

> Sincerely, @budlight

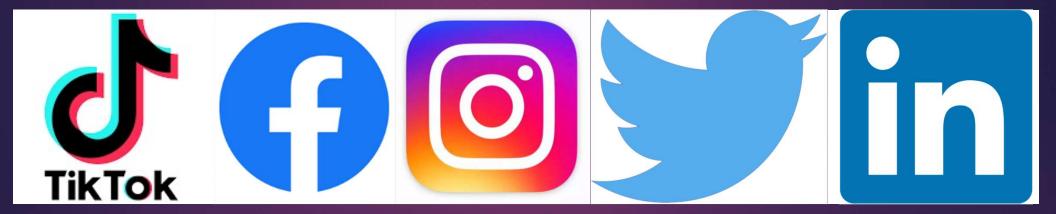
p.s. please

.p.s all applicants will be entered to win three months' supply of Bud Light Seltzer :-)

PUT VIDEOS ON YOUTUBE



SOCIAL MEDIA



PAY FOR EMPLOYEE REFERRALS



GET REFERRALS FROM NEW HIRES IN THEIR FIRST WEEK -WHEN THEY'RE EXCITED



USE THE PHONE



NEVER STOP RECRUITING



ONBOARDING



ONBOARDING

WELCOME

EDUCATE

CELEBRATE

CHECK IN

ONBOARDING

Meredith MacDonald

Chlef Executive Officer

November 2, 2021

Dear Martin,

On behalf of everyone here at ElectroMar, I want to personally welcome you to our family, and congratulate you on being selected to begin your career with us here on our Design and Engineering team.

As you know, we interviewed more than a dozen highly qualified candidates for this position, and while all were impressive, you stood out from the rest. And here's why:

We believe that it is our culture that has made our company successful, and everyone on the interview panel agreed that you brought not only the right experience and qualifications, but that you would be the best fit for who we are here at ElectroMar

We're excited to have you join us, and we look forward to a long and mutually fulfilling relationship with you.

If I can ever be of help to you in any way, I invite you to let me know.

Welcome aboard. See you next week!

Warmly,

Mundit

Meredith MacDonald CEO

Welcome letter from the CEO



Welcome phone call from someone they haven't met



Onboarding Buddy

Appoint an Onboarding Team

Specific tasks

- Lunch buddy every day first week
- Random "impromptu check-ins"
- Gamify it!



No first day paperwork!



Hold a welcome celebration for them on their first day

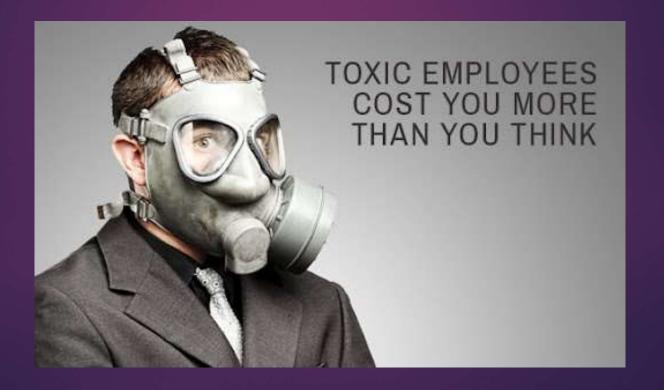
Manager Check-in

- 1st day
- 2nd week
 1st year
- 1st month
- 1st week
 6th month





Release toxic workers





Employee Engagement | Quiet Quitting Is About Bad Bosses, Not Bad Employees

Employee Engagement

Quiet Quitting Is About Bad Bosses, Not Bad Employees

by Jack Zenger and Joseph Folkman August 31, 2022



Personal Capability - Minimum Requirements

DISCRETIONARY EFFORT

Engagement is

a conscious

DECISION

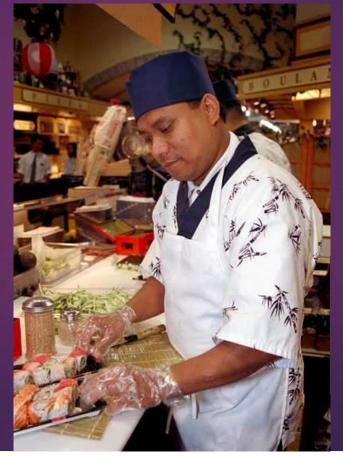
Work is contractual

Engagement is

PERSONAL

EXTRA MILER - PHILIP







Connect everyone to the impact of their work





Guard Against Burnout



Treat every performance like it's opening night!

More Work-Life Balance





More attention to employee development

Customize Benefits



CHILD CARE OPTIONS



- Retention bonuses
- Tuition reimbursement
- Student loan assistance

- Weekly pay
- Job sharing
- Modernize PTO policy

Create a community, not just a workplace

LABOR SLORTAGE?

APPRECIATION SHORTAGE!

Say thank you a lot!

"A man will fight long and hard for a bit of colored ribbon."

lapoleon Bonaparte

Verbal thanks from co-worker	26.82%	
Verbal thanks from manager	21.23%	
Time off with pay	18.44%	
Handwritten thanks - co-worker	16.76%	
Handwritten thanks - manager	8.94%	
Monetary award or Gift card	6.15%	
Employee of the Month	1.12%	
Newsletter, Intranet	0.56%	

SAYING THANKS

Handwritten thank you note, mailed to their home.



SAYING THANKS

Include families





SAYING THANKS

Hold a Manager's Car Wash



SAYING THANK YOU

Have dinner delivered to an employee's home.



IF YOU CARE, YOU...

Feed the troops first