

How to Crack the Code of Employee Disengagement and Increase Patient Satisfaction



Association for
Talent Development



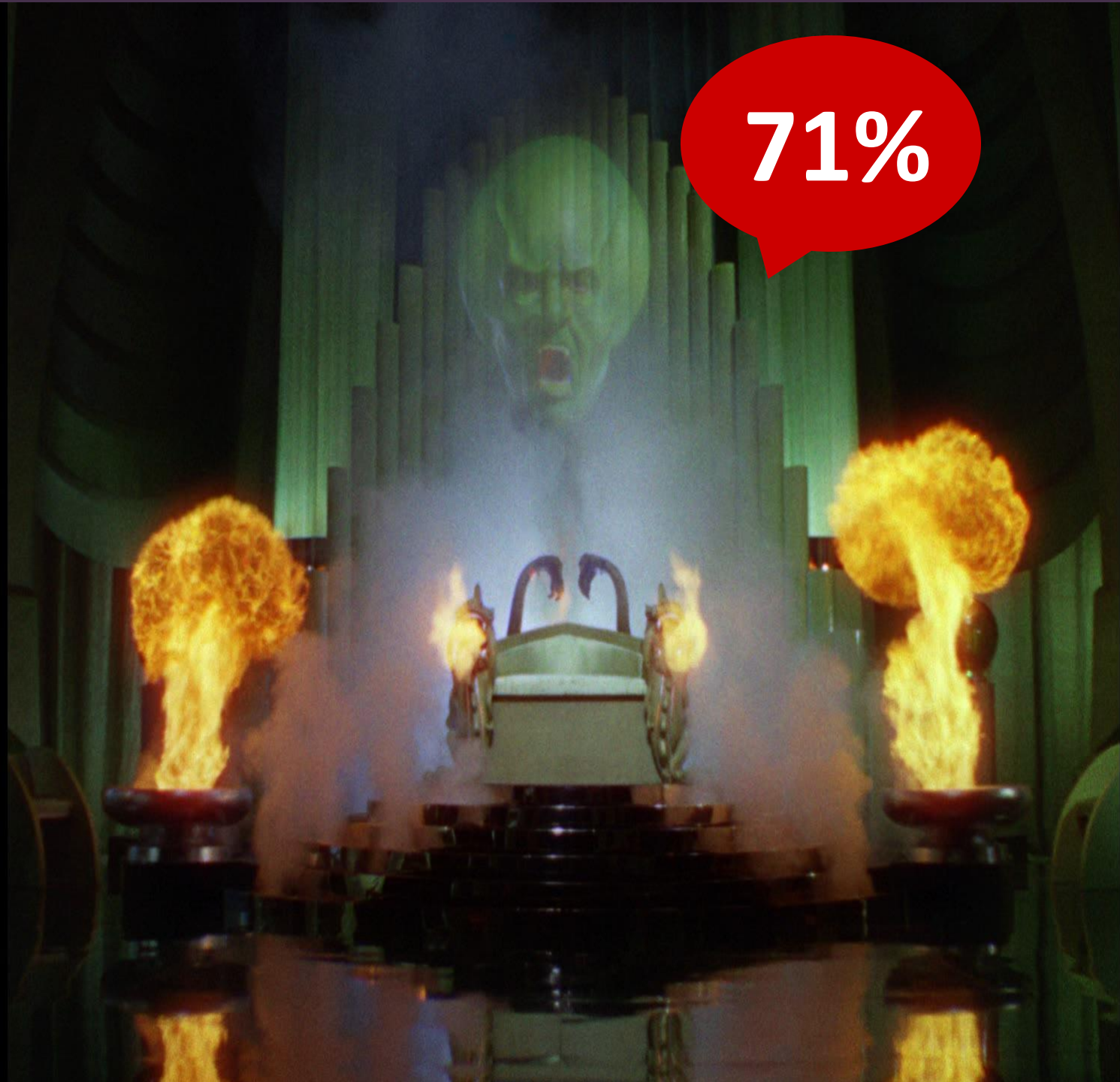
What the **HECK**
is

Employee
Engagement

Employees trust leadership and have an emotional connection to the company



71%



Employee Engagement Strategy

Leadership

+

**Four-Step
Process**

=

**Engaged
Employees**

Employee Engagement Assessment

1. I know what's expected of me.
2. My efforts directly contribute to the company's success.
3. I have the opportunity to do what I do best every day.
4. In the last week, I've received recognition for my good work.
5. My supervisor cares about me as a person.
6. Leaders seek my input.
7. My opinions seem to count.
8. The company's values are aligned with my own.
9. My co-workers are committed to doing quality work.
10. I've had opportunities to learn/grow in the past year and someone has talked with me about my progress.

0-70% - Disengaged | 80-100% - Engaged

Leadership Model



**Be
Confident**



**Be
Courageous**



**Be
Present**



**Be
Optimistic**

Leadership Tips

Confidence



- Stop seeking validation from external sources
- Be yourself; do not conform to society's rules
- Believe you can do anything

Courage



- Speak up
- Lead with your head and your heart
- Take calculated risks

Presence



- Turn off your phone when interacting with people
- Seek input from employees and listen
- Boycott work on vacation

Optimism



- Choose positive thoughts only
- Be grateful
- Surround yourself with high performers



Leadership Model



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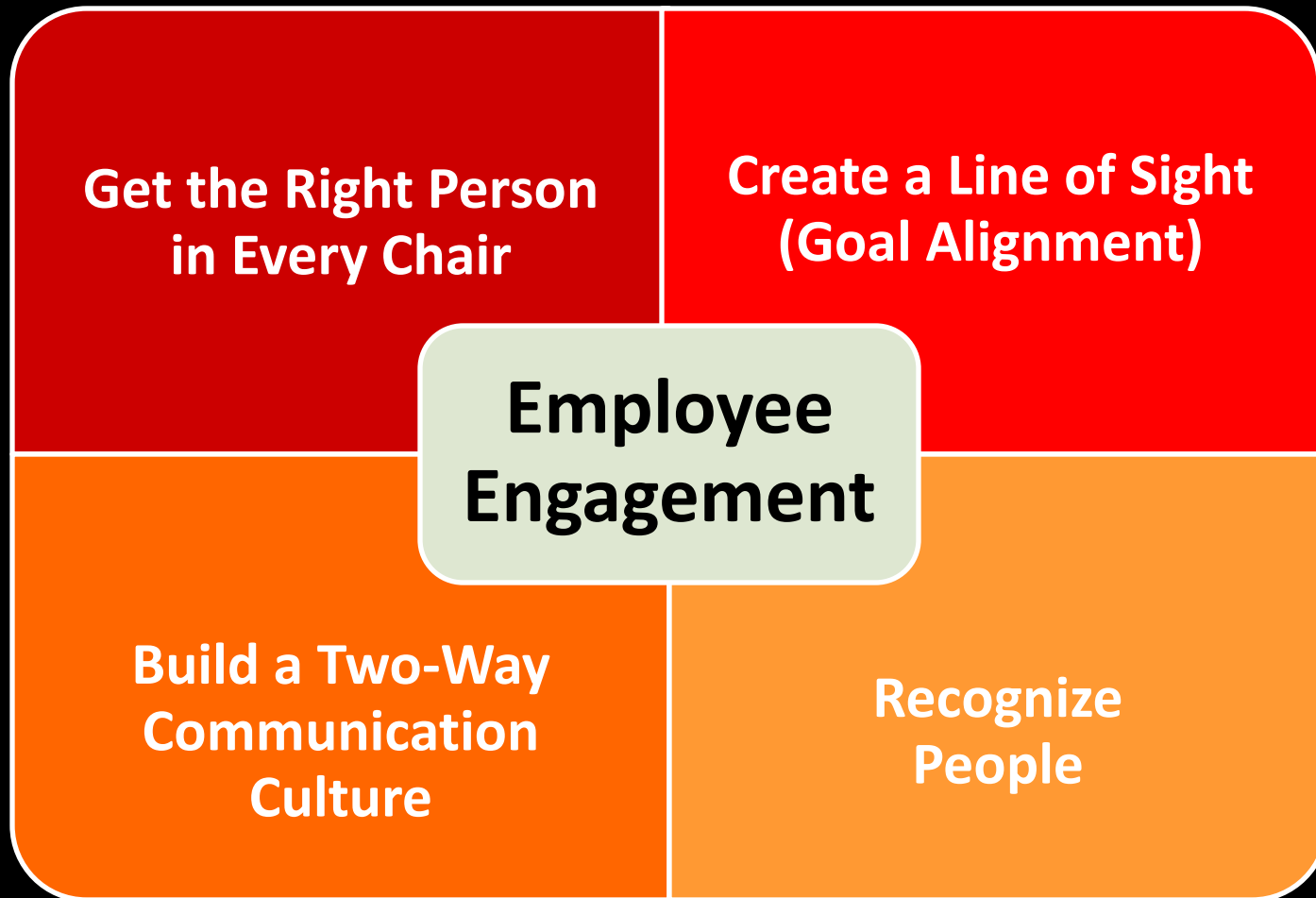


**Be
Present**

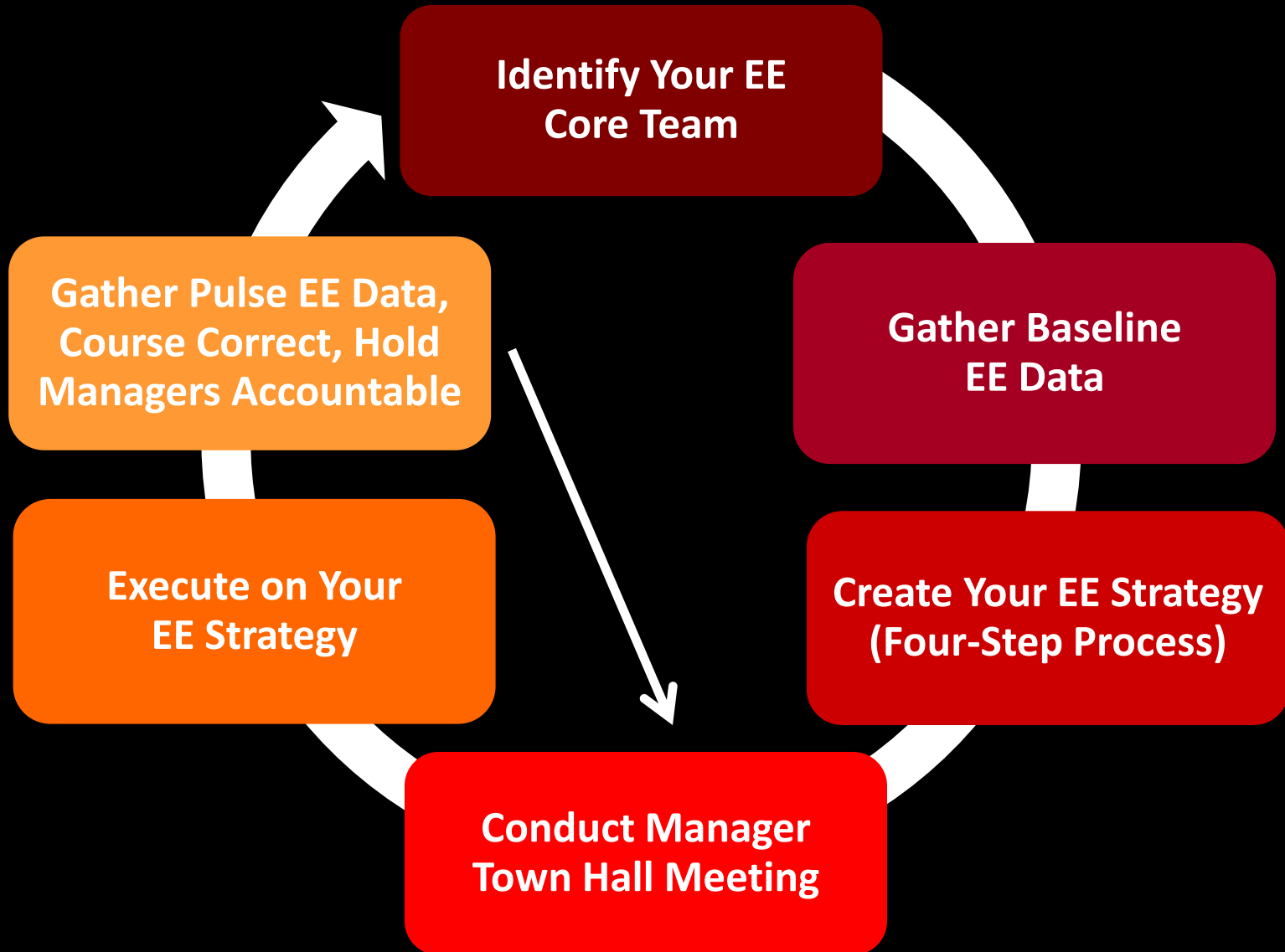


**Be
Optimistic**

Four-Step Process



The Path Forward: Six Steps

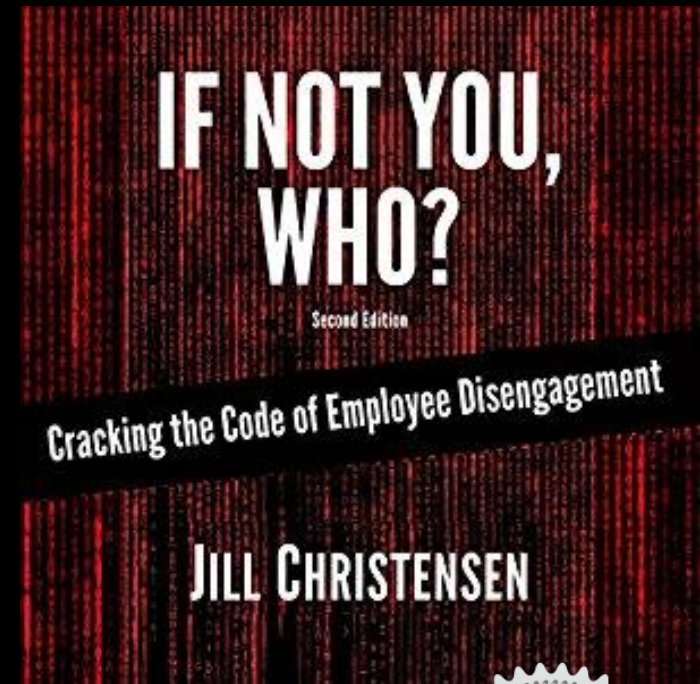


Your Role

Lead an Employee Engagement Revolution in Your Company

Resources

- What You Learned Today
- Jill's Book
- Free Weekly Leadership Tips
- Full-Day Strategic Work Session



Key Takeaways



Employees are my greatest asset



EE is Simple: Leadership + Four-Step Process



**I own partnering with leaders to “own” EE.
Therefore, I will not act like a flying monkey.**

The Truth

*Thank you
for getting it.*

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YOU HAD THE POWER ALL
ALONG, MY DEAR.

~ GLINDA, THE GOOD WITCH

