

10 Leading Ways to Engage Employees

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Truth

Your members will **NEVER LOVE**
the credit union until
your **EMPLOYEES LOVE IT** first!



Missional Leadership Creates Employee Engagement

- Engagement as defined by Hewitt Associates.
- Engagement is **NOT** the same as Buy-in.



The Challenge in Engaging Employees

“For years, employee engagement scores have declined despite the millions of dollars companies invest to boost sagging workforce morale.” – Forbes Magazine



A Gallup Survey Reveals

- 71% of employees aren't just working below their potentials, but working at a minimum level.
- 65% of **MANAGERS** say they aren't engaged in their work.



A Gallup Survey Reveals

- 55% of employees admit that they are disengaged in the mission of the organization.
- 16% admit to being actively disengaged.



A Gallup Survey Reveals

- Employees who are supervised by highly engaged managers are **59% more likely** to be engaged.
- 70% of an employee's engagement is directly attributable to their manager!



How Do Managers Impact Employee Engagement?

- Many managers are promoted based on operational aptitude and good attitude.
- The lack of professional development given to credit union managers is epidemic.



Ten Leading Ways to Engage Employees

1. Management training and development

- Nothing else is close to this one

2. Hire people who have a propensity to be engaged

- Pre-employment testing



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3. Consistent feedback from manager on job performance

- Monthly performance meeting w/manager

4. Recognition from manager and organization

- Catch People Doing Things Right!



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5. Alignment work to purpose and values
 - Lead to your mission/purpose and show how the CU is doing it!
6. Relationship with peers
 - Accountability for disengaged employees



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7. Personal growth

- Career paths and succession planning

8. Wellness

- Promote and facilitate health and wellness



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9. Measure employee engagement

- Pulse surveys and annually

10. Make engagement results part of strategic goals

- What gets measured gets done

