

# Employee Engagement

## Marymount SHRM

### Panel:

- X Dr. Virginia Bianco-Mathis
- X Joi Smith
- X Steve Battalia
- X Dwayne Bennett



How many of  
you are  
engaged at  
work?

# Sobering Statistics

- x 4 out 10 not happy
- x Only 15% globally engaged
- x \$2300 per person each year
- x Only slowly rising over ten years



# If engaged...

- x 33% higher profits
- x 51% lower turnover
- x 7x fewer safety incidents
- x Greater health
- x Better home life
- x Happier
- x Greater in the zone: work harder, smarter, get recognized



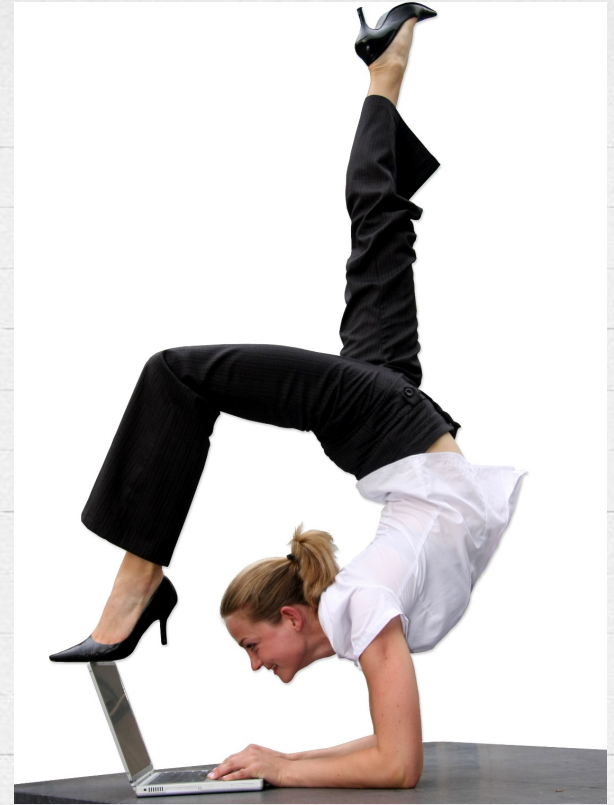
# Flexibility

**Increases engagement**

**Utilize remote software, digital options, AI: more mainstream**

**Rated above compensation and benefits**

**Now increasing in small companies also**



# Build Holistic Career Growth

**Skills beyond  
job for here  
and elsewhere**

**L&D,  
Managing  
Own Career,  
anytime  
anywhere**

**Resiliency  
and  
innovation**



## Build Experiences: Millennials and GenZ

<b>Habitual Camaraderie Connectivity</b>	<b>Analytics to Defined Metrics</b>	<b>Appreciation</b>	<b>Structure of Work</b>
When Hiring	Customer Service	Just in Time Feedback	Safe teams
Focus Groups	My Impact	Transparent Systems	Inclusion and Diversity
Actions tied to surveys	Retention Productivity	Trust and Loyalty	Purpose Meaning



# Resources

- X DecisionWise Infographic: <https://www.decision-wise.com/infographic-5-personal-benefits-of-employee-engagement/>
- X Employee Engagement Trends Report, Emplify, 2019.
- X 8 Influential Employee Engagement Trends for 2019, Ben Travis





# Joi Smith

-Current Director of People & Culture at Amify, Inc. an ecommerce brand strategy start up in Alexandria.

-Passionate about changing the employee/employer relationship through a mutual respect for needs, goals and motivators so that both are positioned to succeed, using data analysis to get there.

-10+ year career in Human Resources spanning advisory and IT Consulting, law, advertising, cyber security analytics and e-commerce.

-Bachelors degree from the University of Colorado, a Paralegal Certification from UCLA and an MBA from Golden Gate University.



# 2020 Trends in Employee Engagement

Joi Smith, MBA  
Director, People & Culture  
Amify, Inc.

# Biography

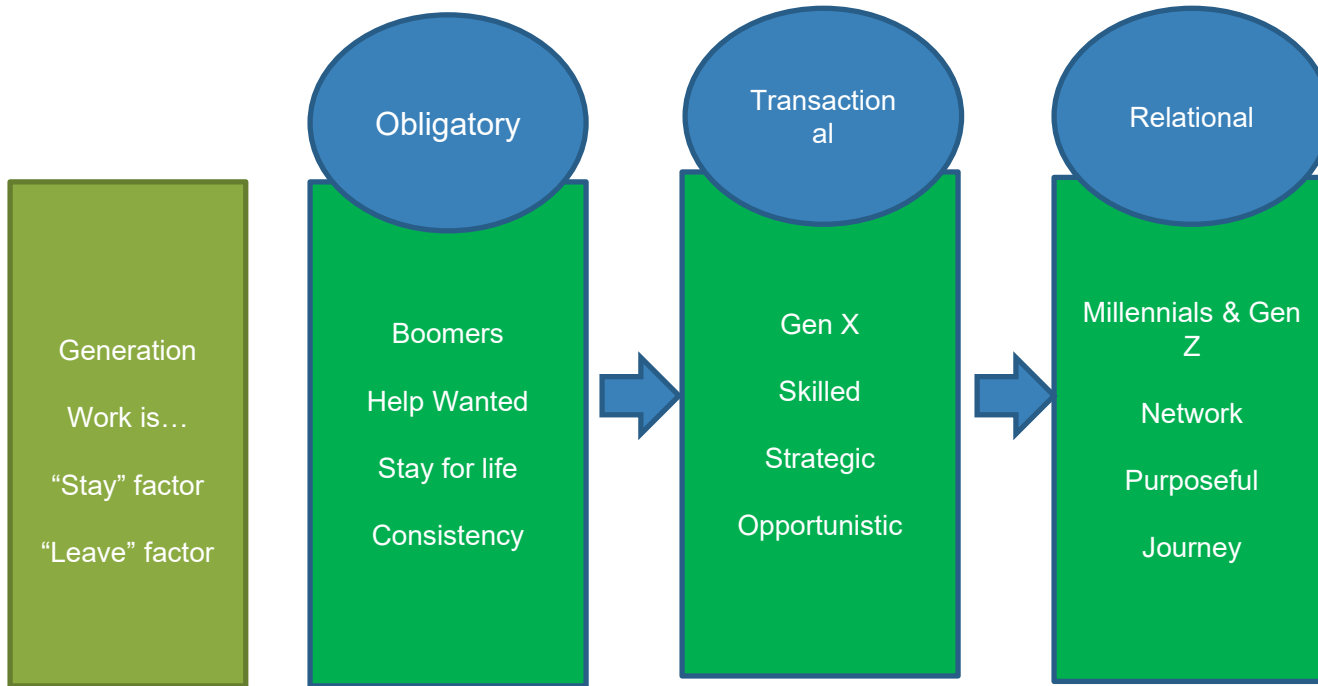
Current Director of People & Culture at Amify, Inc. an ecommerce brand strategy start up in Alexandria.

I am most passionate about changing the employee/employer relationship through a mutual respect for needs, goals and motivators so that both are positioned to succeed, using data analysis to get there.

I have enjoyed a 10+ year career in Human Resources spanning advisory and IT Consulting, law, advertising, cyber security analytics and e-commerce.

I have a Bachelors degree from the University of Colorado, a Paralegal Certification from UCLA and an MBA from Golden Gate University.

# Evolution of Work



## Impact on Engagement?

- x It's no longer about **ENGAGEMENT**

- x **ENGAGEMENT** is the willingness to give discretionary effort

- x It's about **EXPERIENCE**

- x **EXPERIENCE** is the sum of all interactions that create a sense of belonging and inspiration

# Value of Experience

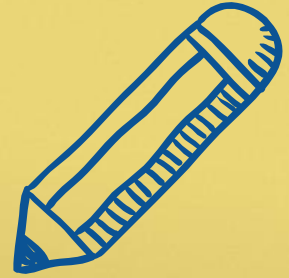


# Employee Experience Expectation

- X Delighting our employees at the foundational level
  - X Creating an environment where employees feel accepted/respected/appreciated for who they are, what they give and what they bring to the table
    - X Who they are = diversity of self, thought and experience
    - X Give = Client care, knowledge share, referrals etc.
    - X Bring to the table = Skills, education, thought leadership, etc.
  - X Understand that this is different for every employee
  - X Just as important as delighting our customers
  - X Starts at recruiting and should be carried through to culture, office space, and technology
  - X The ROI is better company performance, productivity and employee satisfaction/retention and shareholder return.

# Steve Battalia

- Head of HR at International Baccalaureate; Board Member, HRLA
- Led and developed strategic HR consulting projects while leading HR departments as CHRO for Nestle, SA and Total Wine, with a special focus on Leadership and talent management.
- Extensive training and development experience developed serving 25 years with Nestle SA--with over 330,000 global employees. Assisted with Leadership Development and business change in China, India, South Africa, and 50 other countries.
- Holds a BA degree in American Civilization from the George Washington University and specialty programs in strategy and authentic leadership from Harvard The London Business School





<https://prezi.com/view/4hIGlyXi82Xb47YPYyqD/>



# MYTH, REALITY, OR URBAN FOLKLORE?



# Dwayne Bennett

- President of Yes to Success, LLC, Founding Partner, John Maxwell Team; Founder of Bennett Training and Consulting Solutions.
- International Speaker, Trainer, and Coach
- Author of "From Worry to Winning: The 7 Winning Ways to Your Personal Success" and "The 7 Winning Ways to College Success: From High School to College Graduate."
- Holds a Juris Doctor (JD) from North Carolina Central University's School of Law; Bachelor of Science degree in Marketing from Virginia Tech.



2020

The image features the year '2020' rendered in a large, three-dimensional, metallic font. The characters are a dark, textured gold color with a fine grid pattern. They are set against a vibrant, golden sunset sky with a layer of clouds below. A vertical white line is positioned between the two '0's.

Freshman Year



# Senior Year



# Evolution of Employee Engagement

**UTILITY**



What do employees need to work?

**PRODUCTIVITY**



What do employees need to work better and faster?

**ENGAGEMENT**



How can we make employees happy so they perform better?

**EXPERIENCE**



How can we create a company where people want to show up vs need to show up?

# Attraction







**ATTACHMENT**

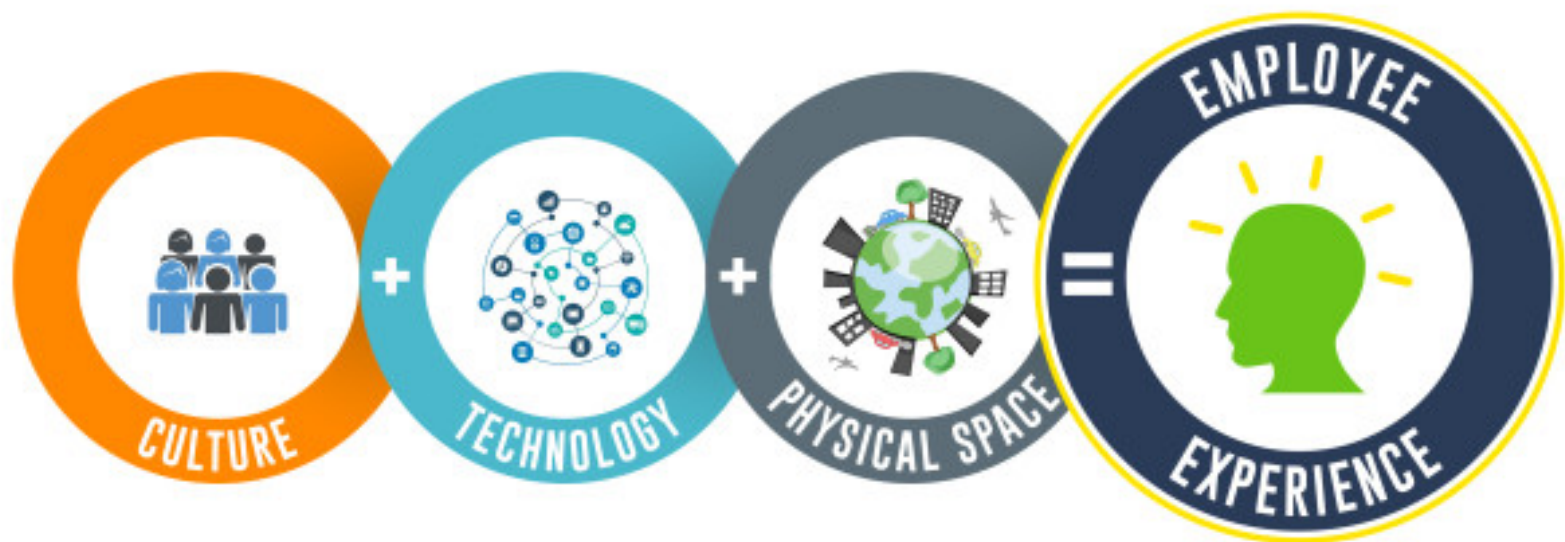


Alignment

**ACTION**

A 3D illustration of the word "ACTION" where each letter is held by a small white humanoid figure. The letters are colored: A (red), C (orange), T (yellow-orange), I (yellow), O (light green), and N (green). The figures are standing on a white surface, and the background is plain white.

## THE EMPLOYEE EXPERIENCE EQUATION



© Jacob Morgan ([thefutureorganization.com](http://thefutureorganization.com))



TRANSCENDENCE®