Employee Engagement

Marymount SHRM Panel:

✗ Dr. Virginia Bianco-Mathis
✗ Joi Smith
✗ Steve Battalia
✗ Dwayne Bennett
How many of you are engaged at work?
Sobering Statistics

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

- 33% higher profits
- 51% lower turnover
- 7x fewer safety incidents
- Greater health
- Better home life
- Happier
- 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

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Resources

- 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.
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

Generation
Work is…
“Stay” factor
“Leave” factor

Obligatory
Boomers
Help Wanted
Stay for life
Consistency

Transaction al
Gen X
Skilled
Strategic
Opportunistic

Relational
Millennials & Gen Z
Network
Purposeful
Journey
Impact on Engagement?

✗ It’s no longer about ENGAGEMENT
  × ENGAGEMENT is the willingness to give discretionary effort

✗ It’s about EXPERIENCE
  × EXPERIENCE is the sum of all interactions that create a sense of belonging and inspiration
Value of Experience
Employee Experience Expectation

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

Culture + Technology + Physical Space = Employee Experience

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