

# DISENGAGED EMPLOYEES

# DISENGAGED

The results in the State of the American Workplace show that 70 % of U.S. workers say they feel fully disengaged from their workplace.



# Two Types....Same result

- C-Suite
  - *Mission & vision*
  - *Pushed downward*
  - *Self preservation*
- Frontline
  - *Passion- here today*
- Disengaged
  - *Physically present but psychologically absent*



HERE TODAY  
GONE TOMORROW



# SYMPTOMS OF DISENGAGEMENT

- Your employees do not experience their work as being personally meaningful and purposeful.
- Workers do not have a sense of self-determination and autonomy.
- Staff does not believe that rules at work are applied equally and fairly.
- Employees do not get feedback that they consider to be constructive and useful.
- Members of your teams do not have supportive relationships with superiors and co-workers.
- Individuals do not feel like they are growing as people.

# Engagement is not Happiness

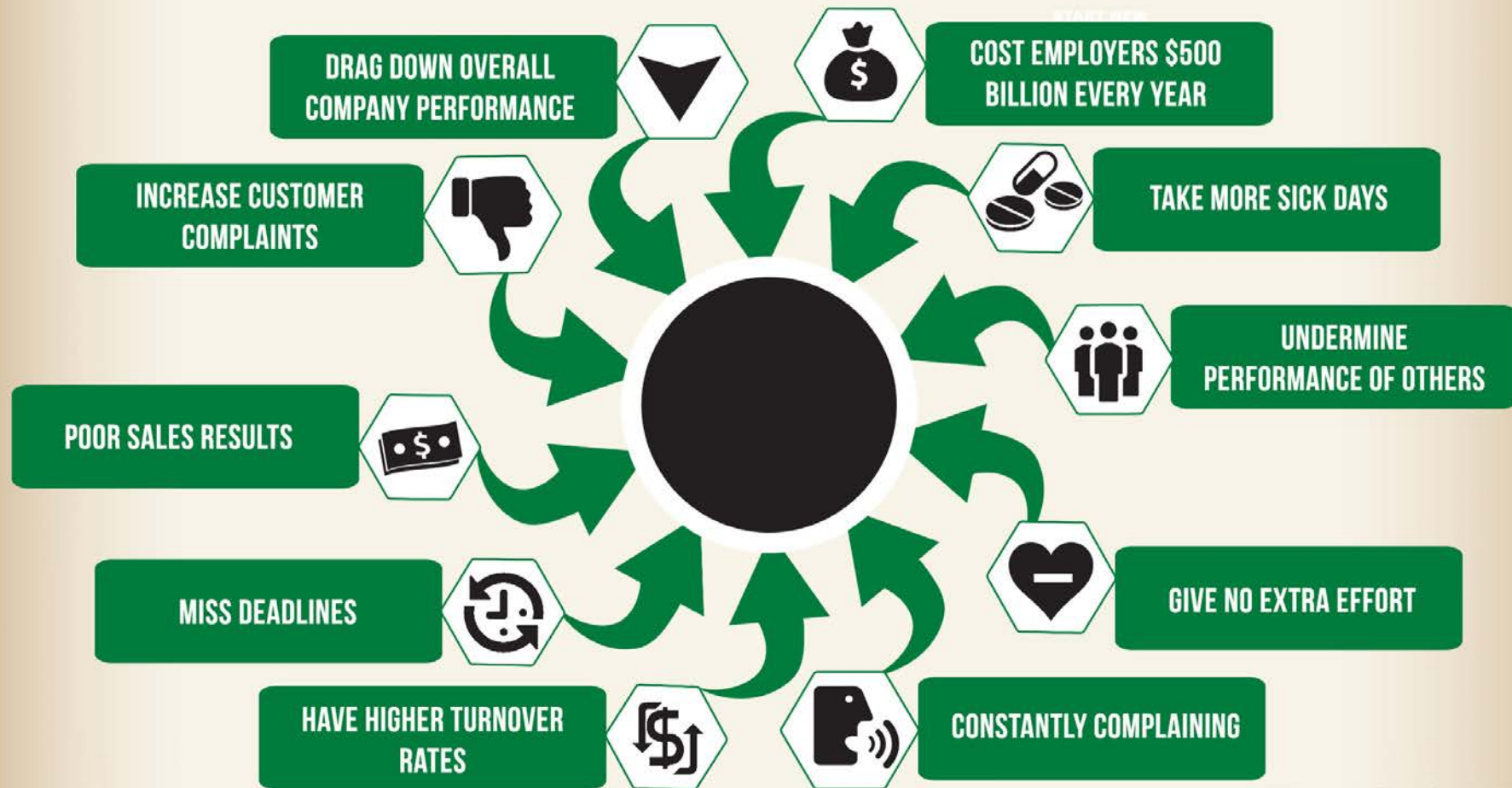
- Engagement is an emotional commitment
- There is a recognized level of “care”
  - *Pride*
- Engagement is:
  - *Eye contact*
  - *Notice the yellow “fall risk” band*
  - *On time*
  - *Cognizant about conversation in the open*

## What is Employee Engagement?

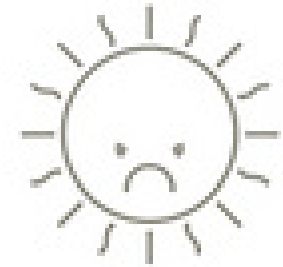
- Heightened connection to work, organization, mission or co-workers
- Beyond just job satisfaction or happiness
- Personal meaning in work
  - **Pride**
  - **Believe their organization values them**
- More likely to go above minimum and provide “discretionary effort.”



# THE HIGH COST OF DISENGAGED EMPLOYEES



24% of actively disengaged employees  
**spread their negativity to co-workers.**



Source: TLNT

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**43% OF PARTICIPANTS IN OUR LAST  
WEBINAR SAID THAT THEY WERE  
UNSATISFIED IN THEIR JOBS**

24% of actively disengaged employees  
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# WHAT CAUSES EMPLOYEES TO BECOME DISENGAGED FROM THEIR JOBS?





## Why?

1. Lack of training and development opportunities. If employees don't feel they're growing, then the natural opposite of growth is regression or feeling stale.



## Why?

2. **Money.** Salary issues are always going to be a part of the conversation when it comes to why employees are dissatisfied, but it's not always about base pay. It can be the 3 % raise cycle, as opposed to the typical 10 % bump for a new job. It can be about benefits, too.



# Why?

3. Employee-employer friction. Companies who aren't accountable for problematic bosses often feel the effect of disengagement because people don't perform as readily for people they don't like.



Poor relationships between employees and their managers are a leading cause of employee disengagement.





- 89% of managers think their employees left the company for monetary reasons .
- However, only 12% quit their jobs... 75% quit their supervisor.

“... disengagement shouldn't be a punishable offense; it should be a trigger for a conversation.”

(David Zinger)



# Solutions

- Baseline benchmarks
- The larger the institution the harder to track and extremely retrospective
- Interaction and more real time engagement is key
  - *Software*
- What we need to know
  - *Who is motivated*
  - *Mood- especially in healthcare*
- Let employees define it
- Have a response plan
- Have an explanation.....not just no



When an organization strengthens communication and gives proper guidelines to employees, there is less confusion and more engagement.

Let your employees contribute their thoughts and ideas to the company. Listen!!!

After all, isn't this why you hired them?





# Engagement

- Without employee engagement you will never get the ultimate patient experience you want
- There will be a continued focus on quality tied to reimbursement
- This was an area that was not invested in much with a fee for service model
- Engagement is: loyalty and psychologically committed

# The Next Level

- We are offering:
  - *1 day on-site seminars*
  - *Departmental webinars*
- Culture assessments
  - *Performance*
  - *Safety*
  - *Satisfaction*
- Civility training and behaviors
- Generational communication and expectations



# Future Topics in this On-Going Leadership Series

- WORKPLACE CULTURE
- HIRING AND RETAINING
- ACCOUNTABILITY AND TOLERANCE
- INCREASING TRANSPARENCY
- COACH UP OR COACH OUT
- BULLYING
- STRESS AND MANAGEMENT
- POSITIVE ENVIRONMENT AND WELL-BEING
- CHARACTERISTICS OF SUSTAINABLE LEADER

# Services and Solutions



- Leadership Assessment
- Culture Assessment
  - *Safety*
  - *Communication*
  - *Well-Being*
- Education-specific to target position
  - *Executive Leadership Team*
  - *Managers/Directors*
  - *Staff*
  - *Human Resources*
- Engagement and Buy-In Solutions
- Performance Pillars and Benchmarking