CREATING AN ENVIRONMENT WHERE EVERYONE WANTS TO GIVE THEIR BEST

Keith W. Houck
WHAT MINDSET DO YOU BRING TO WORK?

**Job:** Work is a chore for a paycheck. Constantly looking for time off.

**Career:** Work is not only from necessity, but also for advancement and success. They are invested in their work.

**Calling:** Work is fulfilling not because of external rewards, but because they feel it contributes to a greater good, draws on their strengths, and gives them meaning and purpose.
Write a brief description of your work as a “calling”.
GALLUP RESEARCH

29% **Engaged**: Eager to work with passion and creativity

54% **Non-Engaged**: Doing minimum work necessary

17% **Actively Disengaged**: Undedicated, actively damage productivity
ENGAGED

Employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.
NON-ENGAGED

Employees are essentially “checked out.” They are sleepwalking through their workday, putting in time – but not energy or passion – into their work.
ACTIVELY DISENGAGED

Employees aren’t just unhappy at work, they’re busy acting out their unhappiness. Every day, these workers undermine what their engaged coworker’s accomplish.
Can you identify people in your organization who fall into these three categories?

Describe the behavior of an:

- Engaged
- Non-Engaged
- Actively Disengaged
DEATH VALLEY
WHAT DO YOU BELIEVE ABOUT THE PEOPLE WHO WORK FOR YOU?

**Pygmalion Effect**: this is where our belief in another person’s potential brings that potential to life (whether good or bad).

Employees typically become the kind of workers their managers expect them to be.

A self fulfilling prophecy: people act as we expect them to act.
HELPING TO ENGAGE OTHERS
"My Mom says you bring out the best in me."
What are the characteristics of a great working environment?
FOUR BASIC NEEDS OF EMPLOYEES

Trust
Compassion
Stability
Hope
TRUST

- Trust might be the “do or die” foundation for leading.

- *Honesty, integrity, and respect* also serve as basic relationship filters which help determine who you spend time with.

- Trust increases the speed and lowers the cost of getting things done.

- Trust is the most cherished and valuable commodity in a work environment.
Leaders are seen as actually caring about employees.

Caring, friendship, happiness, and love are also frequently mentioned.

For people to truly love their organization, they must see it having a heart.
STABILITY

- Followers want a leader who will provide a solid foundation.
- Someone you can count on in times of trouble.
- They also want *security, strength, support, and peace.*
- Employees who have high confidence in their organization’s financial future are *nine times* more likely to be engaged as those with lower confidence.
HOPE

- Followers want stability in the moment and *hope* for the future.
- Hope gives people something to look forward to.
- When hope is absent, people lose confidence, disengage, and often feel helpless.
- They are also looking for *direction, faith, and guidance.*
Share examples of instances you have observed where trust, compassion, stability, and/or hope have been demonstrated in your organization recently.

How did it make people feel?
CASE STUDY
WHAT DID YOU LEARN?

Trust
Compassion
Stability
Hope
WHAT DID YOU HEAR?
EXPLORING DIFFERENT LEADERSHIP STYLES
TRADITIONAL LEADERSHIP STYLES
OTHER LEADERSHIP STYLES
GOOD LEADERS PROVIDE

Trust
Compassion
Stability
Hope
Leadership is a *relationship* between those who aspire to lead and those who *choose* to follow.
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