



3 TIPS FOR ENGAGEMENT

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ENGAGEMENT :A LENS ON COMMUNICATION FOR CHANGE



SOMETHING...

- ...tactical.
- ...strategic.
- ...visionary.





I : TACTICAL



LEARNING FROM COACHING

GOAL

Work with client to choose a goal or outcome for the coaching session.

G

REALITY

Help client review their situation and what's in the way of them moving forward.

R

WILL DO

Help client choose and commit to the action/s they will do to move forward.

W

OPTIONS

Explore ideas and brainstorm what they could do to move forward.

O

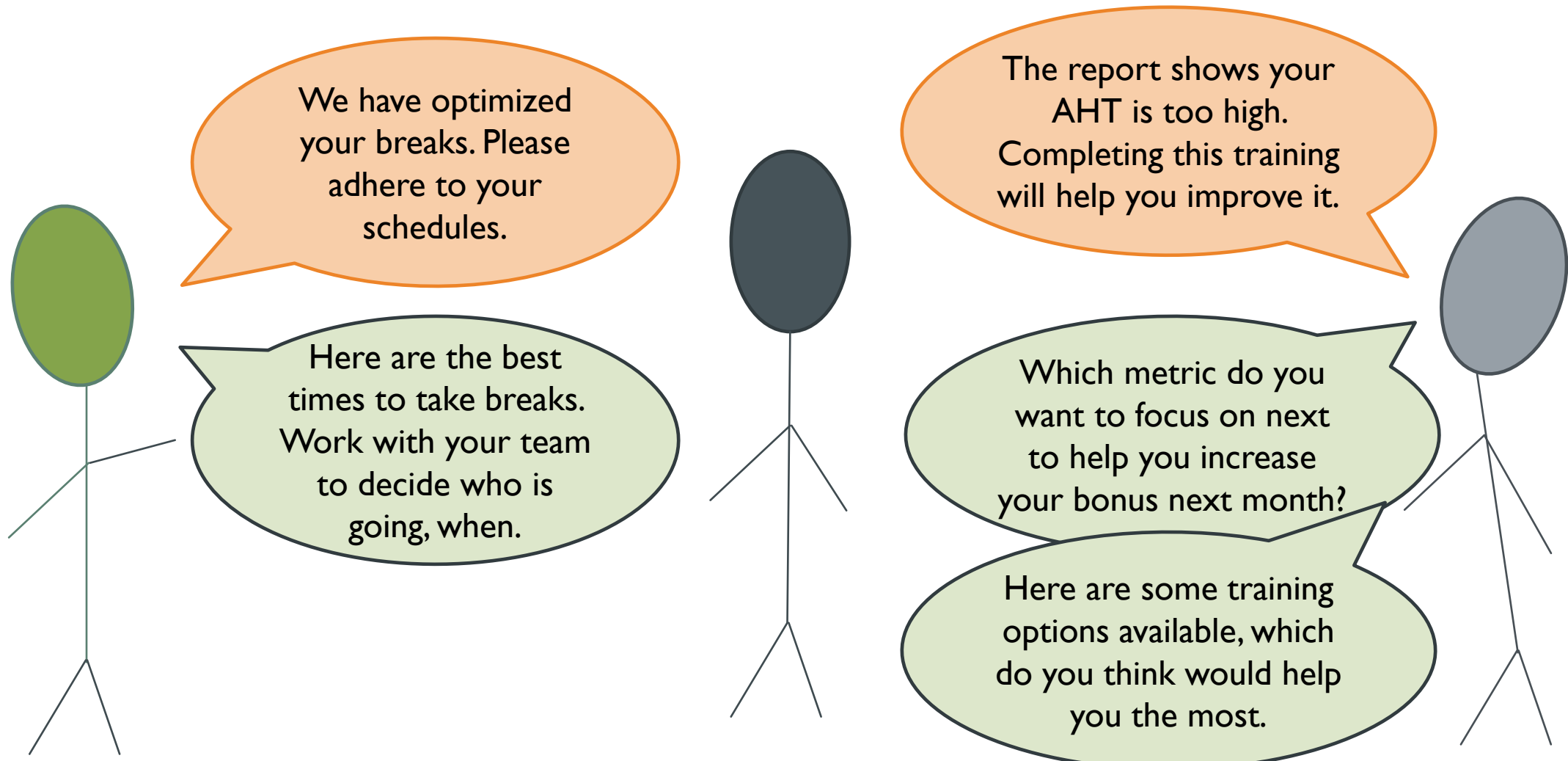


THE GROW MODEL



THE COACHING
TOOLS COMPANY.COM

DELEGATE DECISIONS, NOT JUST TASKS AND INFO



BENEFITS OF DELEGATING DECISIONS

- Higher commitment to outcomes
- Building a sense of purpose in participation
- Heightened attention to information
- Continued development of recipients



II : STRATEGIC



GROWTH MINDSET



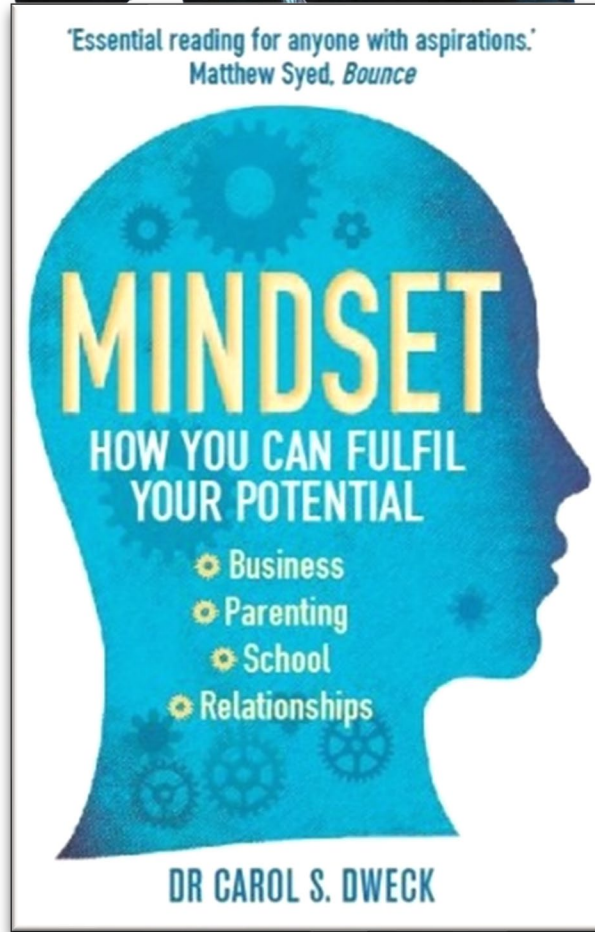
Fixed

Intelligence is fixed

Natural talent defines what you can do

You are good at something if it comes easy

Failure = I've peaked



Growth

Intelligence can grow

Natural talent is only a head start

You are not learning anything if it comes easy

Failure = from here I'm learning

OBSTACLES

Reinforcing the fixed

- Celebrating results over effort.
- Complimenting the easy
- Individualisms

Stunting our growth

- Personal judgment
- Pitched against others
- No room for error
- Fear / stress / anxiety

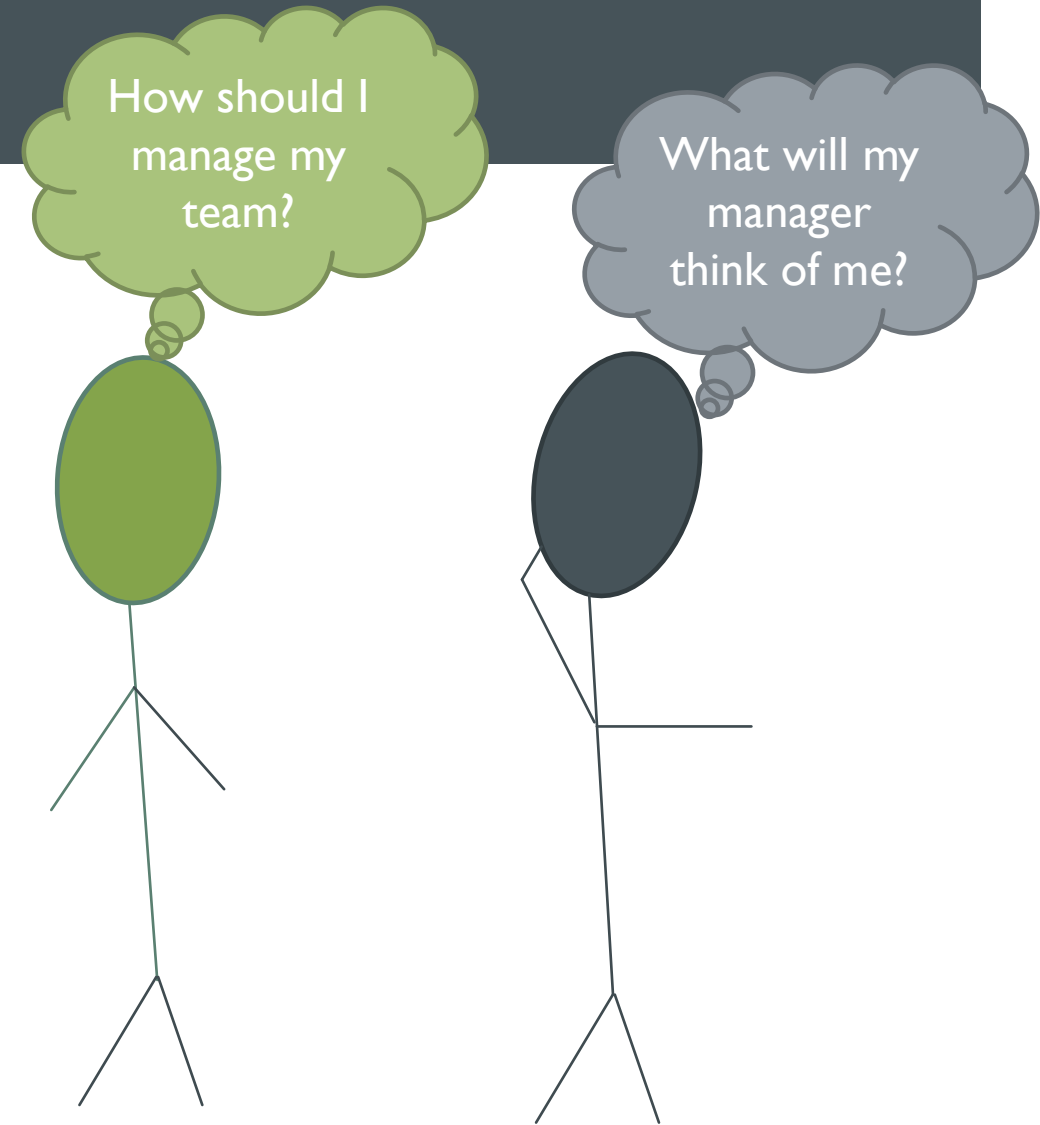
COMMUNICATE FOR GROWTH

Select Week:

Week 5

	AHT	Sales	CSAT
Jeff			
Jemima			
John			
Juan			
Juliet			
You			

Ranking



BENEFITS OF GROWTH MINDSET

- Build a culture that is ready for learning and open to change.



III : VISIONARY



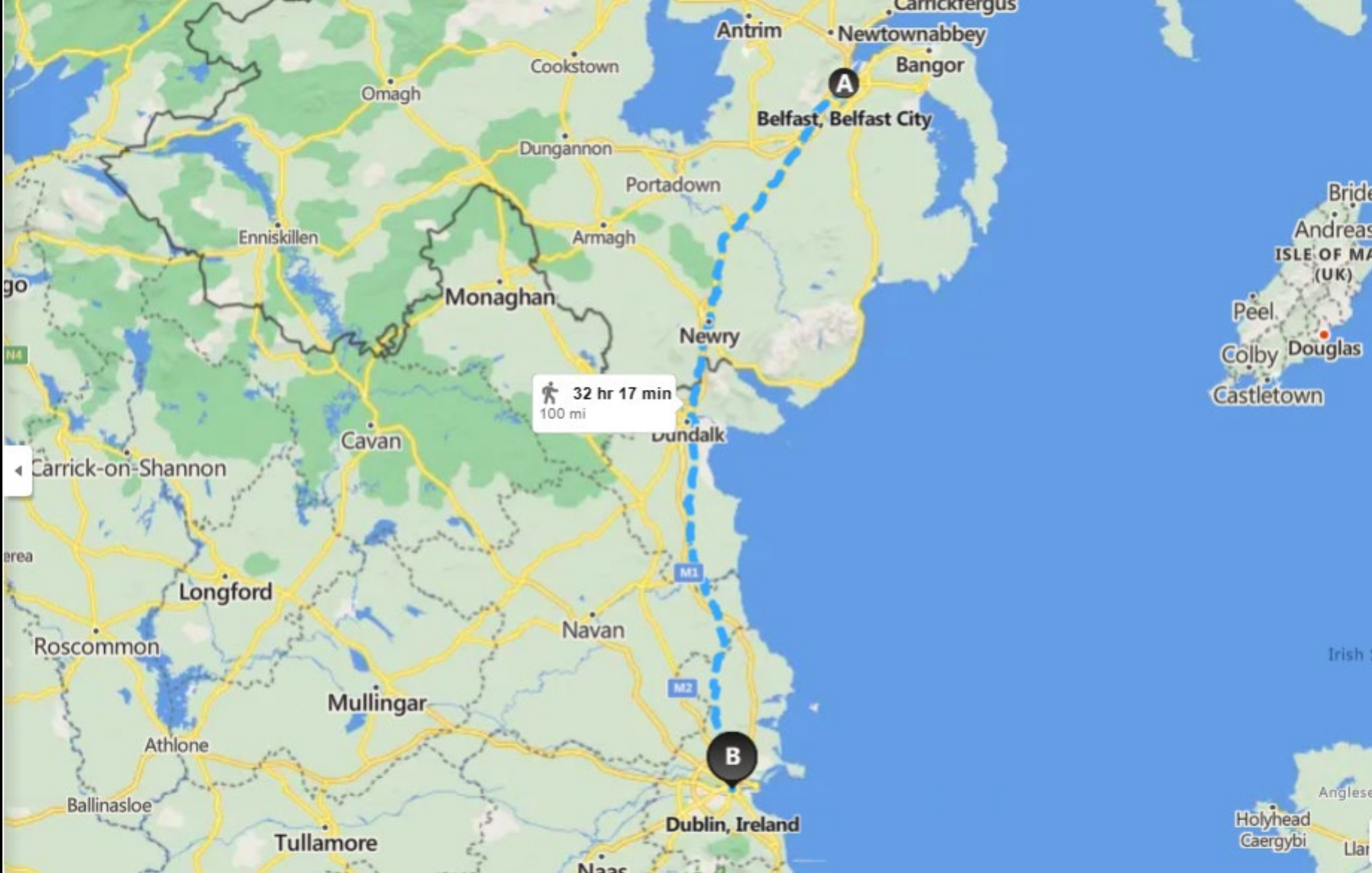
QUIZ

- Tick all that you've been asked.
 1. Are you engaged at work?
 2. Do you have suggestions for what we can do better?
 3. Do you feel your leadership team communicates it's vision well?
 4. Do you have coaching conversations with your manager?
 5. Do you find coaching conversations help you improve your work?
 6. Tell us about your most engaging job ever. Even from other companies.



DIRECTION

If you do not know where you are going, any road will get you there



MAPPING YOUR GREAT PLACE TO WORK

1. Think of your most engaging job ever.
The job where you most enjoyed doing the thing you were paid to do.
2. Think of why it was so engaging?
3. Think of 4 specific aspects:
 - Your direct manager.
 - Your team mates / peers.
 - Your role and responsibilities.
 - Your company.
4. Map it.



Our GPTW - what has changed in 2022

Releases Potential +

Effective communicator +

Respectful

Leads by example +

Manager

Appreciative + Team players +

Sociable +

Team

Company

Respectful

Successful

Recognition

Invested in my success

Role

Purpose +

Mastery +

Pace +

Autonomy +

GREAT PLACE TO WORK (The vision)

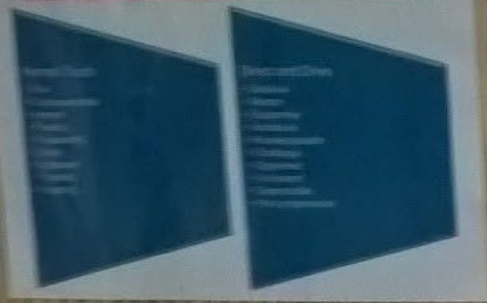
ONE LOOK

ONE FEEL

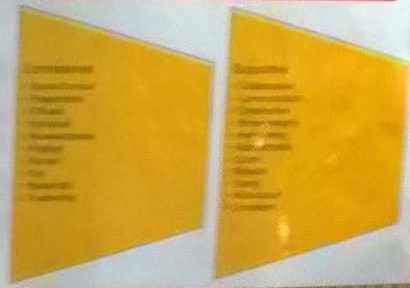
ONE WAY...

CONTINUOUS IMPROVEMENT

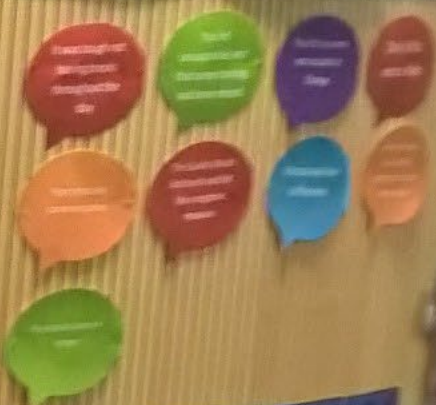
My Leader



My Colleagues



YOU SAID

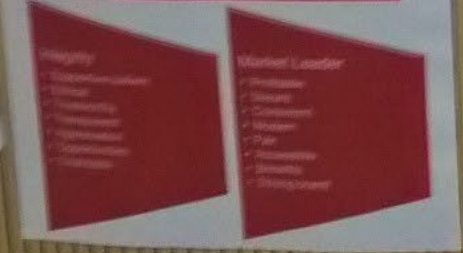


WE DID

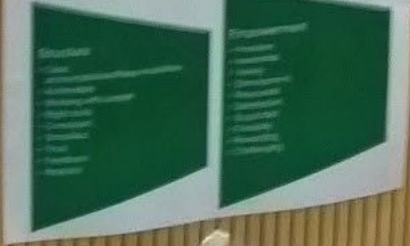


With House Hold Team

My L&G



My Role



WE'RE WORKING ON



Not Viable/
Duplicate



Customers

By doing...

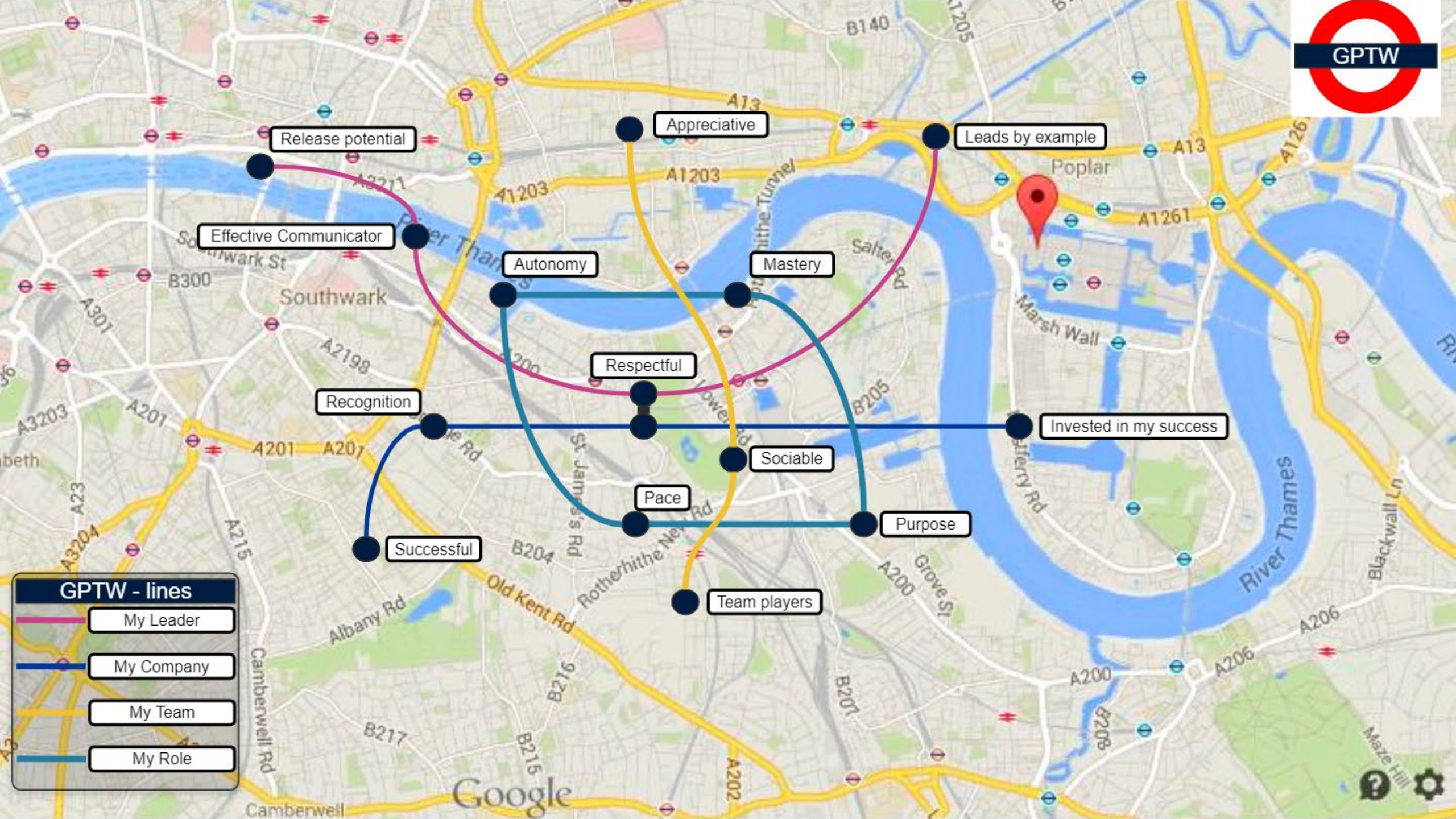
My L&D

My colleagues

My customer

Our success: My L&D

Quality	Efficiency
Customer satisfaction	Cost reduction
Employee engagement	Process improvement
...	...



Release potential

Appreciative

Leads by example

Effective Communicator

Autonomy

Mastery

Respectful

Recognition

Invested in my success

Sociable

Pace

Purpose

Successful

Team players

GPTW - lines

- My Leader
- My Company
- My Team
- My Role

Google



BENEFITS OF A GREAT PLACE TO WORK MAP

- Establish a clear destination.
- Makes all changes feel like steps in the same journey.
- Success of any project builds momentum for the next.
- A mandate for making people centric decisions.



SUMMARY



3 TIPS FOR ENGAGEMENT *(OR IS IT?)*

1. Delegate decisions.
2. Communicate for Growth
3. Set a clear destination for engagement.
4. Do it backwards.