



THE POWER OF PURPOSE, PLANNING, AND PEOPLE ON PERFORMANCE

Presented by

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22nd Annual California CUPA Training Conference

February 3 - 6, 2020

South San Francisco

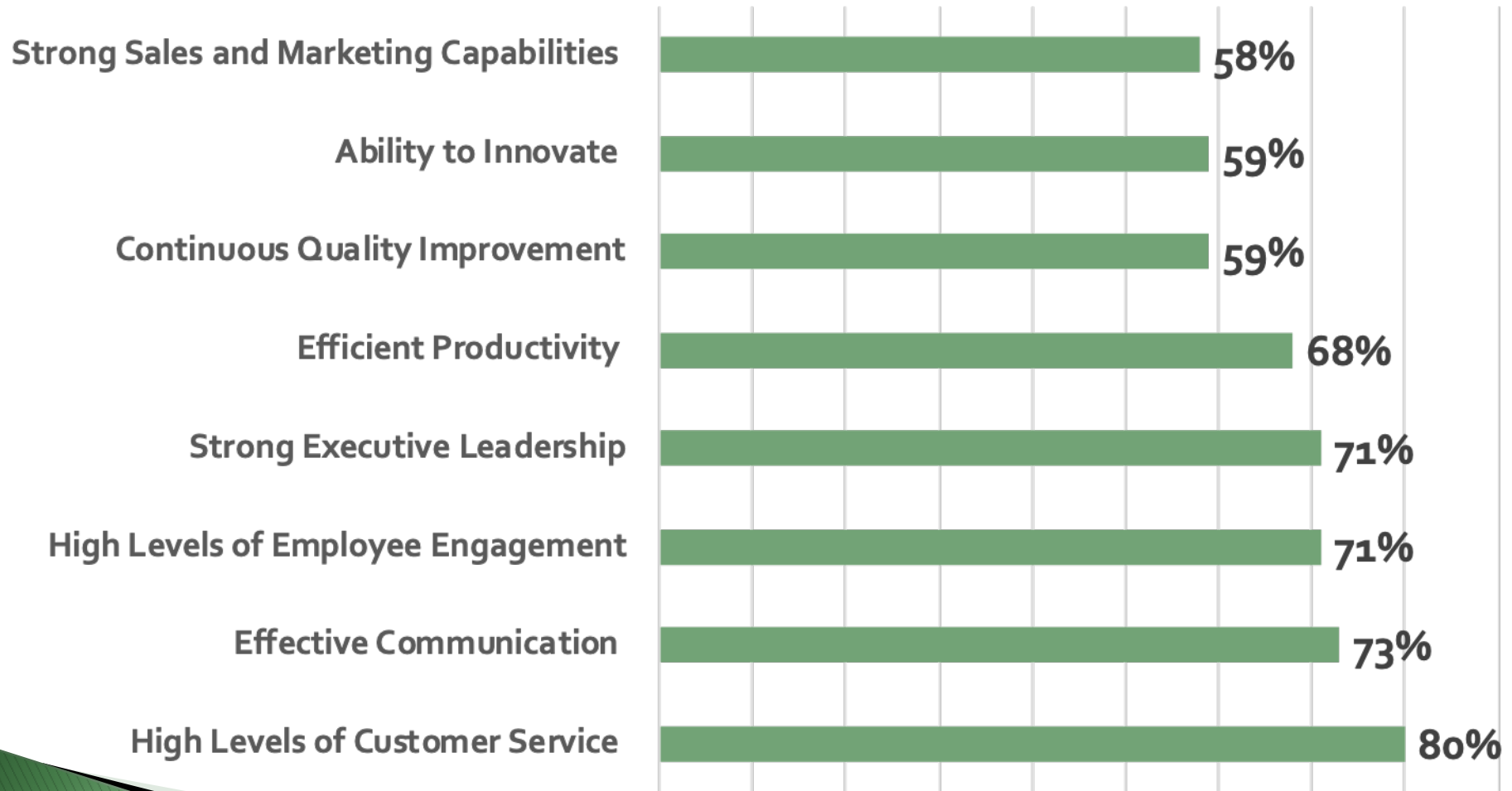


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Creating a Bright Future

Factors Most Likely to Bring Success



Employee Engagement: Business Case



Highly Engaged Teams Result In

- 21% Greater Profitability
- 41% Reduction in Absenteeism
- 59% Less Turnover

Passion, Purpose, Presence, and Energy

Most Impactful Drivers for Engagement



Engagement: Performance v. Importance



What Can Leaders Do?

- Create a clear **purpose** and strategy
- Employ “Leadership Practices”
- Include employees
- **Plan** and prioritize
- Provide on-going **feedback**

Connect

- What are you most proud of in the work that your team does?
- What do you care most about in the work that you do?



Employee Engagement – What is it?

- Engaged employees are passionate, energetic, and dedicated to their job and organization.
 - U.S. Office of Personnel Management

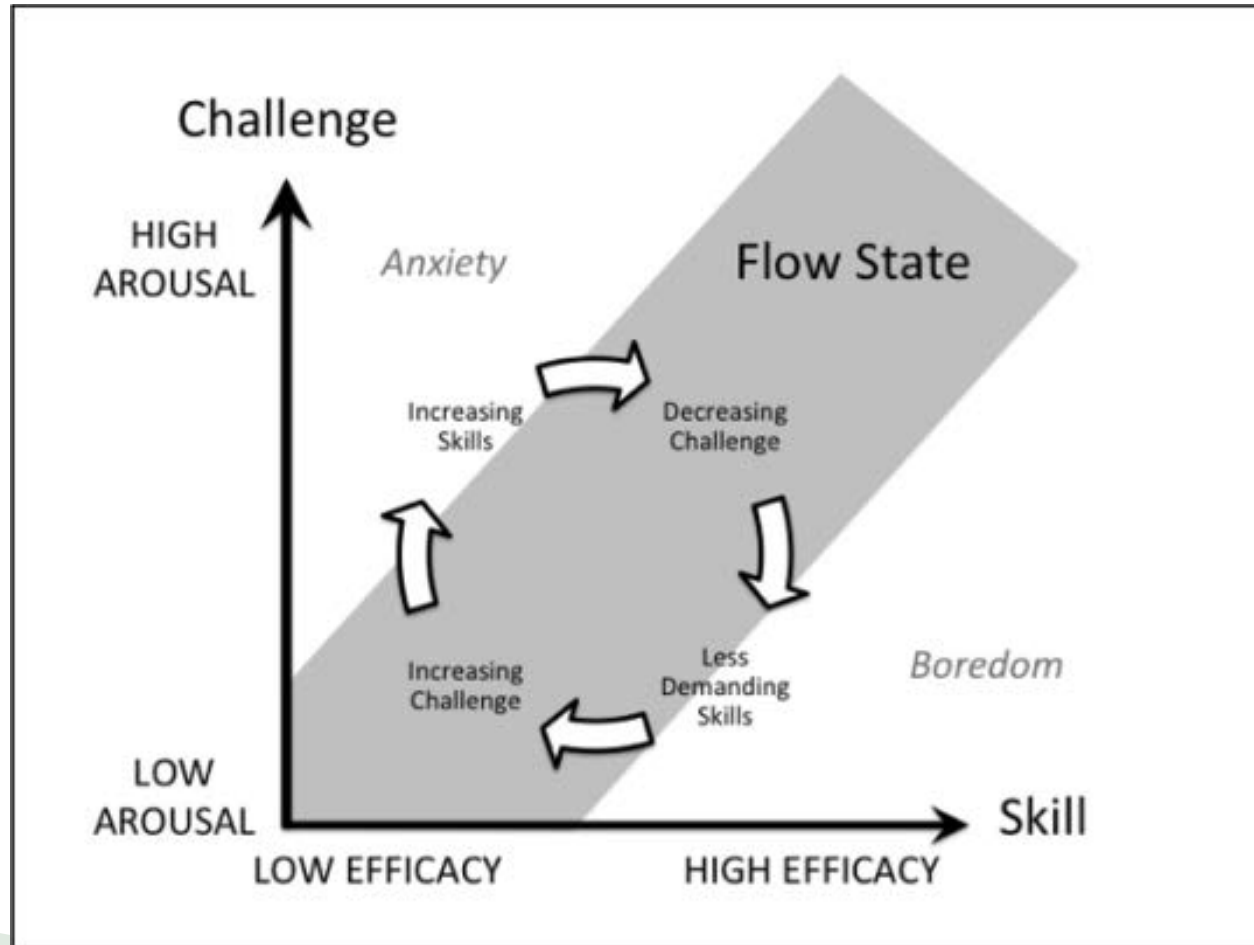


What Engagement Looks Like

- Go the extra mile for others
- Work hard and smart
- Are not thinking about leaving
- Volunteer their best ideas
- Drive innovation to move forward



Relates to FLOW



Conditions for FLOW

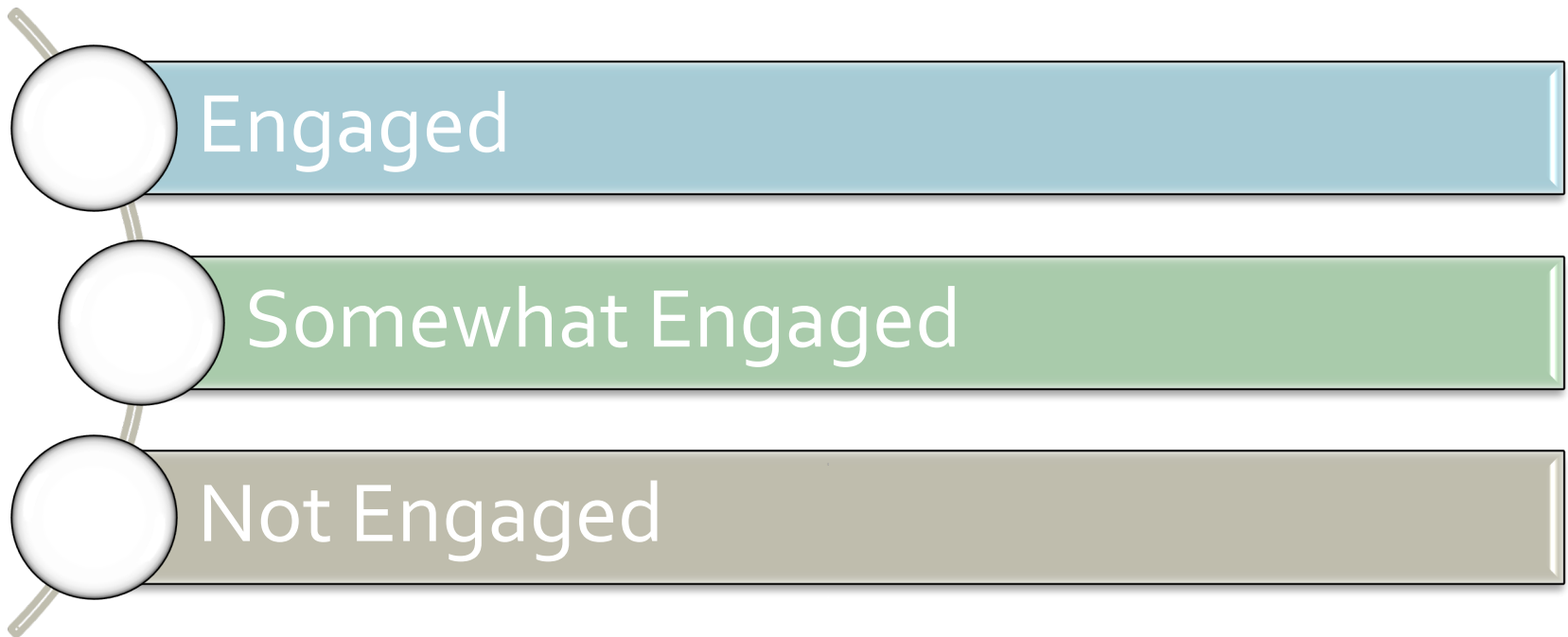
- Clear goals
- Immediate feedback
- Balance between opportunity and capacity
- Deep concentration
- The belief that the present is what matters



When the deepest part of you
becomes engaged in what you are
doing... you are doing what you were
meant to be doing.

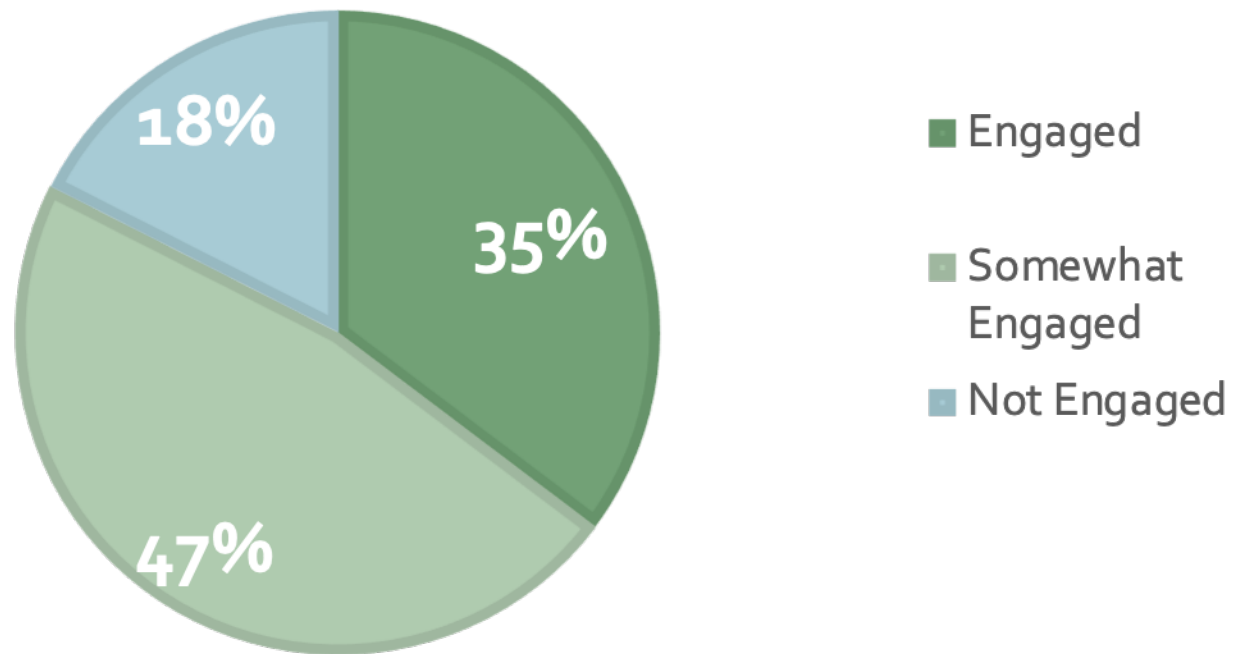
Gary Zukav

3 Levels of Engagement



U.S. Merit Systems Protection
Board

Federal Engagement Levels



Engaged Public-Sector Employees

- 2 x as likely to stay in jobs
- 2.5 x more likely to feel that they make a difference
- 2.5 x more likely to recommend their workplace to others
- 3 x more likely to feel "very satisfied"
- Higher mission related outcomes
- More collaborative, innovative work environments
- Lower costs

International Public Management Association & Deloitte Consulting

Public-Sector Value Chain

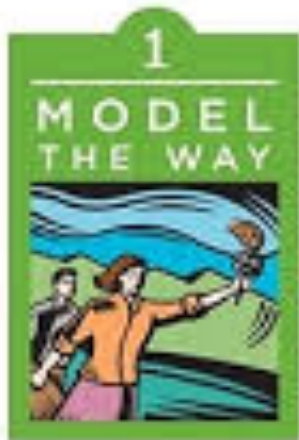


#1 Driver to Employee Satisfaction...

Leadership!!!



Employee Engagement – How to Improve



Model the Way – PEOPLE AND PLAN

- Be Engaged
- Ask for Feedback
- Communicate Often
- Set Clear Priorities



Be Engaged - Model the Way...

- Go the extra mile for others
- Work hard and smart
- Are not thinking about leaving
- Volunteer their best ideas
- Drive innovation to move forward

Model the Way in Priorities

Where do you spend your time?

What does that show you care about?

What changes do you want to make?

Inspire a Shared Vision - PURPOSE

- Create an inspiring vision that makes people want to engage!
- Share it often
- Connect each person to the vision



The Elements of Strong Foundation



Vision Defined

- An inspiring and compelling statement of what you would like your business to become or the impact you would like your business to make in some future time.



Elements of a Vision Statement

Inspirational

Short and Sweet

Concrete

Future forward - Present Tense

Passionate

Questions that will lead you to your vision statement...

- Who do we help?
- What will have happened **because we were here?**
- How do we make the world a better place?
- What problems do we solve and why does that matter?
- What is our ultimate aim for our business?
- 10 years from now – what impact will we have made in the world?

Mission Statement



- Definition: The direction you take to move towards your vision. The mission describes the type of business you are in now and projected into the future.



Questions to Help Develop your Mission Statement

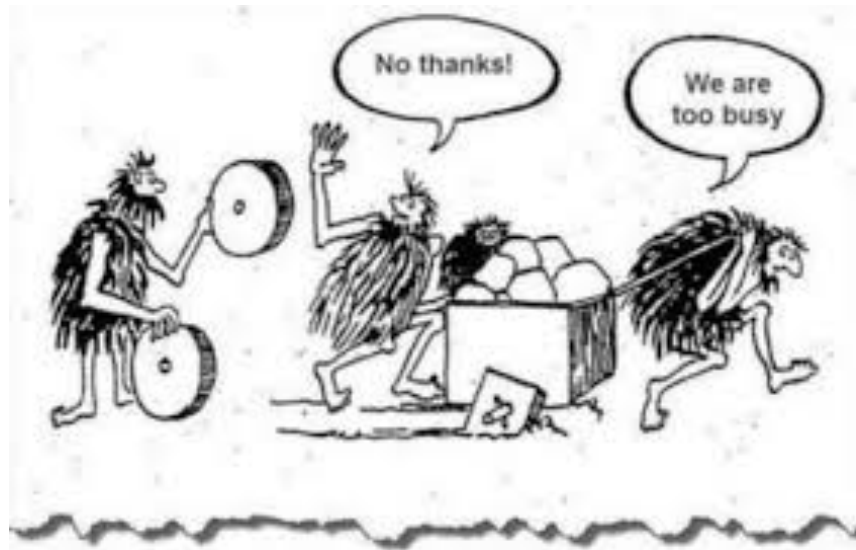
- What are our core services today?
- What are our competencies?
- What are our key differentiators?
- Who do we serve and how do we serve them?

What is your Mission? Why Does it Matter?



Challenge the Process

- Allow for Innovation
- Small tweaks lead to great changes
- Ask “what can we learn?”



Enable Others to Act - PEOPLE

- **Ask for input and apply**
- Provide goals and feedback consistently – Accountability
- Support team members
- Share in decision making



Zones of Performance

Comfort Zone

Equilibrium
Steady, relaxed

Learning Zone

Moderate disturbance
Alert, growing

Panic Zone

Extreme turbulence
Threatened, fight or flight

CBIA Feedback Tool

Context

What was the situation, location, time, other participants?

Behavior

What is our goal?
What actually happened?
Specific things that were said/not said, or done/not done.

Impact

What's the impact on business results,
co-workers, customers, and you?

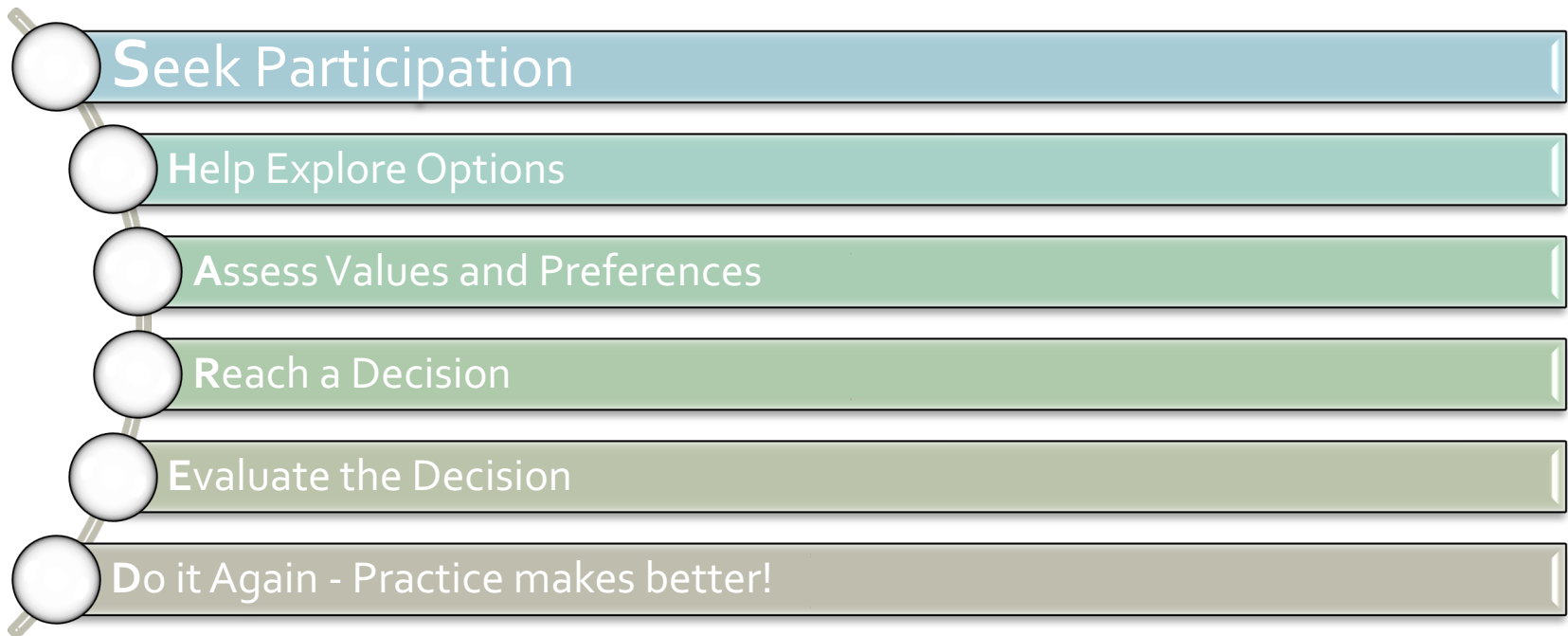
Action

What is the renewed or new commitment to act?

Professional Growth and Development

- What do you do on an ongoing basis to support the professional growth and development of your team members?

Shared Decision Making



<https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/tools/index>.

Encourage the Heart - PEOPLE

- Acknowledge effort
- Celebrate success
- Build strong teams
- Share stories of successes



Finding Motivation – Ask!

Strengths: What part of your job do you enjoy most? What gets you excited? What are your strengths and give me an example of when you applied one?

Custom: When you do a great job, how do you like to be thanked?

Personal: What's your favorite food? What do you like to do for fun?

Preference: Do you like to be recognized publicly or privately?

Prioritizing In a Nutshell

- Vision - Mission Alignment
- Eisenhower Decision Matrix
- Impact Effort Priority Matrix

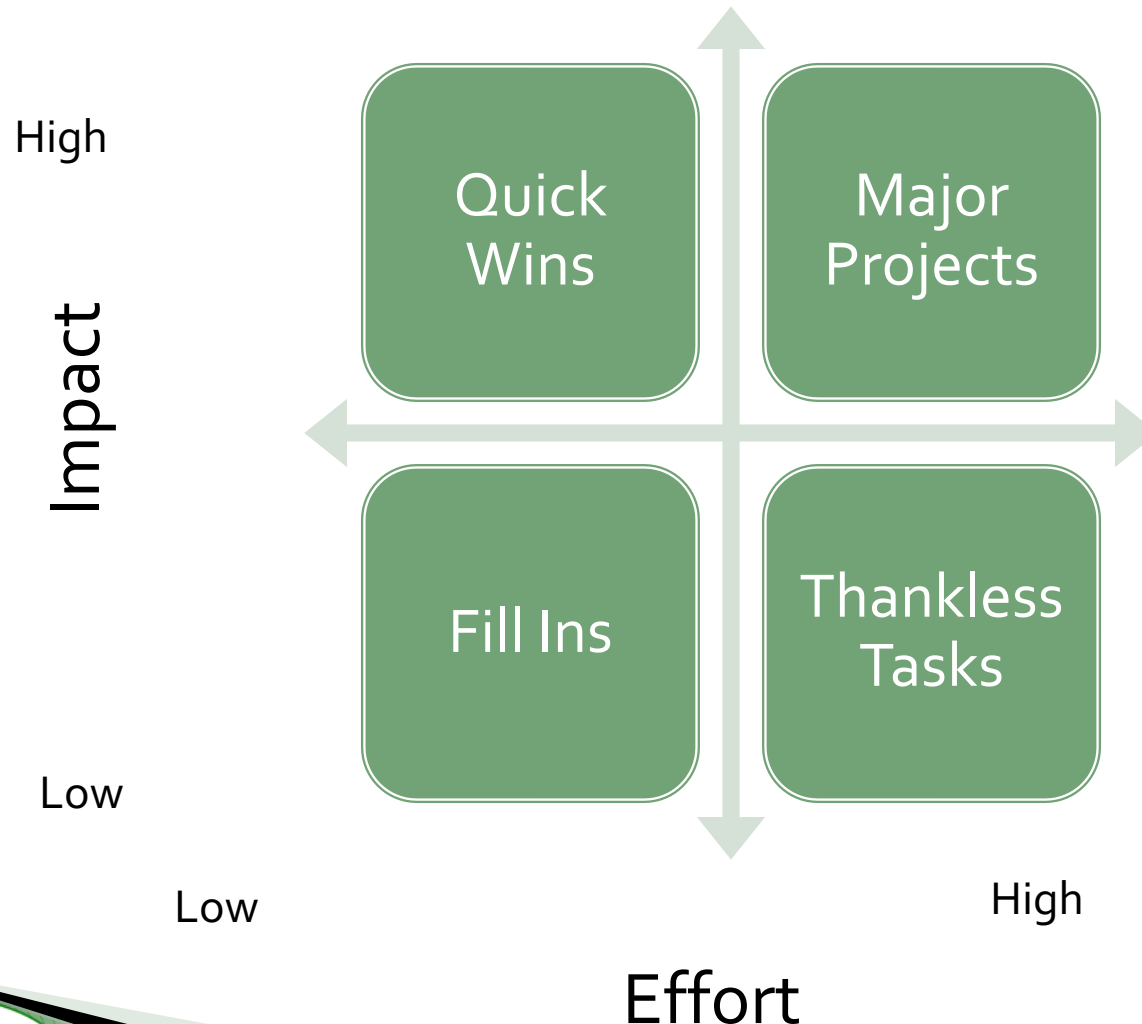
Vision – Mission Alignment

- Is this aligned with our vision?
- Is this aligned with our mission?
- If no, why are we doing it?

Eisenhower Decision Matrix

| | Urgent | Not Urgent |
|---------------|---|--|
| Important | <p>1. Necessity - Reduce</p> <p>Tasks that need your immediate attention. Reactive 'fire-fighting'</p> | <p>2. Quality - Increase</p> <p>Habitual, proactive actions that reduce quadrant 1.</p> |
| Not Important | <p>3. Deception - Manage</p> <p>Things that <i>appear</i> to be worth doing.</p> | <p>4. Waste - Avoid</p> <p>Time wasting activities</p> |

Impact - Effort Priority Matrix



Communicate

- Communicate Priorities Clearly
- Communicate the WHY
- Communicate the NON PRIORITIES
- Communicate the Successes
- Communicate Appreciation
- Communicate Consistently

What will you do different?

- What are you most proud of in the work that you do?
- What one thing can you implement right away that will make a difference?
- Why does it matter?

Thank you for all you do!!

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