

Employee Engagement: *The Organizational Impact*

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Why Care About Engagement?

Employee engagement is the emotional commitment an employee has to the organization and its goals, resulting in the use of discretionary effort.

Gallup Poll

	Average	World Class	Tasty Catering
Engaged	33%	67%	98%
Dis-Engaged	50%	26%	2%
Active Dis-Engaged	17%	7%	0%

Where It Began

- Change or we are leaving
- Command and control **OUT**
- Employee designed workplace culture **IN**

Formula for Employee Entanglement

Leadership +

Culture +

Human Capital +

Systems and Processes, Financial
Transparency and Communication +

Recognition and Reward

= Sustainable Organizational Success

Four Ingredients of Effective Leaders

Respect

- Anticipate
- Communicate
- Delegate
- Motivate

Emotional Intelligence

- Perceiving Emotions
 - Reasoning with Emotions
 - Understanding Emotions
 - Managing Emotions
- Salovey & Mayer's Ability Model

Psychological Capital

- Hope – reachable goals
- Efficacy – experiencing success
- Resiliency – psychological, having
- the will to achieve
- Optimism – building confidence

-Fred Luthans Ph.D.

Ethics

- Always tell the truth
 - Respect privacy
 - Never injure – physically, financially, emotionally, psychologically
 - Honor an implied or written contract
- Emmanuel Kant

Culture

- Is a decision making process – every organization has one
- Is best when employee generated and maintained, it results in a living organism
- Culture statements should be built in this order - Values, Vision, Mission

-Why is Everyone Smiling? Paul Spiegelman

Tasty Catering's Core Values

Core Values

1. Always moral, ethical & legal
2. Treat all with respect
3. Quality in everything we do
4. High service standards
5. Competitiveness: strong determination to be the best
6. An enduring culture of individual discipline
7. Freedom & responsibility within the culture of individual discipline

Human Capital

- Screen for skill, hire for culture
- 60,000 thoughts per day – 6% to 8% is the average amount given to the organization
- Remove disruptors – result is increased discretionary thinking
- Prevent amygdala hijack for maximum entanglement and discretionary thinking

Systems & Processes

(Transparency & Communication)

- Systems & processes provide guidelines reducing the need to “manage”
- Financial Transparency: Play the Great Game of Business
 - Open book management/financial transparency if done correctly, creates personal and organizational alignment
 - The Great Game of Business Stack & Burlingham
- Effective internal communication tools including “everyone has their say, but not necessarily their way” and peer to peer communication

Recognition & Reward

- “A basic human need”
- Monetary incentives alone are not effective to value driven human capital
- R & R benefits and focuses on the individual, not the organization

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Impact of Engagement

Tasty Catering – 2012

- 98% Employee Engagement
- 10,965 Events
- 92 Errors realized by Clients
- 99.2% Success Ratio
- 2012 Sales up over 2011 – 7%
- 2012 Profit up over 2011 – 16%

Impact of Engagement

Awards

- #1 Best Place to Work in the State of Illinois
- Catering Magazine's Best Caterer in the US
- Wall Street Journal's Top Small Workplace
- Inc. Magazine's Best Small Workplace
- Crain's Chicago Business #2 Best Place to Work in Chicago
- IPA's Psychologically Healthiest Workplace in Illinois
- APA – Nation's Psychologically Healthiest Workplace – Employee Enablement

Impact of Engagement

Companies Started by Staff

T.F. PROCESSORS, INC.

2006 Tim

iMOTORSPORTS

2010 Tim

 **that's Caring**[®]
a greener way to give

2007 Jamie Tim

Touhy
Capital

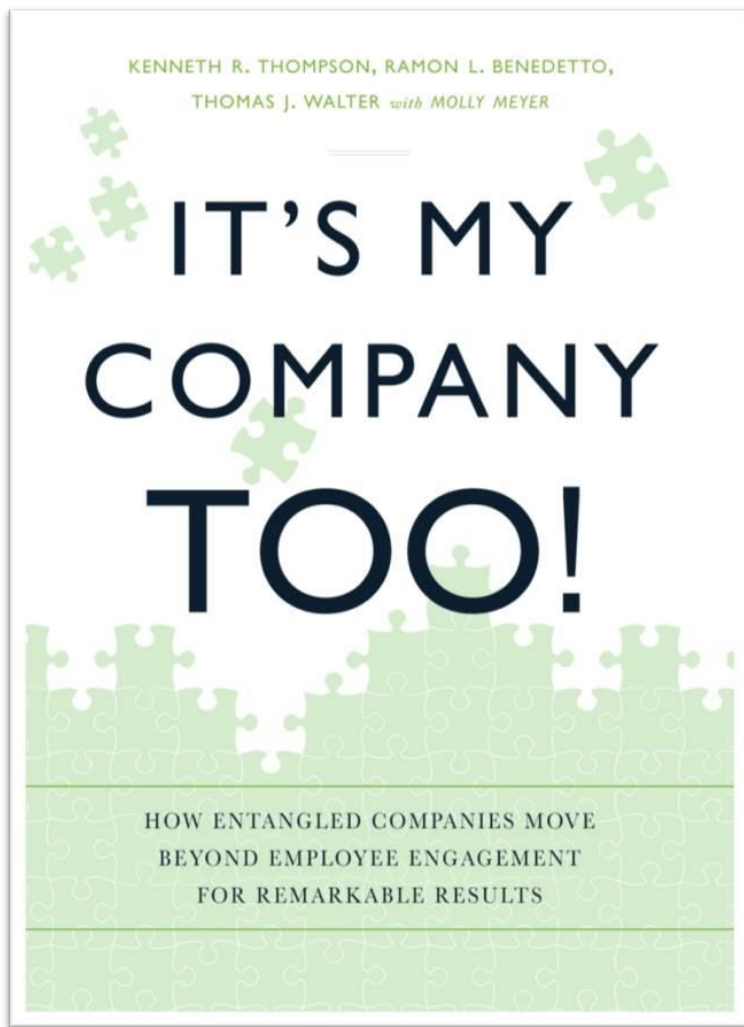
2010 Tim

AZ Real Estate

2009 Jamie Erin Tim

nuphoriq

2011 Erin Jamie Tim



Amazon, Barnes and Noble, It's My Company Too!

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Have questions or would like Tom to speak? Contact Tom at the above e-mail address.