



Keith C. Lauver

***"Empowering People - Visionary Leadership Education - Transforming Business"***

## **What Is Employee Engagement?**

**or**

## **What Is Employee Dis-Engagement?**

**How would you and other employees of your organization define your workplace environment, the culture of your organization?**

**Would you or others say encouraging things like this?**

*We are engaged and our work is fun.*

*We love what we do and we are team-oriented.*

*Encouraging others to do their best is what I enjoy.*

*Ours is a collaborative environment and together we create innovative synergy.*

While those are possible descriptions you would like to hear, it is likely they are not what is heard on the floor or at the workstations at your organization.

**You could be hearing discouraging things like this:**

*Our environment is where individualistic desire rules and conflicts abound.*

*Our business culture can be quite stressful.*

*Many of our employees only "do what is required" just to get-along.*

*A significant number of our employees return daily, because they need the job.*

Employees saying those kinds of things are most likely **dis-engaged**.

**In this discussion, I want to briefly address what is happening in today's workplaces regarding employee engagement and employee dis-engagement, and why it is happening?**

***Employee Engagement*** is defined as, "...the act of being connected with someone or occupied in a process, being actively inter-locked with a purpose, and doing something enthusiastically." Engaged employees love their work. To them it is fun, not work.

***Employee Dis-engagement*** is defined as, "...the act of separating so a person stops being involved with another person or group; to stop taking part in something; to move away from so there no longer a connection. These conditions are seen in the employees who are NOT happy in their work.

***Employee Engagement*** and ***Employee Dis-engagement*** are valid concerns in most workplaces. To gauge employee engagement where you work, ask these questions:

*How do we know when employees are fully engaged?*

*What can be done to create and develop employee engagement?*

*What keeps employees from enjoying their work?*

*What might need to be changed?*

*What are the negative effects, in dollars, of employee disengagement for your firm?* This is the most important question of any leadership team.

**Do you see the following situation or similar in your workplace?**

Employees are hired to perform job tasks with a schedule of requirements to complete a process on time. If requirements to accomplish tasks are not sufficiently provided and tasks are not completed on time, we may have *procrastination* and/or *incompetence*. Then, a manager or supervisor must step in to lead the development and implementation of corrections. What are the results when a manager or supervisor needs to leave their own work area unexpectedly and engage employees to handle a deficiency, conflict, and problems? Results may include *reduced productivity and stress*. When workers create problems with co-workers, relational issues develop that interfere with team unity and productivity. There is discord between employees and stress levels are elevated. The situation may be repetitive and sufficiently severe to require the involvement the Human Relations Department, and can possibly mean removing an employee from a position. This situation can create much paperwork and drama, and thus destroy the peace in the workplace. The result is *contention and conflict*, rather than *encouragement, enjoyment, and positive organizational culture*. ***Why is this situation or similar commonplace in today's organizations?***

**Gallup polls have indicated that there has been a decline in employee engagement.** Many leaders in organizations may not be aware of poll findings that say ***at least 71% of the America's workforce are NOT happy in their work. They are dis-engaged.*** This high level of dis-engagement is quite astounding, as are the resulting and huge financial costs to the company. The unhappiness and discontent of a dis-engaged employee radiates in ways visible and invisible, going with that person into every relationship in their life, at work, home, and elsewhere. The effects are significant and devastating, especially for the employer who invests so much in its employees, expecting high performance from those they have trained and developed.

**Engaged employees, what we call "A & B" performers,** truly add value to the team or organization. In every industry and organization, with the right system and tools, there is real potential to select and place "A & B" performers in every position. Then, with fully engaged employees in every position, an organization will be transformed, creating a truly innovative and encouraging culture that maximizes individual and corporate productivity.

**Protocol Solutions Group, LLC** offers professional coaching and training services, and we are pleased to offer a system with tools developed by **Lynn Taylor, founder of Taylor Protocols**. Lynn is author of the book titled "Choices" in which he tells us what an engaged employee needs to thrive:

*"...the secret is to do work that is naturally engaging to who you are and what you are, so you know that you are making your highest and best contribution..."*

Lynn Ellsworth Taylor

**Most work processes require people to be involved and to interact.** When people interact, problems will eventually surface during that interaction, which is why leading, managing, and working with people is so challenging.

**Problem:** Challenges span the entire workplace, and if people are not happy in their work, the problems will continue and expand to infect the entire organization.

How do we solve the problem of dis-engagement?

**Solution:** *"We put the Right Person, in the Right Seat, doing the Right Work".*

**Employees are the most valuable resource in an organization.** The employer adds value to employees by expanding their learning and investing millions of dollars to train their employees. However, there is an unknown, little realized, even misunderstood concept, that is being over-looked, yet is so crucial to ensure investment success in training designed to provide enhanced knowledge and skills for added-value. This question addresses that concept:

**Question:**

**ENGAGED:** *If an employer invests to train an employee who is "not happy in their current position", what is the probability of that employee successfully applying that training to realize a higher level of performance?*

The question stated another way,

**DIS-ENGAGED:** *What is the probability that a **dis-engaged employee** is going to become better in a job they do not like, even if they receive training from the employer?*

**Answer:**

**ENGAGED:** When an employee (1) is working in an area they like, (2) is further trained by the employer in job tasks, system concepts, and change ideas for new innovative processes, and (3) has job performance requirements that match with the employee (what the employee wants to be doing to feel purposeful), that employee **WILL BE NATURALLY ENGAGED AND HAPPY**. In that scenario, **Training Money = Successful Investment**.

**DIS-ENGAGED:** When an employee (1) is working in an area they **DO NOT LIKE**, (2) is further trained by the employer in job tasks, system concepts, and change ideas for new innovative processes, and (3) has job performance requirements that **DO NOT MATCH** with the employee (what the employee wants to be doing to feel purposeful), that employee most likely **WILL BE DIS-ENGAGED AND UNHAPPY**. Thus, **Training Money = Poor Investment**.

I would be pleased and feel privileged to share our technology with you. Our team will connect with your leadership team to learn about your current employees engagement problems.

Visit our website at: [www.ProtocolSolutionsGroup.com](http://www.ProtocolSolutionsGroup.com)

Thank you and have a Prosperous Year in 2015.



**Keith C. Lauver, MSLD, RDMS**

**Protocol Solutions Group, LLC**

**717-782-1362**

[keith@protocolsolutionsgroup.com](mailto:keith@protocolsolutionsgroup.com)

[www.ProtocolSolutionsGroup.com](http://www.ProtocolSolutionsGroup.com)

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