

# Cultivating Growth: The Transformative Power of Employee Engagement

**Presented by:  
Dave Molenda, TDC, TDFC, TEQC**



# Great resources...

- # 1 Hot New Release
- # 1 Business Health and Stress
- # 1 Business Customer Relations

Top 5 – Business Conflict and Resolution

Top 5 – Business Leadership and Training



## GROWING ON PURPOSE

The Formula to  
Strengthen Your Team  
AND  
Improve Your Customer  
Experience

a positive polarity book  
**by Dave Molenda**

with Reji Laberje



Listen Score

**36**



TOP 2.5%

 **LISTEN NOTES**



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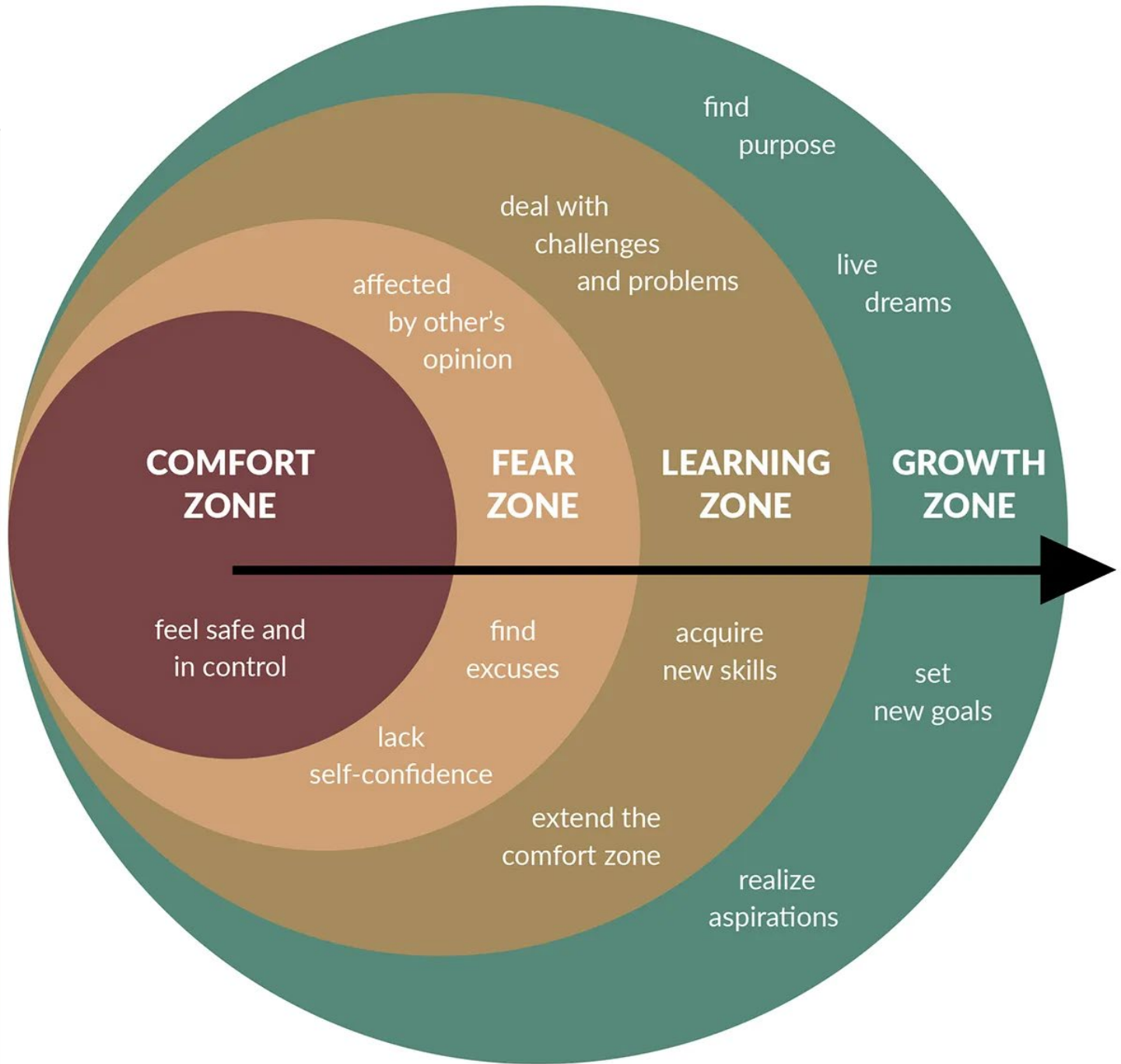
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# Let's start with a few definitions...

- **Engaged**: People who are **psychologically committed** to their jobs while making positive contributions to the organization.
- **Not Engaged**: People who lack the motivation and are less likely to invest **discretionary effort** in organizational goals or outcomes.
- **Actively Disengaged**: People who are **unhappy, unproductive** and liable to spread negativity to co-workers.

# What do you think?



Right now...(according to Gallup)

**What percentage of the US workforce is engaged in their jobs?**

# Which one do you think?

10%

29%

53%

86%





Less than  
1 in 3

# According to Gallup's Study, "The State of the Global Workplace" 2022-2023

18%

53%

29%



Which one are you or where is  
your team?

18%

53%

29%



# Could we be disengaged?

**Decline in work quality**

**Negative behavior**

**Less involvement in team activities**

**Lacks enthusiasm**

**Unwillingness to learn**

**Gap in communication**

**Reduction in commitment**

**Increased Customer Complaints**

# Does this really matter?

37% higher absenteeism

18% lower productivity

15% lower profitability

37% lower job growth

49% more accidents

60% more errors and defects

**34% COST OF DISENGAGED PERSON'S  
ANNUAL SALARY!**

# Four ways to improve your engagement:

1. Effective Team Communication
2. Recognize and Appreciate Others
3. Learn about your Blind Spots
4. Promote Work-Life Balance



# Four ways to improve your engagement

## 1. Effective Team Communication



# Did you know?

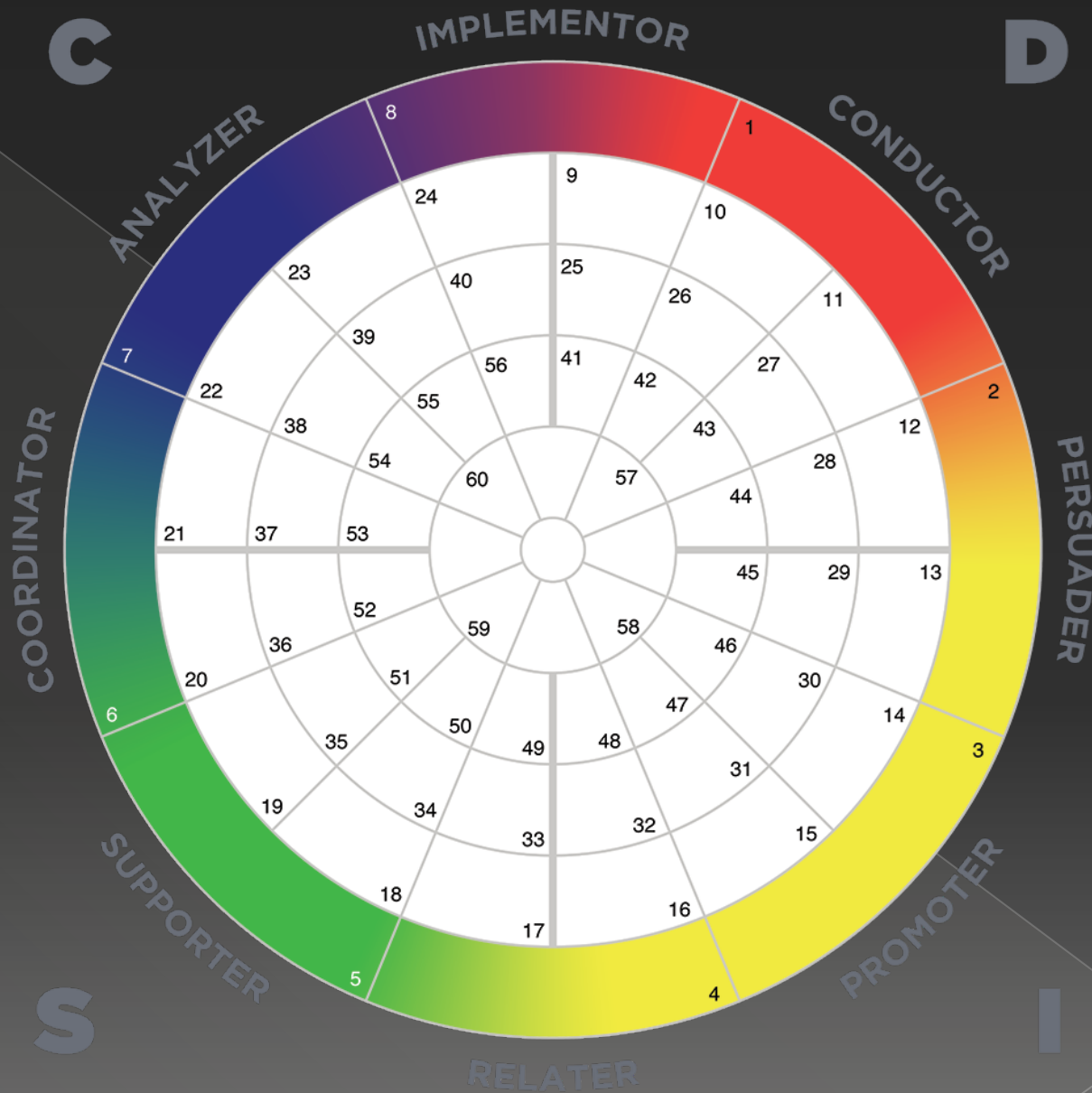
85% of your success today in your job is not about your education, your drive, or even your passion... It is about how well you can communicate!

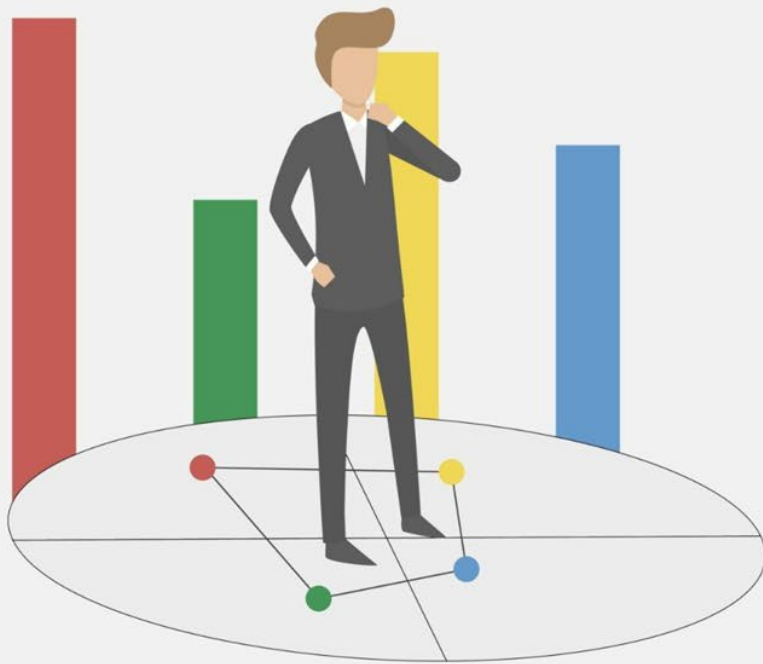




# Tips to improve your communication

1. Be Vulnerable
2. Don't Interrupt
3. Be Positive
4. Allow for a Different Perspective
5. Actively Listen
6. Understand Their Language  
(use DISC)





## DISC personality

D

Dominance  
Results  
Direct  
Competitive

I

Influence  
Enthusiasm  
Friendly  
Optimistic

S

Steadiness  
Sincerity  
Patient  
Modest

C

Compliance  
Accurate  
Cautious  
Contemplative

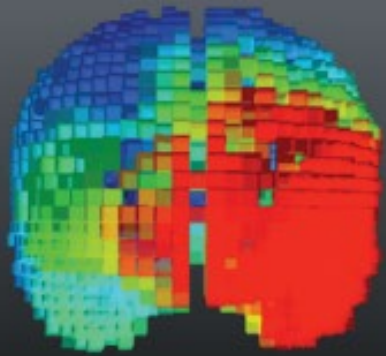


TTI SUCCESS INSIGHTS®

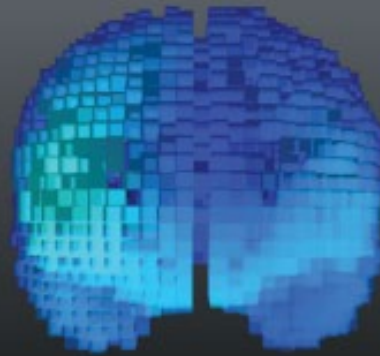
# Words that **DON'T WORK**

## A Pilot Study Examining Verbal Barriers

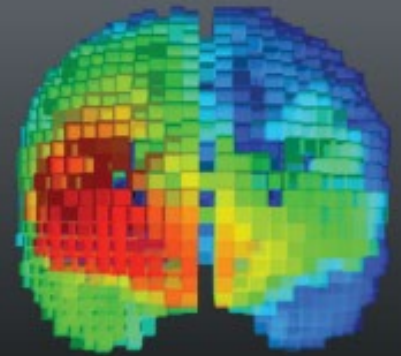
By Dr. Ron Bonnstetter  
and Bill J. Bonnstetter



ACCEPTANCE



NEUTRAL



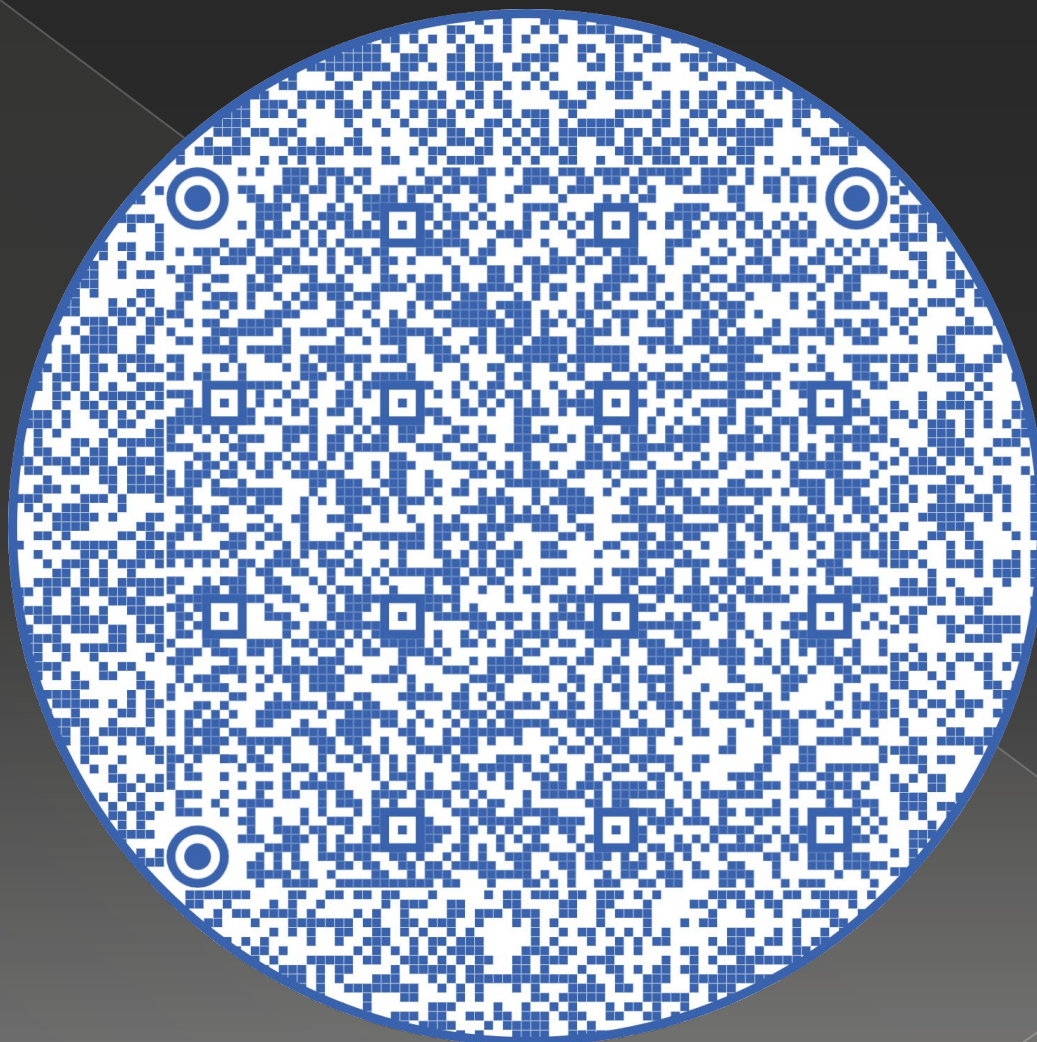
AVOIDANCE

# Findings

Sample words and phrases that don't work by behavioral style:

<b>D</b>	<b>I</b>
"Frequent Interruptions"	"The Same for Everyone"
"Follow Directions"	"Sophisticated"
"In My Opinion"	"Requires Study"
<b>S</b>	<b>C</b>
"Substantial Change"	"Clever"
"Innovative"	"Educated Guess"
"Play to win"	"Experimental"

So where do you fit?



So how good are your listening skills?





# Four ways to improve your engagement:

2. Recognize and Appreciate Others



# Recognize those around you...

69% of your team would work harder if they received more recognition.



# Leaders have something to do with this...

98% of employees disengage from their work when they receive little or no **feedback** and **recognition**.



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"We asked the employees for more feedback, but after reprimanding those who spoke up, none was forthcoming."

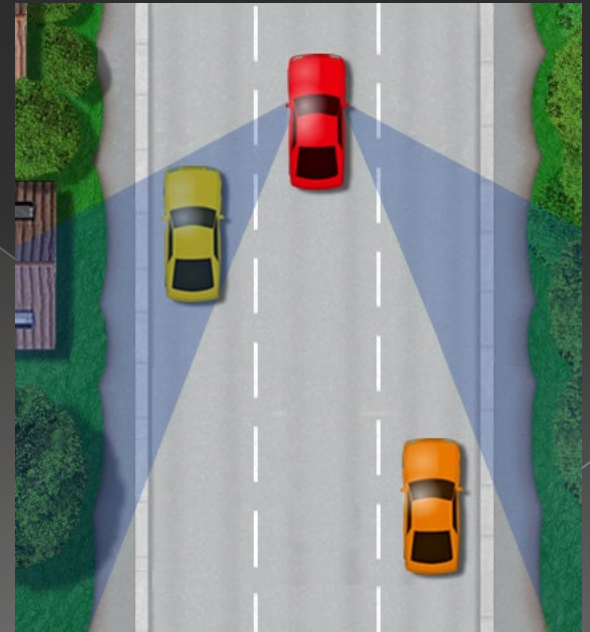
# Challenge for you...

- Take a moment and write down 2 people on your team that you want to thank and provide a reason to thank them...be specific as possible.
- After this session, call them, text them, e mail them, or they may be with you...thank them for...or - do it now!



# Four ways to improve your engagement:

## 3. Learn about your Blind Spots



Count the number of “F”'s in  
the sentence below

**FINISHED FILES ARE THE  
RESULT OF YEARS OF  
SCIENTIFIC STUDY COMBINED  
WITH THE  
EXPERIENCE OF YEARS.**



# How many did you count?



- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6
- G. 7



Count the number of “F”'s in the sentence below

**F**INISHED **F**ILES ARE THE  
RESULT **O**F YEARS **O**F  
SCIENTI**F**IC STUDY COMBINED  
WITH THE  
EXPERIENCE **O**F YEARS.

**6 IS THE CORRECT ANSWER...**

Known to Self

Not Known to Self

Known  
to Others

Open area or  
Arena

Blind spot

Not Known  
to Others

Hidden area

Unknown

**The Johari Window Model**

# Common Blind Spots around Engagement...

1. Ignoring leadership feedback
2. Critical of others
3. Judging others
4. Resisting change



# Four ways to improve your engagement:

## 4. Promote Work-Life Balance



# Ways to promote the work-life balance...

1. Unplug and Disconnect
2. Prioritize Self Care
3. Set Realistic Goals
4. Establish Boundaries

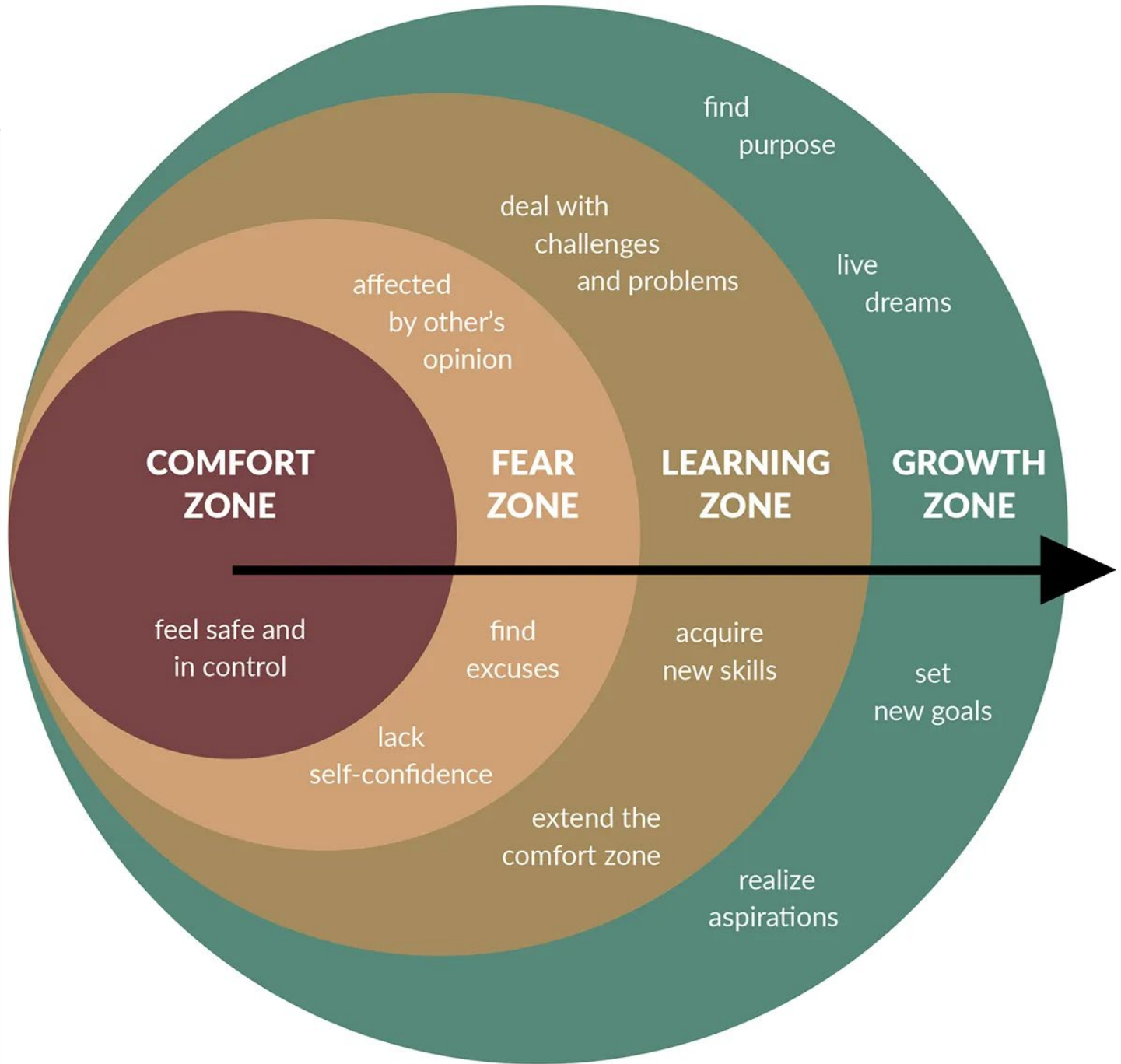




# Boundaries??





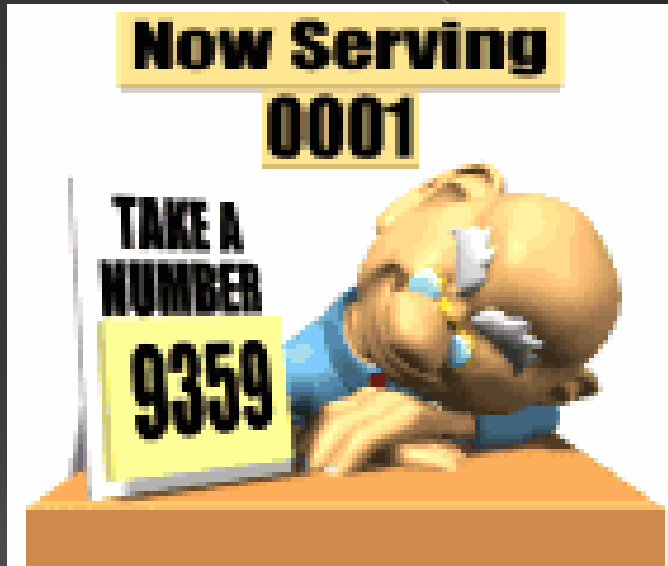


What role do we play in this?



What would happen to our company if we could teach one or two more people to row?

# How to spot an engaged employee?



# Engaged Employees...

- 1. Bring positivity to the workplace**
- 2. Connect their success to the companies success**
- 3. Consistently go above and beyond**
- 4. Look for ongoing learning and development**
- 5. Enjoy enhanced performance**
- 6. Support the cause of the company**
- 7. Open to collaboration and teamwork**
- 8. Take ownership**

For the visual people....



**Employee  
Engagement**



**Employee  
Retention**



**Customer  
Satisfaction**



**Financial  
Performance**



# I need your help!

Write down one thing that you are taking away from today as something that you are going to **start/stop** doing...

We need two people to share their thoughts with the group to win a free book!



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Employee engagement is the degree to which an employee feels that they are truly part of a company, have a voice in its decisions and feels respected.

---

DARRYL DIOSO

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