

CARING FOR AND

RETAINING EMPLOYEES

Dave Zovak, DMin.

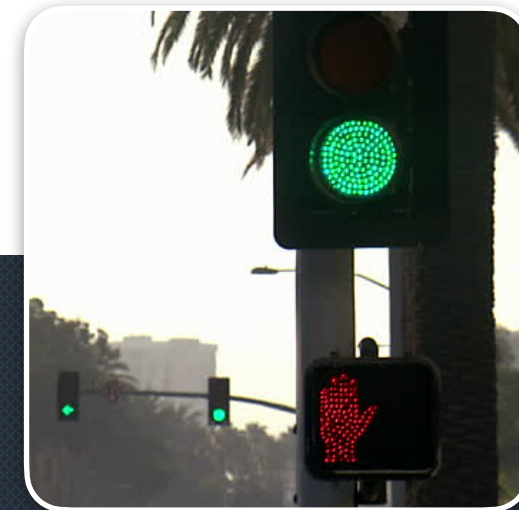


Maximizer



Strategic

Strategic Catalyst



Activator



Futuristic

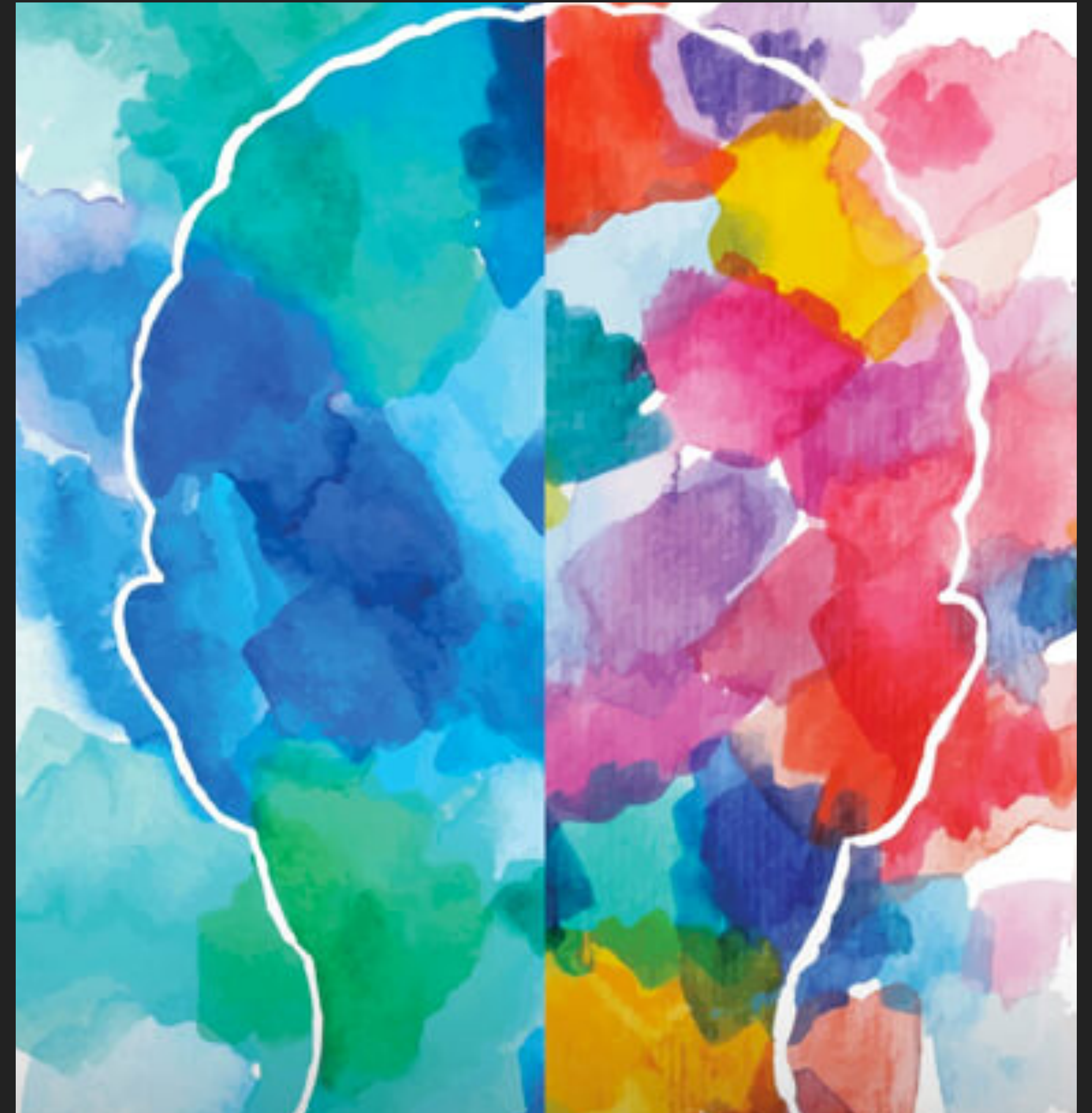


Learner



WHY ARE YOU HERE?

- ▶ What challenges are you facing regarding caring for your employees?
- ▶ What factors are impacting retention?



WHAT EVERYONE WANTS....

- ▶ "A Good Job"
- ▶ Describe:
 - ▶ Lousy Job
 - ▶ Good Job
 - ▶ Great Job



THE CHANGING WORKFORCE – 6 SHIFTS

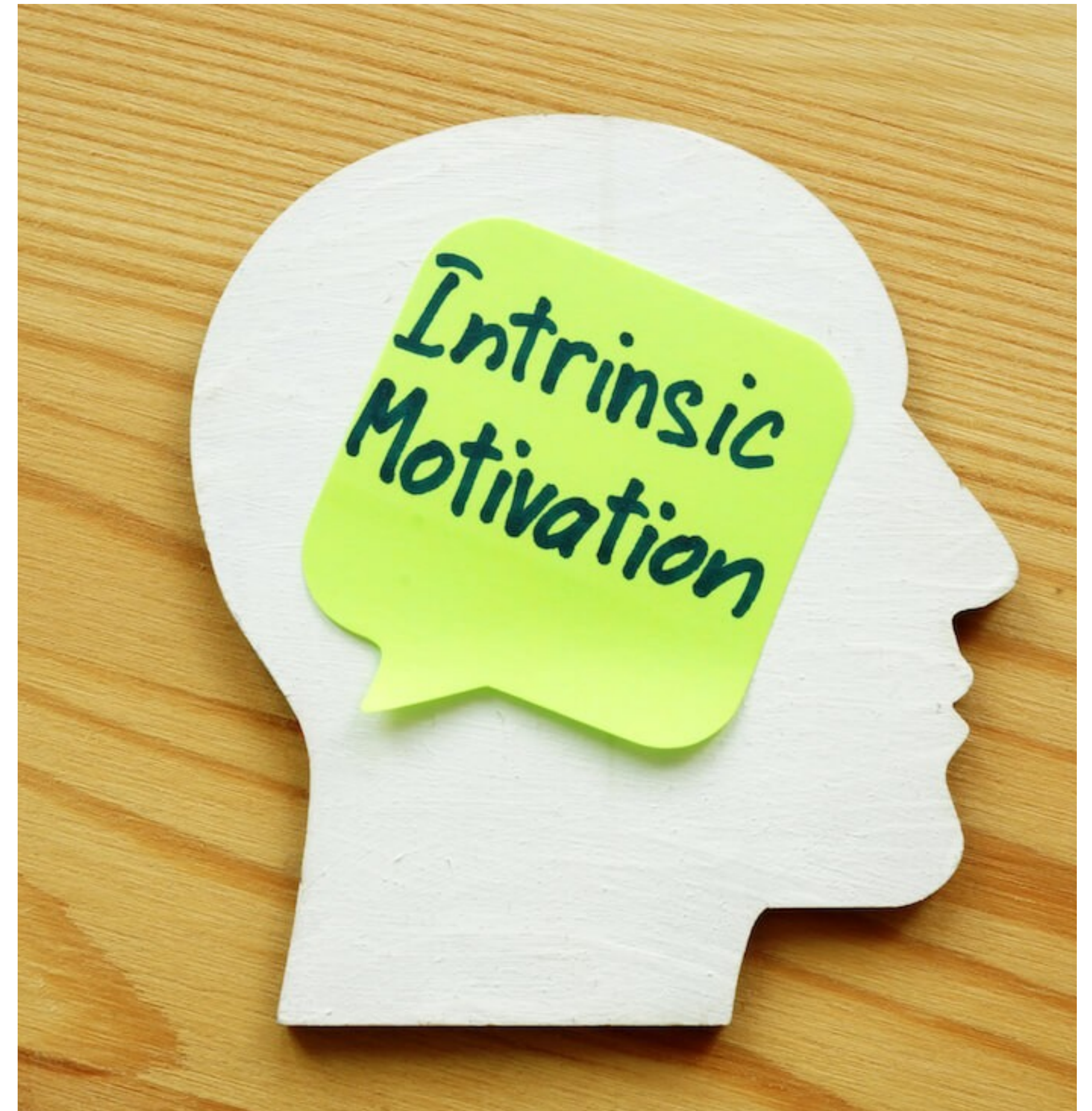
- | | | |
|---------------------|---|--------------------------|
| 1. My Paycheck | → | My Purpose |
| 2. My Satisfaction | → | My Development |
| 3. My Boss | → | My Coach |
| 4. My Annual Review | → | My Ongoing Conversations |
| 5. My Weaknesses | → | My Strengths |
| 6. My Job | → | My Life |

MOTIVATION

Extrinsic	Intrinsic
External	Internal
Carrot & Stick	Psychological Needs
Leads to Compliance	Leads to Engagement
Useful foundation, unhelpful if overused	Elusive but powerful

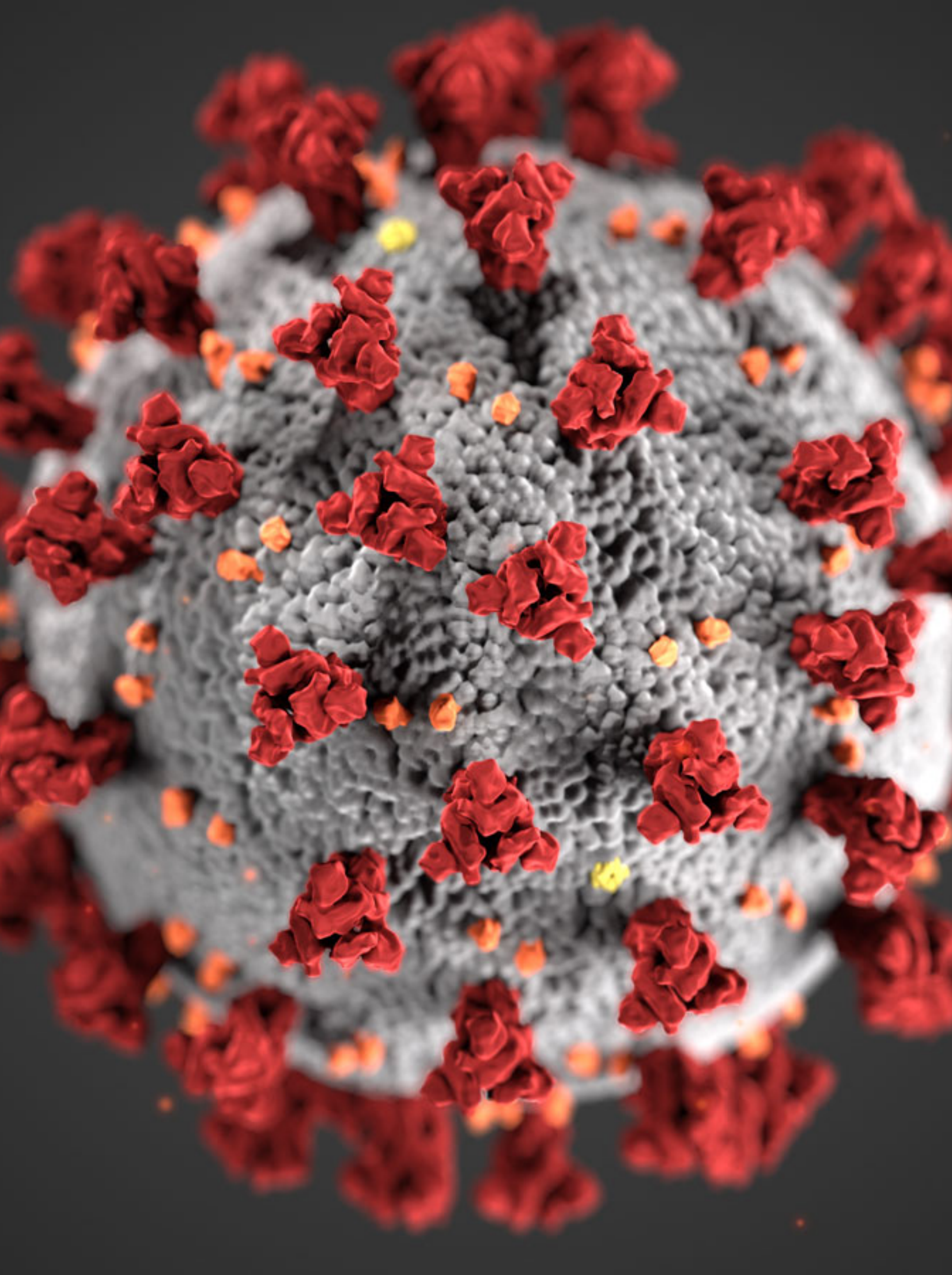
INTRINSIC MOTIVATIONS

- ▶ **Autonomy** - Self-direction and agency
- ▶ **Mastery** - Competence and skill development
- ▶ **Purpose** - Relatedness, belonging, meaning



Q12 – ENGAGEMENT QUESTIONS

1. I know what is expected of me at work. (A, M)
2. I have the materials and equipment I need to do my work right. (M)
3. At work, I have the opportunity to do what I do best every day. (A, P)
4. In the last seven days, I have received recognition or praise for doing good work. (M, P)
5. My supervisor, or someone at work, seems to care about me as a person. (P)
6. There is someone at work who encourages my development. (M, P)
7. At work, my opinions seem to count. (P)
8. The mission or purpose of my company makes me feel my job is important. (P)
9. My associates or fellow employees are committed to doing quality work. (M)
10. I have a best friend at work. (P)
11. In the last six months, someone at work has talked to me about my progress. (M, P)
12. This last year, I have had opportunities at work to learn and grow. (A, M, P)



IMPACTING THE Q12

COVID-19

Q12 – ENGAGEMENT QUESTIONS

1. I know what is expected of me at work. (A, M)
2. I have the materials and equipment I need to do my work right. (M)
3. At work, I have the opportunity to do what I do best every day. (A, P)
4. In the last seven days, I have received recognition or praise for doing good work. (M, P)
5. My supervisor, or someone at work, seems to care about me as a person. (P)
6. There is someone at work who encourages my development. (M, P)
7. At work, my opinions seem to count. (P)
8. The mission or purpose of my company makes me feel my job is important. (P)
9. My associates or fellow employees are committed to doing quality work. (M)
10. I have a best friend at work. (P)
11. In the last six months, someone at work has talked to me about my progress. (M, P)
12. This last year, I have had opportunities at work to learn and grow. (A, M, P)



FURTHER DISCUSSION

ANY QUESTIONS?

TAKE AWAY

OPEN

DAVE@ZOVAKCONSULTING.COM

BLESSINGS TO YOU!