

Join Us Now...



Employee Engagement *A Rising Tide Lifts all Boats*

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The Ellis Companies

Enhancing Employee and Customer Experience

Your industry partner for over 30 years

- ❖ Apartment Mystery Shopping
- ❖ Prospect & Resident Surveys
- ❖ Ratings & Reviews
- ❖ eLearning (Online Training)
- ❖ Customized Training & Coaching

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Thank you for joining us today!
Want to learn more?



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MEET YOUR SPEAKER


Maria Lawson



- Maria Lawson is a 25+ year apartment industry veteran
- Maria started as a Leasing Consultant and worked her way up to a VP of Marketing and Training at Lincoln Property Company
- She is currently the VP of Training and Development for Ellis Partners in Management Solutions
- She handles content development of a wide variety of multifamily industry training programs related to lead conversion, resident retention, and customer loyalty.
- Maria is a coffee addict.

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- **32.6%** of American workers are engaged (Gallup 2016)
- **25%** of employees are highly engaged, 40% are moderately engaged (Aon Hewitt 2016)
- **24%** of employees worldwide are "actively disengaged" (Gallup 2016)
- **29%** of millennials are engaged at work, 16% are actively disengaged, 55% are not engaged (Gallup 2016)



Employee Engagement Radar

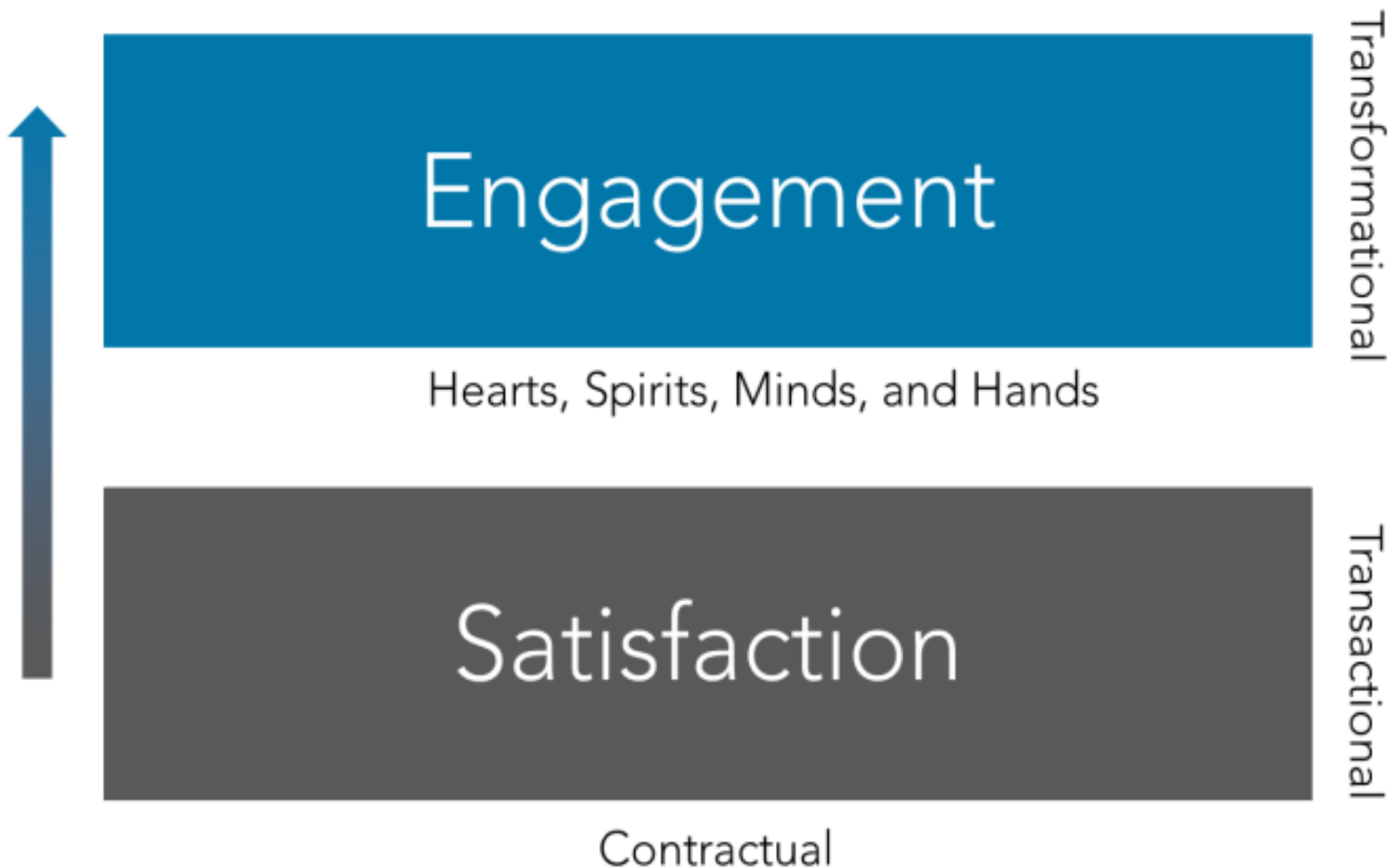
“Employee engagement *is the emotional commitment the employee has to the organization and its goals.* This emotional commitment means engaged employees *actually care about their work and their company.* They don’t work just for a paycheck, or just for the next promotion, *but work on behalf of the organization’s goals.”*

– Kevin Kruse



The Boys In the Boat
1936 Berlin Olympics

The Engagement Experience



Engaged employees are an asset

Employees that are likely to do these things...

	Highly Engaged	Disengaged
Make a recommendation about an improvement that can be made in your company	50%	17%
Do something that is good for your company even if it is not expected of you	78%	24%

Base: 5,317 U.S. consumers employed in for-profit organizations

Source: *Employee Engagement Benchmark Study, 2014*

- Highly engaged employees are 38% more likely to have above-average productivity. (*Source: Workplace Research Foundation*)
- Companies with engaged employees, outperform those without by 202%. (*Source: Dale Carnegie*)
- Companies who implement regular employee feedback have turnover rates that are 14.9% lower than for employees who receive no feedback. (*Source: Gallup*)



Employee Engagement Radar



\$450 Billion

***Employee
Engagement Radar***

“The single biggest decision you make in your job...is who you name manager. When you name the wrong person manager, nothing fixes that bad decision. Not compensation, not benefits — nothing.”
– ***Jim Clifton, CEO Gallup***

“The problem is with your managers, not your employees. If your employees are disengaged, your managers are at fault.”
-***Les McKeown, author and CEO of Predictable Success***



THE Rowers

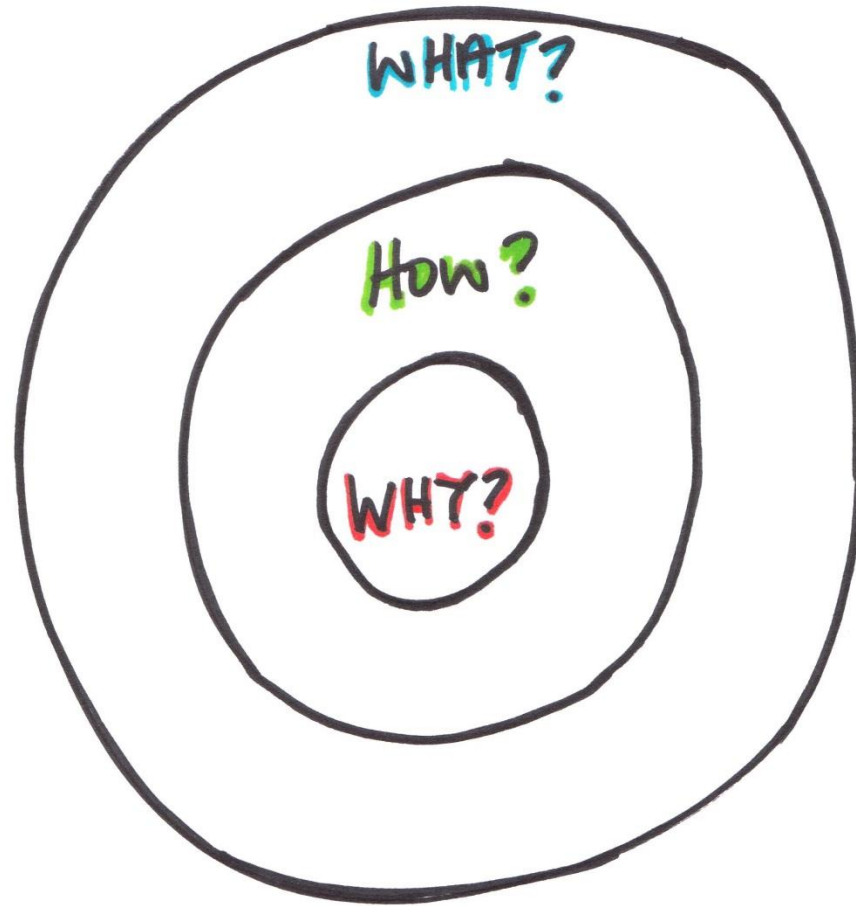


THE Sleepers

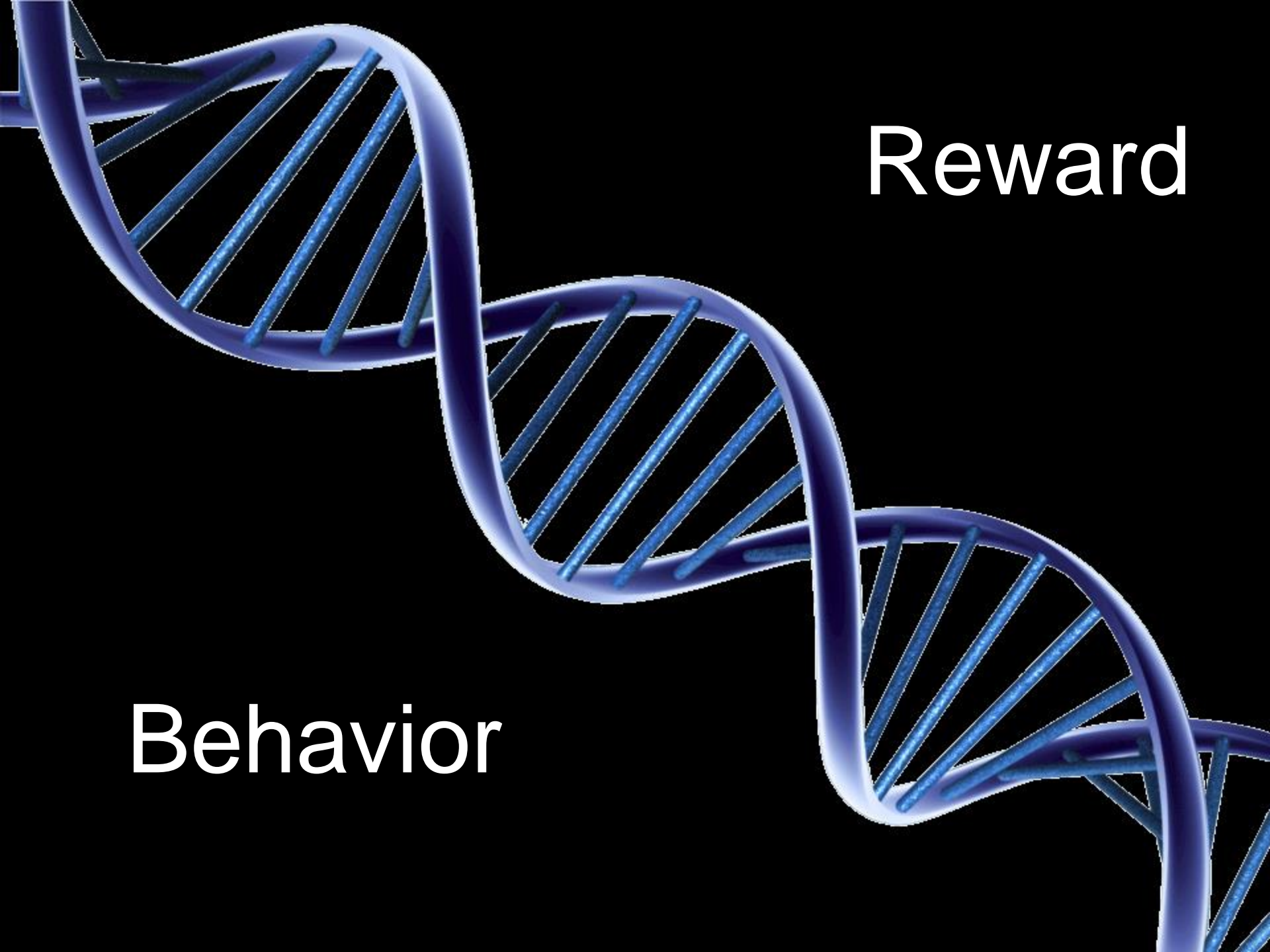
Who's Sinking Your Boat?



THE Sinkers



The DNA



Reward

Behavior



Quicken Loans[®]
Mortgage Services



Wegmans



15

**15 IDEAS TO LIFT
YOUR BOAT**

1. Shorten Feedback Loops
2. Write a Note
3. Anniversary Cards
4. Community Yearbook
5. Connect with family/pets
6. "My Favorite Things"
7. 5 Minute Desk Chat
8. Lateral Career Map
9. Weekly Motivation
10. "Grant-a-Wish"
11. Ditch a Task
12. Trash the Meeting
13. Show & Tell
14. Month for Mentoring
15. Distraction Jar

Get rid of your Sinkers!

**15 IDEAS TO LIFT
YOUR BOAT**



Questions?



Upcoming Webinar



Presenter: Misty Sanford

When to Take the Conversation
Offline

*Thursday, June 8, 2017
1:00 PM – 1:30 PM CT*

Register at www.epmsonline.com

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