Employee Engagement

A Rising Tide Lifts all Boats
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
Thank you for joining us today!

Want to learn more?

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Employee Engagement

A Rising Tide Lifts all Boats
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.
➢ 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 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

Engagement: Hearts, Spirits, Minds, and Hands

Satisfaction: Contractual

Transformational vs. Transactional
Engaged employees are an asset

Employees that are likely to do these things...

| Make a recommendation about an improvement that can be made in your company | Highly Engaged: 50% | Disengaged: 17% |
| Do something that is good for your company even if it is not expected of you | Highly Engaged: 78% | Disengaged: 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
Who's Sinking Your Boat?

THE Sinkers
The DNA
Behavior

Reward
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

When to Take the Conversation Offline

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

Register at www.epmsonline.com

Presenter: Misty Sanford
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