

# Employee Engagement - Why Bother?

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# Employee Engagement



# Higher Productivity

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Will people really work harder?



# Higher Productivity



**What is meant by ‘higher productivity’?**

**It means producing more work than was the norm in the hours available.**

**It is not about working overtime.**

**It is about maximising the use of the hours available in the standard working day.**

# Higher Productivity



**It is a fact, that generally the harder people work the more money a business will make.**

**So, it is very much in your interest to ensure that your employees maximise the use of their workhours and work as hard as possible.**



# Higher Productivity



Now this is very simple: happy people tend to be more productive.

**They:**

- Are more focussed
- Work with their colleagues more effectively
- Take pride in their work
- Have better time management
- Are more bothered about getting it right

# Staff Retention

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Why will people choose to stay?



# Staff Retention

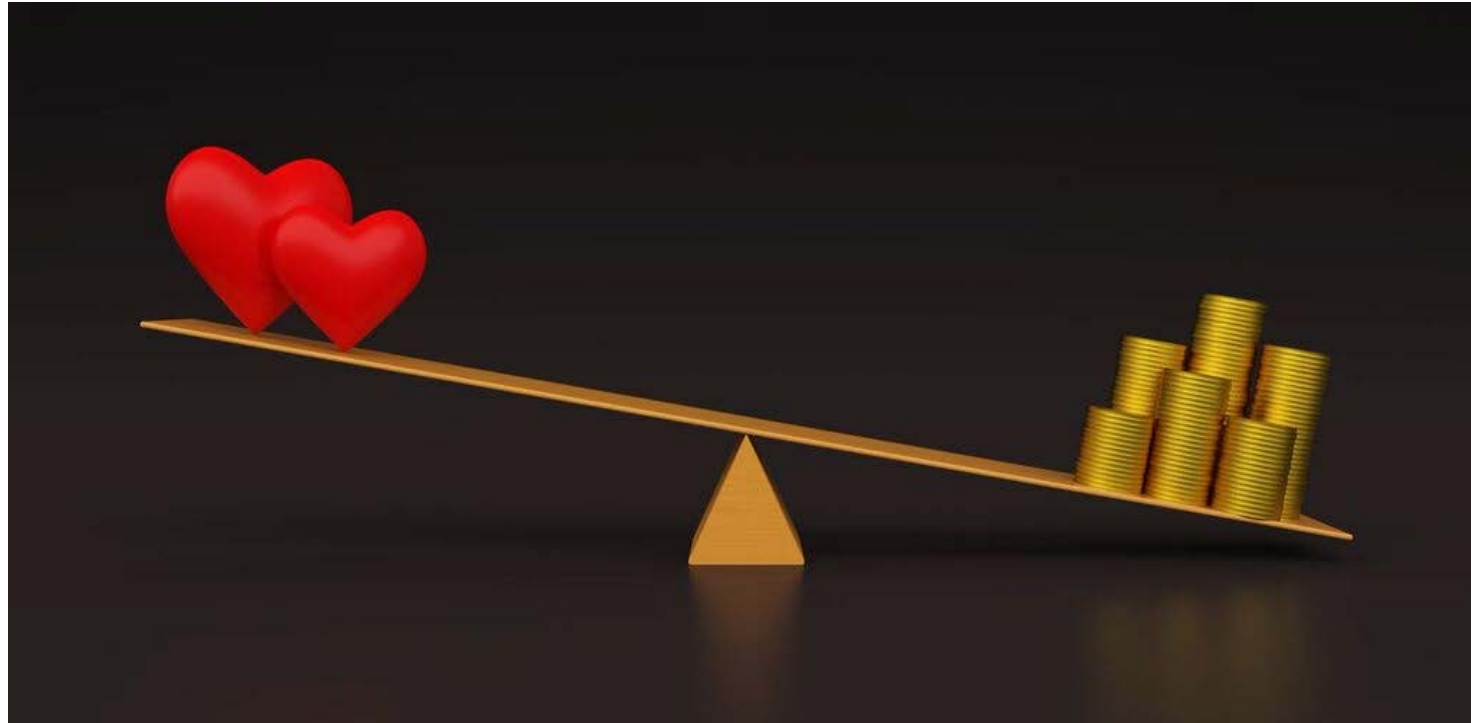


So why do employees decide to leave?

- Money
- Anger
- Resentment
- Better offer
- Unhappy
- Unappreciated
- Overworked
- Bored



# Staff Retention



**These are all issues that will cost you, as a business, money.**



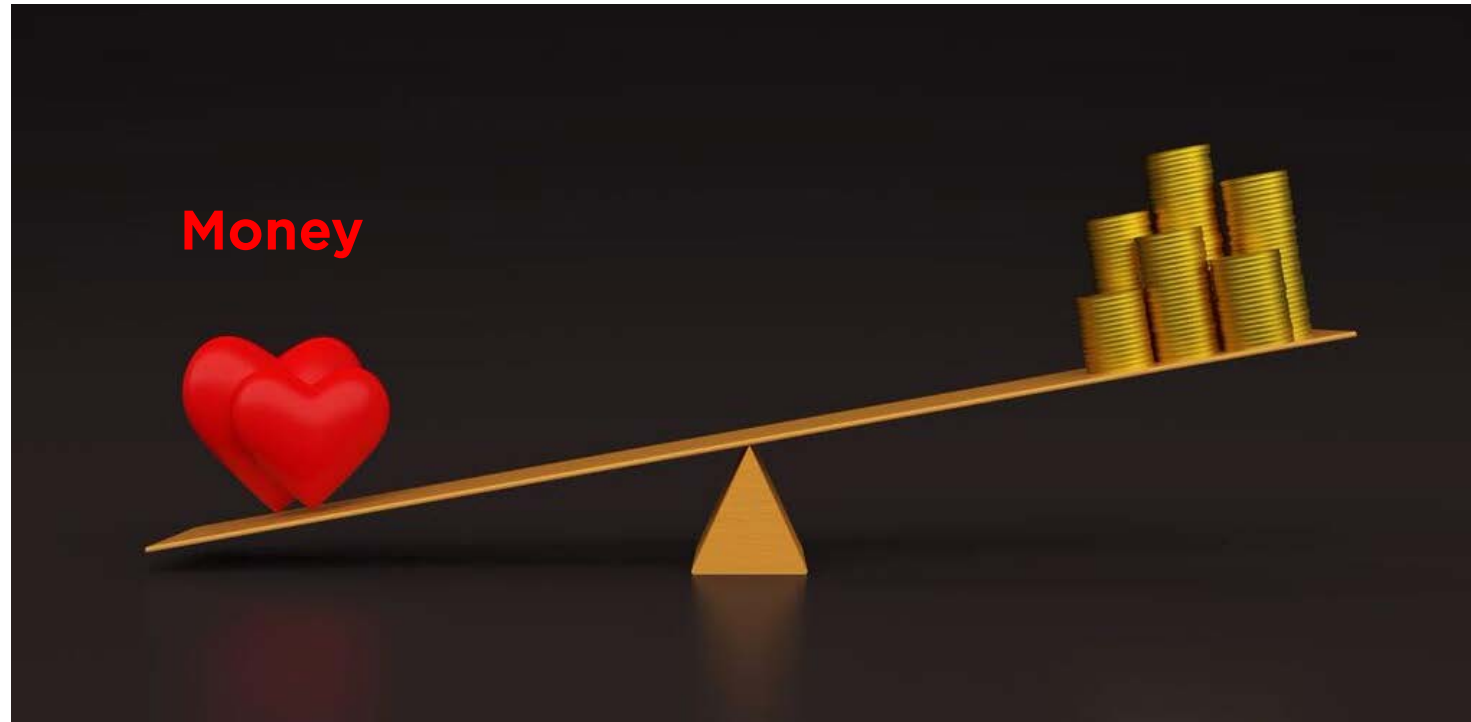
# Staff Retention



So how much of an effect does someone leaving really have?

- **Profits**
  - Recruitment takes time and costs money
  - Staff shortages lead a to a decrease in service and productivity
- Low moral of other staff
- Training
  - Takes time and costs money

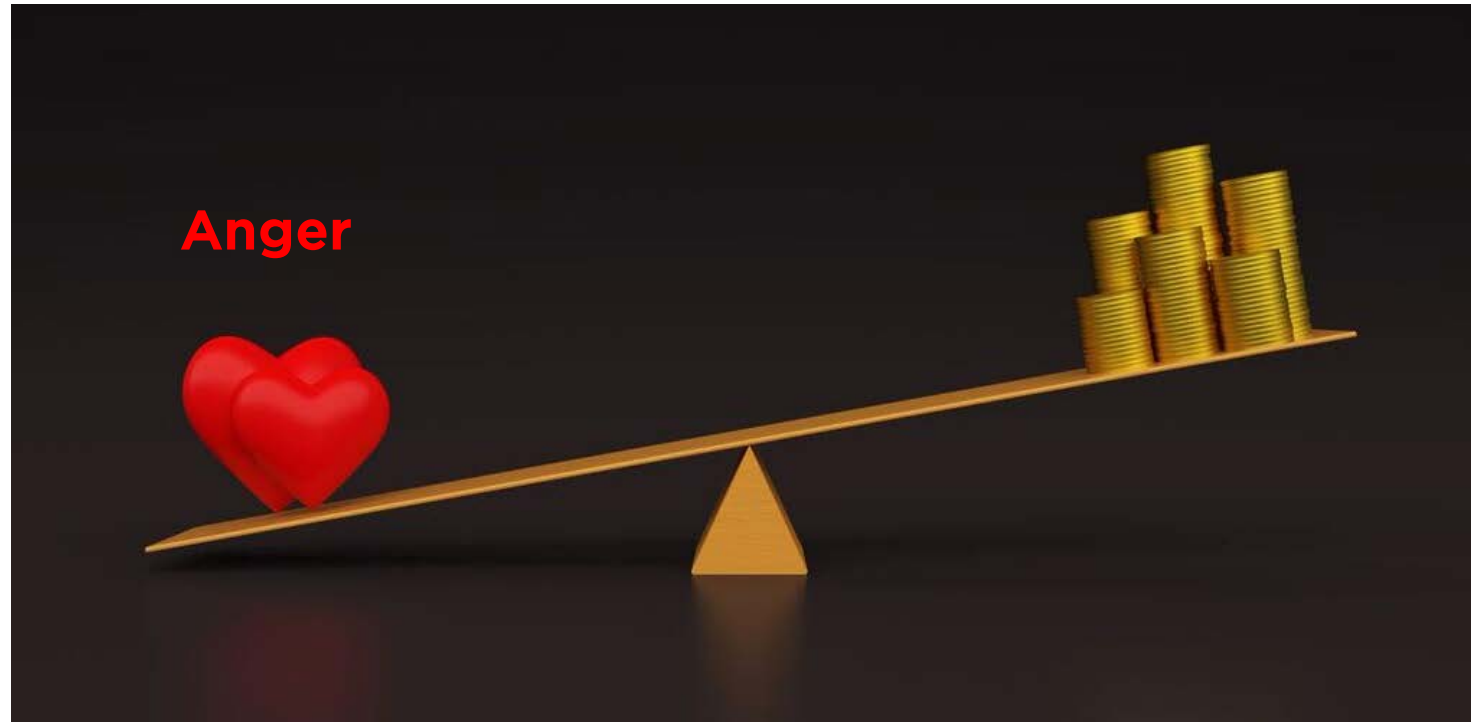
# Staff Retention



What can you have an affect on?



# Staff Retention



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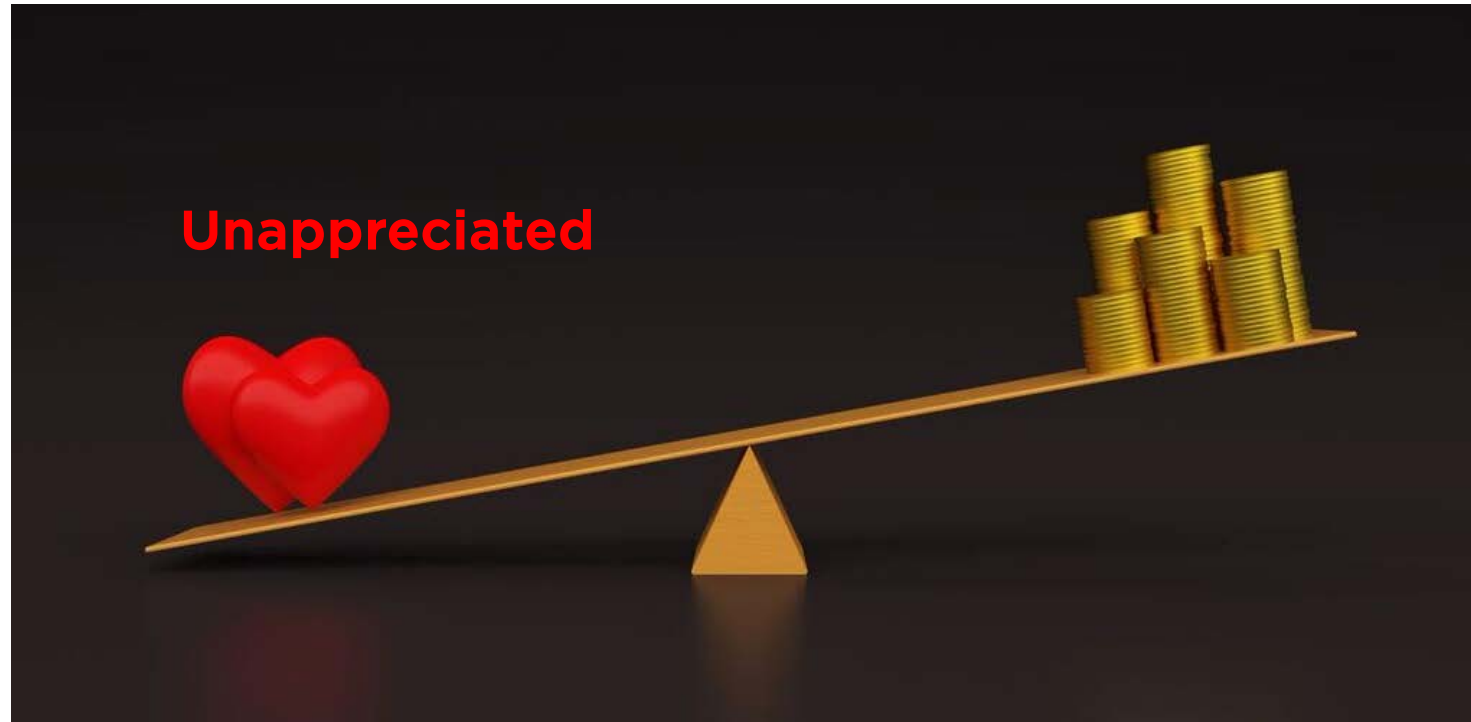
# Staff Retention



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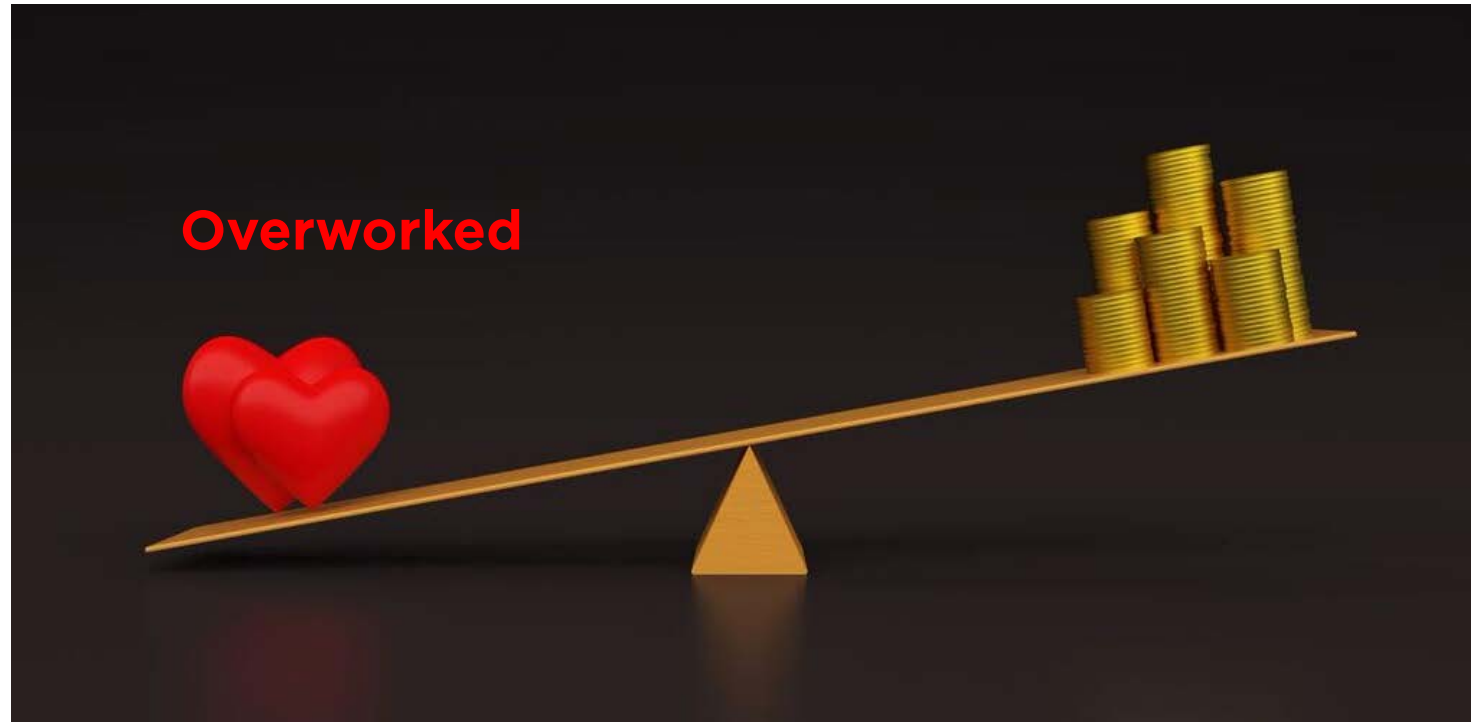


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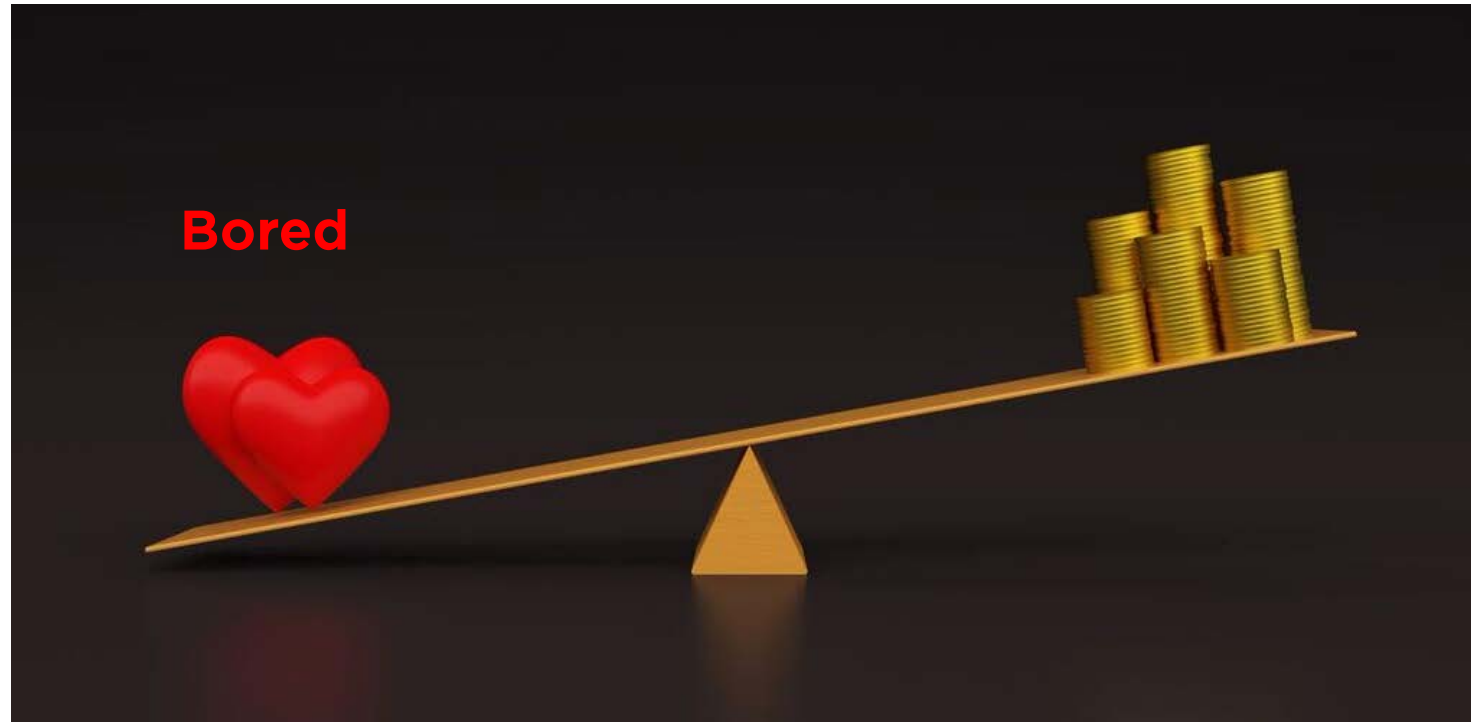
# Staff Retention



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What can you have an affect on?



# Staff Retention

So, in conclusion, this is very simple...

- **Keep your staff happy and they will stay**



# Staff Retention

So, in conclusion, this is very simple...

- Keep your staff happy and they will stay
- Not having to continually replace staff will save your business money.



# Better Environment / Atmosphere

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Why does this really matter?



# Better Environment / Atmosphere



If the work environment is negative, how might that make your employees feel?

- Stressed
- Isolated
- Resentful
- Scared
- Unhappy
- Unappreciated
- Paranoid
- Out of control

# Better Environment / Atmosphere



If the work environment is negative, how might that make **YOU** feel?

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# Better Environment / Atmosphere

If the work environment is negative, how might that make everyone act?

- **Negatively**
- **Limited effort**
- **Angrily**

If people act in the above manner, then what is likely to happen?

- **More absences**
- **More arguments**





# Better Environment / Atmosphere



So why does having a better environment / atmosphere to work in really matter?

People will enjoy coming to work, which tends to lead to:

- Less absences
- Better productivity
- A feeling of being supported
- A better working environment for all
- A more tranquil atmosphere

## Increased Loyalty

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Will people really work harder?



# Increased Loyalty

When we hear the word loyalty, it is hard not to picture 'man's best friend', the dog. It is a well known fact that no matter how badly a dog is treated, a dog will always return to its owner. Sad but true.

People are not dogs.



# Increased Loyalty

When we hear the word loyalty, it is hard not to picture 'man's best friend', the dog. It is a well known fact that no matter how badly a dog is treated, a dog will always return to its owner. Sad but true.

People are not dogs.

Treat a person badly and nine times out of ten they will leave. In that sense people are more like cats.



# Increased Loyalty

But people do have some similarities to dogs in terms of how they respond when treated well.

For instance, most of us:

- Have an instinctive need to try and please
- Respond well to praise
- Want our bosses to be happy with our performance

Why?



# Increased Loyalty

Our lives are generally easier and more pleasant if our manager is happy with our performance.

Most people don't want unnecessary grief in their lives.



# Increased Loyalty



So what are the effects of increased loyalty?

People will value their possible contribution to the business more, which tends to lead to:

- Less absences
- Less likely to leave
- More likely to work harder to achieve business outcomes

# Decrease in HR Issues

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Does it actually matter?





# Decrease in HR Issues



When we talk about HR issues, generally we are referring to grievances and disciplinaries.

What do these two things have in common?

- Unhappy employees
- The employees involved have to spend time away from their jobs
- Time costs money

# Decrease in HR Issues



If you are having to investigate a large volume of disciplinary matters and grievance matters then your organisation may have a problem.

Now that problem might be one of the following:

- Over zealous management
- Inappropriate application of policies and procedures
- A fundamental misunderstanding, within the workforce, of appropriate behaviours, rights and responsibilities

# Decrease in HR Issues

There is less chance of behaviours occurring that will result in disciplinaries and grievances if:

- Employees feel able to talk about what is bothering them
- They feel appreciated
- They enjoy coming to work



# Decrease in HR Issues

There will always be a need for disciplinaries.

Employees should always have the right to bring a grievance where appropriate; the processes are essential for reasons of legality and fairness.

We are talking about creating an environment that will prevent situations escalating unnecessarily, not repressing peoples' rights.



# Decrease in HR Issues

Disciplinaries and grievances often break the binds of trust between employee and employer, colleague and colleague.

When trust has been broken, people are more inclined to find fault and see insults.

They also tend to work less hard and be more resentful.



# Decrease in HR Issues

**Resentful employees will cause an increase in disciplinaries and grievances and a reduction in productivity, all of which will cost the business money.**

**Why, as a manager, would you want this cycle of disciplinaries and grievances to occur?**



# Decrease in HR Issues

Possible outcomes of disciplinaries / grievances:

- Permanent removal of employees
- Suspension of employees
- Grudges and revenge
- Resentment and tension
- Embarrassment
- Resignations
- Ostracization
- Increase in absences
- Everyone lives happily ever after





# Decrease in HR Issues



People who feel valued and appreciated, who enjoy coming to work and feel that they can freely discuss any issues that are bothering them, tend not to find themselves in situations which result in either a disciplinary or grievance. This is because they feel safer and wanted.

So, logically, the happier your employees are, the less disputes you, as a manager, will have to deal with.





# Summary



We looked at the issue of why bother with employee engagement.

The answer is very simple...

Good employee engagement can save costs and thus create more money for the business.

