

Breakfast with an Expert

Thursday, February 25 | 9:45 - 11 AM EST

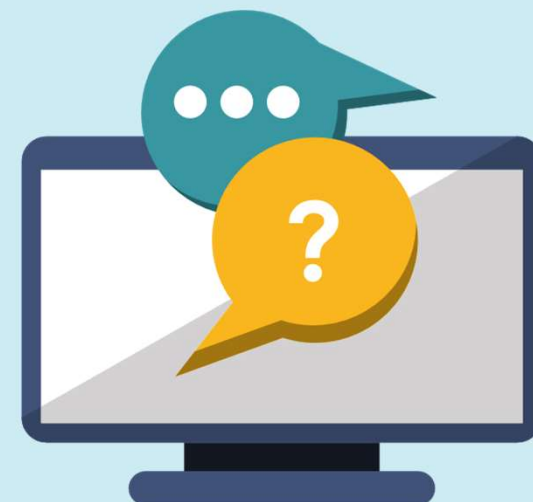


Employee Satisfaction to Inspiration – Closing the Gap

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PRODUCTION SOLUTIONS

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Best Engagement & Results

- *This is a time to connect to yourself and with others!*
- *Really listen to your heart and mind and feel your thoughts and insights.*
- *No ELS (outside of Zoom).*
- *Ask for what you need (break, questions, clarification, more time, etc.)*
- *Use pen and paper to write down your thoughts and answers.*
- *Turn off your video when you are working and hide your self view when on screen.*
- *Please MUTE – when not talking. 😊*

Time to get back to magic!



*Most of the time, the phrase is, “**it’s time to get back to work.**”*

*This means it’s time to **stop being creative, stop dancing with possibility, stop acquiring new insights and INSPIRATION—and go back to the measurable grind instead.***

*Maybe we’d be better off saying, “**I need to get back to making magic.**”*

Because that’s what we’d actually like to be getting paid to create.

-Seth Godin

“Life isn’t about finding yourself. It is about creating yourself.”

–George Bernard Shaw

The **Outer** Game



- AND -

The **Inner** Game



Did you know: On average, we have 6,200 thoughts per day. 80% are negative. 95% are repetitive.



Let's Go to The Polls...!



The Importance of Inspiration on Human Capacity

We see new possibilities

We're receptive to an outside influence

We feel energized and motivated

We can transcend beyond ordinary experiences and limitations

We move from apathy to possibility

We transform our perceptions of our own capabilities



Pyramid of Employee Needs

INSPIRED EMPLOYEES...

Get meaning and inspiration from their company's mission

Are inspired by the leaders in their company



Only a select FEW AIM for this level

ENGAGED EMPLOYEES...

Are part of an extraordinary team

Have autonomy to do their jobs

Learn and grow every day

Make a difference and have an impact



A MUST for sustainable success

SATISFIED EMPLOYEES...

Have a safe work environment

Have the tools, training, and resources to do their jobs well

Can get their jobs done efficiently, without excess bureaucracy

Are valued and rewarded fairly



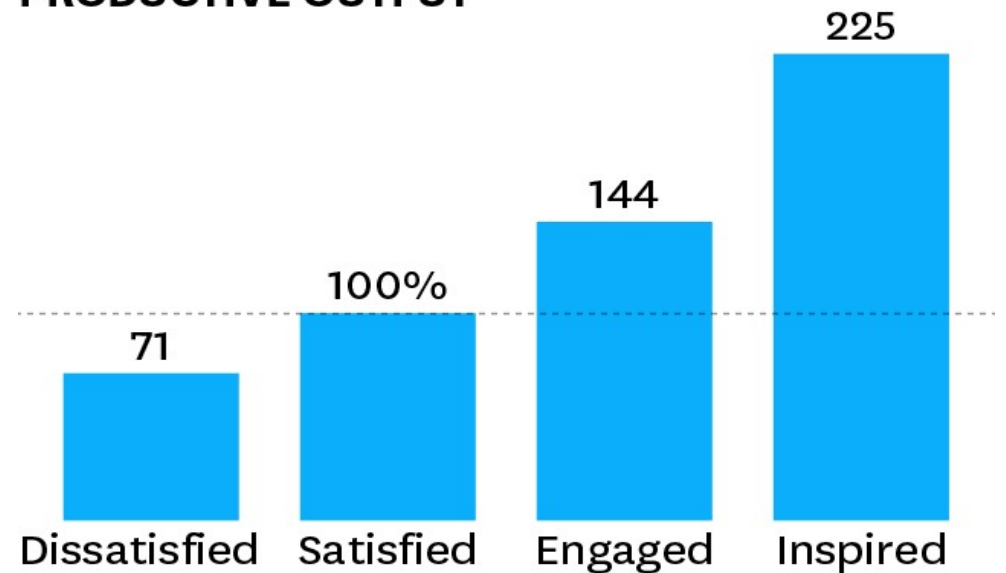
NO longer a baseline to be satisfied with

High Engagement Fuels Inspiration

Inspired employees are **125%** more productive than satisfied employees, and they are **71%** more productive than engaged employees.

Inspired Employees Are the Most Productive

PRODUCTIVE OUTPUT



SOURCE BAIN & COMPANY AND
EIU RESEARCH, 2015

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Employee Engagement in COVID Times: The Manager's Role

*2020 was an unprecedented year, with a lot of added stress, fear/uncertainty, and unprecedented challenges.

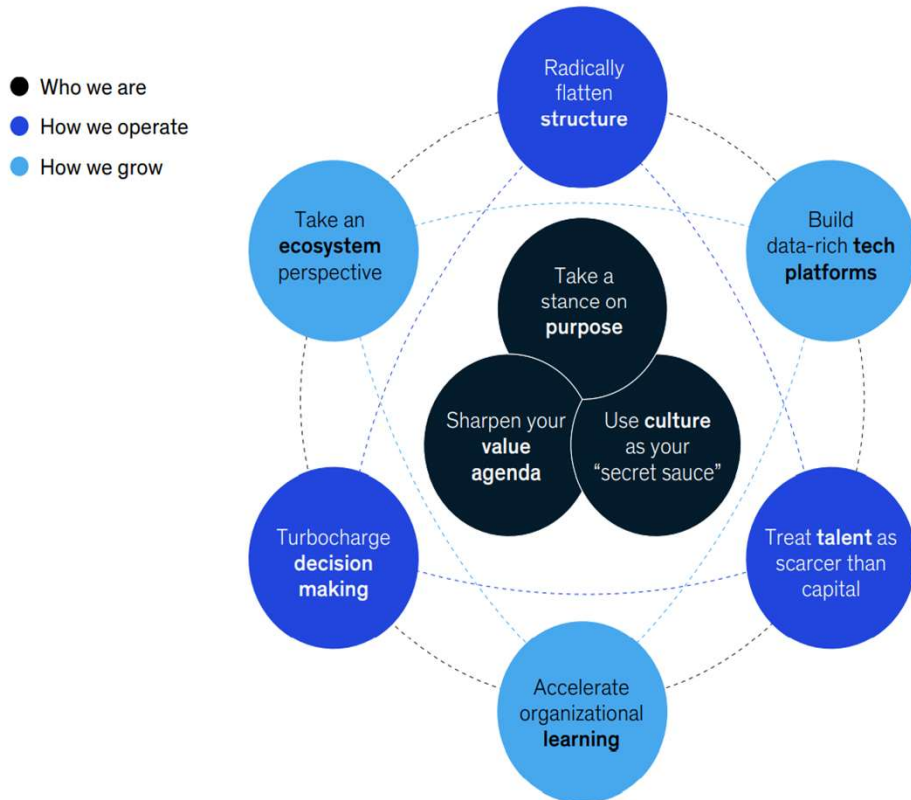


1. Frequent (and timely) feedback leads to higher employee engagement.
2. Most employees receive far too *little* feedback (positive or negative).
3. Employee engagement is an even stronger predictor of performance during tough economic times.
4. Management has a stronger influence on burnout than hours worked.
5. Workplace burnout is reduced to near zero among engaged employees with high wellbeing who also work in a culture that honors individual strengths.

Source: Gallup Workplace Insights: What We Learned in 2020 <https://www.gallup.com/workplace/327518/gallup-workplace-insights-learned-2020.aspx>

Exhibit 2

Nine organizational imperatives will separate future-ready companies from the pack.

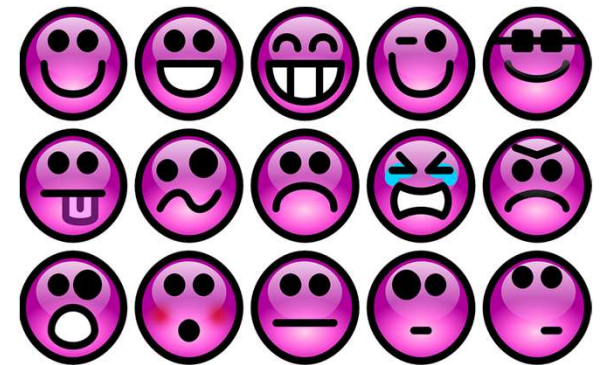


At the Core of the 9 Imperatives to be Future-Ready:

- Take a stance on **Purpose**
- Sharpen your **Value Agenda**
- Use **Culture** as your "secret sauce"

Content-Digestion Time!

- ✓ What themes stood out for you?
- ✓ What surprised you?
- ✓ What was most insightful?



Inspiration Ideas for Organizations



Building Organizational Inspiration on 5 Fronts



1. **Measure:** Know your data and use it with employee satisfaction, engagement, and inspiration –and then consistently share the results and actions collaboratively and timely with everyone
2. **Purpose Paced:** Ensure employees build a deeper connection to the purpose and mission of the customer or social mission, within each role, and know the “WHY”
3. **HXM:** Human Experience Management - develop a humane philosophy and implement it – tie it to your value proposition, operating model, and working environment
4. **Slash Bureaucracy:** Create a high-autonomy organization without losing the benefits of scalability and repeatability
5. **Win/Win:** Invest in Inspirational Leadership Development – to deliver required business results while also inspiring employees

Aim for Inspiration:

Because everyone deserves a job that serves their life...AND deserves a life that is awesome on every level.



AIMING FOR
INSPIRATION 

THE PAST

My Paycheck

My Satisfaction

My Boss

My Annual Review

My Weaknesses

My Job

OUR FUTURE

My Purpose

My Development

My Coach

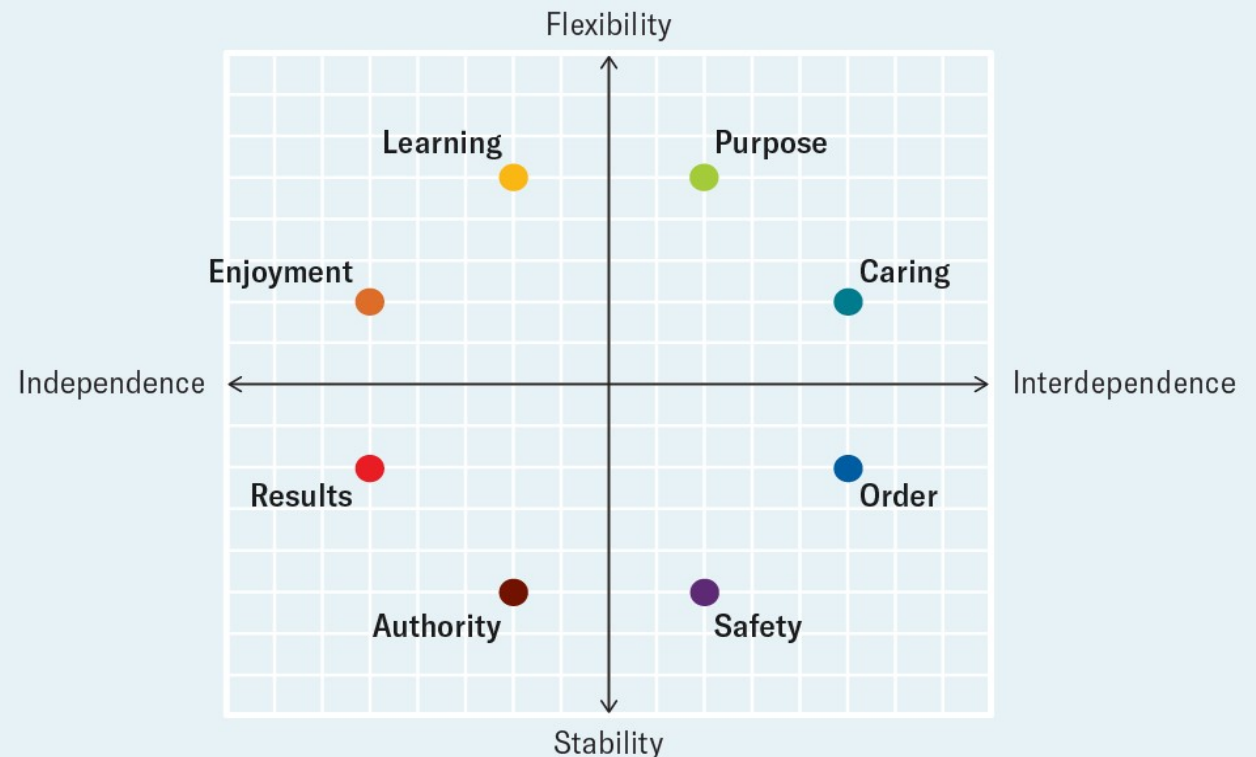
My Ongoing Conversation

My Strengths

My Life

The 8 Styles of Company Culture

Culture can be a powerful lever for maintaining, renewing, and shaping an organization's viability. This graphic maps eight distinct culture styles onto two dimensions: how people respond to change (flexibility versus stability) and how people interact (independence versus interdependence).



Source: Spencer Stuart

From: "How Corporate Cultures Differ Around the World," by J. Yo-Jud Cheng and Boris Groysberg, January 2020

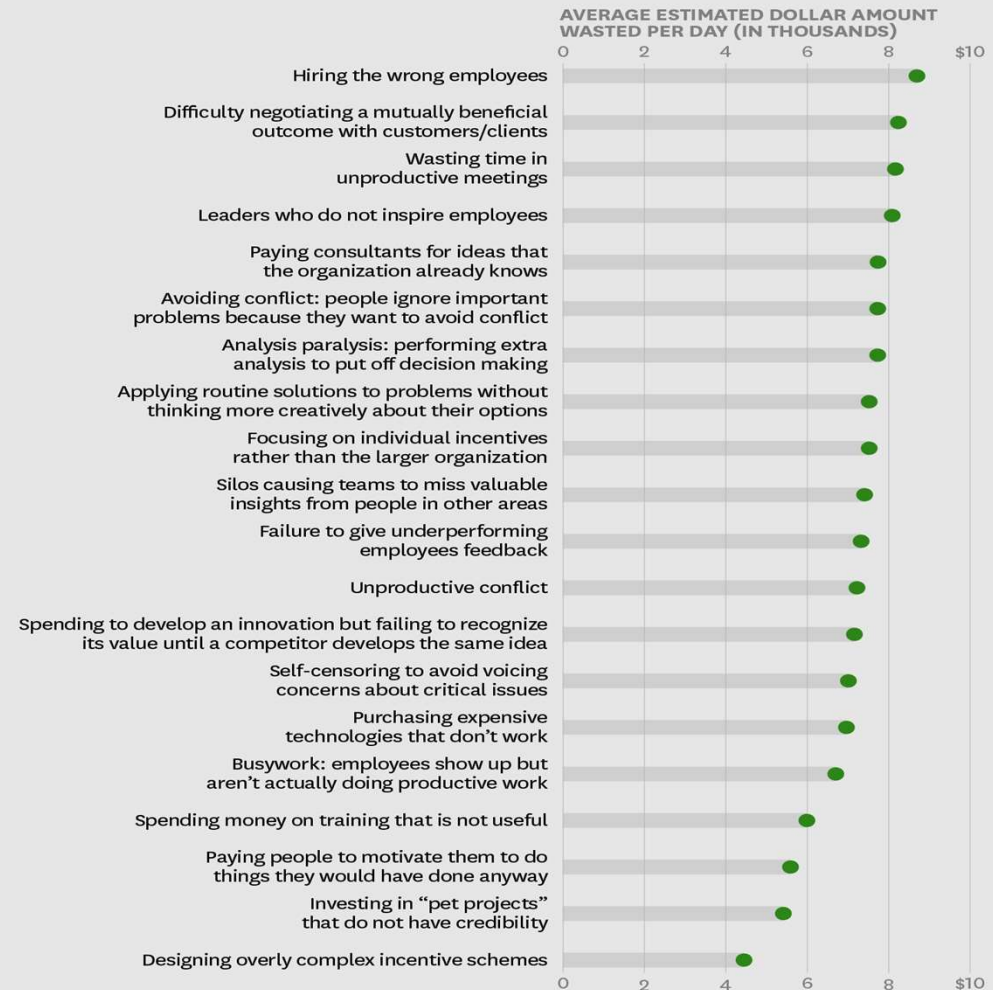
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#4 On the List at \$8,000.00 wasted per day: Leaders who DO NOT inspire employees!

- #1 – Hiring the wrong employees
- #2 – Difficulty negotiating a mutually beneficial outcome with customers/clients
- #3 – Wasting time in unproductive meetings
- #5 – Paying consultants for ideas that the organizations already knows

How Much Money Executives Estimate They Waste Each Day

And on what, based on a survey of 83 of senior managers.

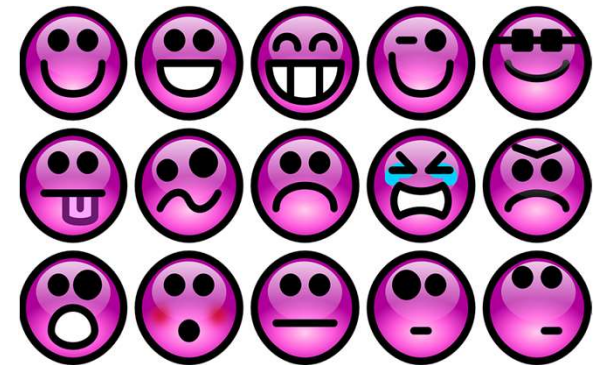


SOURCE: STOP SPENDING, START MANAGING, BY TANYA MENON AND LEIGH THOMPSON
FROM "PUTTING A PRICE ON PEOPLE PROBLEMS AT WORK," BY TANYA MENON AND LEIGH THOMPSON, AUGUST 2016

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Inspiration Ideas for Individuals



Cultivating Individual Inspiration on 5 Fronts



- 1. Make a Move:** Inaction is the enemy when feeling stuck – AND – our behavior affects how we think and feel
- 2. A.B.L.:** Always Be Learning, and exposing yourself to new experiences, people, situations, and inspirational content.
- 3. Enrich Your Network:** Seek out and connect with new people regularly – either through research, reading, or plan to meet and connect – especially on the topic of inspiration, and or to find connections on how you can support each other. **(Also – staying connected to Friends & Family is important!)**
- 4. Limit Your Choices:** Too many choices keep us stuck, and too deep in our heads vs. our hearts, and being in action.
- 5. Establish Routine:** Create an Inspiration Cultivation Habit!



Developing an Inspiration Cultivation Habit

Motivation vs. Intention



- Our brains crave certainty and clarity
- Typically start with an intention or goal like: “I need to get in shape.”
- And then we say: “I need to get motivated!”
- Instead – research proves that using an **Implementation Intention** is best practice
- When we do this – we double and sometimes triple our chances of success in establishing a habit
- Because we move from **Desire** to **Implementation** – and we have now giving our habits space and time to live in the world for us

Source: James Clear; Atomic Habits



Implementation Intention Example:

***Must write it down, and refer to it often while building the new habit**



- I will [Behavior] at [Date/Time] in [Location]
- I will [read 20 mins of inspirational material] on [Monday at 10:00am], at [my coffee table, without my phone nearby]

Now When Life Happens You Need A Support Plan:

- IF [Disruptive Event] THEN [New Plan Details]
- If [It snows, and schools are closed with kids home] then [I will read 20 mins of inspirational material] on [Tuesday at 9:00am, before my 9:30am team meeting] at [my coffee table, without my phone nearby]

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Give to “Yourself” – Take Charge of Your Own Destiny!

Everyone deserves a
life that feels awesome
on every level

Generate daily energy
and inspiration – a little
goes a long way

Give yourself permission
to succeed (you are
worthy of it)

Be comforted in not
knowing and trust that the
answers will find you

Take on new challenges,
learn continuously, stay
driven

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Give to the “We” – Help Others Do the Same

A better future starts
with a better day in the
present moment

Stop competing; start
collaborating and
encouraging (ensure that
no one will be left behind)

Seek out others who
energize and inspire you
and be ready when
tapped on the shoulder to
do the same

Encourage each other to
be bold, because success
favors the bold

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Give to the “Collective” – Settle No More

Make colleagues, clients, partners, and donors feel great, so they can make others feel the same (ripple effect)

Everyone on this planet deserves to live an awesome life. Ensure you can and are contributing to that

Achievements are tipping points – from days, weeks and years of the same effort and intentions

Encourage the learning, development and continuous growth of others as much as possible

Inspiration is Contagious!

Opportunity to Partner Up to Deepen Your Connections:

- We will randomly pair you up with another participant from today
- Ben & Katherine will email you each month an Inspiration exercise
- You and your partner set up a time to work through the exercise
- We will do this for 3 months starting in March

*Hint, Hint: The first exercise will be to establish an Inspiration Cultivation Routine, using the habit-forming structure of the Implementation Intention



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Thank YOU for YOUR Time and Attention!

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