Financial Disclosure

Creating Results through Employee Engagement

Presented by: Elizabeth Holloway

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Session Objectives

- Understand the correlation between passionate employees and great patient experiences.
- Understand how to effectively communicate engagement needs.
- Identify staff members who may be disengaged and understand why.
- Identify management techniques to help employees re-engage.
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People Success
- Identify Strengths
- The Right Fit
- Great Managers
- Engaged Employees
- Engaged Patients

People Success (continued)
- Sustainable Growth
- Real Profit Increase
- Stock Increase

Management Styles
- No Feedback
- Focus on Weakness
- Focus on Strength
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**Staff Engagement**

- Engaged
- Not Engaged
- Actively Disengaged

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**Strengths Drives Engagement**

How employee feels supervisor focuses on employee talents:

- Focus on Strengths:
  - My supervisor focuses on my strengths or positive characteristics (4 or 5 on a 1 to 5 scale)

- Focus on Weaknesses:
  - My supervisor focuses on my weaknesses or negative characteristics (4 or 5 on a 1 to 5 scale)

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“Ignoring people is the worst thing you can do to them.” — Don Clifton

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**Engagement Drives Happy Patients**

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Engagement Metrics

70% of Americans Below Potential

Gallup’s Q12

EMPLOYEE EMPOWERMENT

Expectations
Materials & Equipment
Best Every Day
Recognition
Caring Co-Worker
Development
“I Count”
Mission
Quality Work
Best Friend
Reviews
Growth
Q1: Expectations

I know what is expected of me at work.

- Policies and procedures
- Structure of business
- Defined roles
- Protocols

Q2: Materials and Equipment

I have the materials and equipment I need to do my work right.

- Repairs and maintenance
- Computers
- Serviced equipment
- Supplies

Q3: Best Every Day

At work, I have the opportunity to do what I do best every day.
Q4: Recognition
In the last seven days, I have received recognition or praise for doing good work.

Q5: Caring Co-Worker
My supervisor, or someone at work, seems to care about me as a person.

Q6: Development
There is someone at work who encourages my development.

My Goals
1.
2.
3.
Q7: “I Count.”

At work, my opinions seem to count.

Q8: Mission

The mission or purpose of my company makes me feel my job is important.

Q9: Quality Work

My associates or fellow employees are committed to doing quality work.
Q10: Best Friend
I have a best friend at work.

Q11: Reviews
In the last six months, someone at work has talked to me about my progress.

Q12: Growth
This last year, I have had opportunities at work to learn and grow.
Disengaged Employees

- Complain
- Lack Enthusiasm
- Irresponsible
- No Question
- No Growth

13 Personality Traits of a disengaged Employee

- Gossip
- Make excuses
- Know-It-All
- Doesn't help others
- Liar
- Distracted
- Independent
- No initiative

Employee Responsibility

Engagement is not just up to the manager!

Employee's must ask:
- “What can I do to be the best at my job?”
- “What do I need to do to help our patients?”
- “What can I do to develop myself?”
- “How can I learn new skills?”

Good Turnover

- Disengaged Employees
- Unresponsive to Q12 Efforts
Employee Re-engagement

- Apply Q12
- Hold employees accountable
- Recognize great work
- Eliminate drama

Summary

- Passionate employees lead to great patient experiences.
- Communicate engagement through Q12.
- Disengaged staff members will need to move toward engagement.
- Motivated managers will help employees decide whether to stay or go.

Any questions?
Thank you for attending!

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