SILVER ROSE
CHANGE YOUR FOCUS; ENGAGE YOUR TEAM

I believe we have the capability to innovate our way out of anything. The problem is, we generally don't act until there is a crisis. When unemployment was in double figures, there was no compelling reason to pay attention to the importance of engaging employees. After all, where were they going to go? It was tough "out there" and they were unlikely to walk out the door.

Even if you're a kind soul who truly cares about your team, there's still a good chance you have not been giving enough attention to engaging your employees. You're busy; you have a lot to do.

Consider this your wake-up call. Your employees now have many options, especially your top performers. Unemployment is at 4%. Take your team for granted at your peril. There IS a crisis; time to innovate.

At a time of year when most organizations are looking at budgets, an equally important task is to look just as closely at your employee engagement. There are numerous ways to measure it: use of employee benefits, mistakes made, customer accolades versus complaints, productivity, etc. My guess, however, is that you already know whether your employees are engaged. You can tell by the energy (or lack thereof) at your work place.

If there is one thing you can do this year to ensure growth and/or increased productivity, it is to focus on ways to engage your team more fully. Unfortunately, this is often not even on most leaders' radar. It's too easy to decide that it's hopeless– people will be people – I can't do anything about whether or not they are engaged.

How do you know? Have you even *tried*?

First of all, you get more of what you focus on. The moment you shift your focus from, "What's the use?" to "Let's see what we can make happen," you will begin to see an uptick in engagement. Add to that some simple approaches:

- Before going straight to your work area at the beginning of your day, make an effort to greet everyone on your team. If they respond with a puzzled look and ask, "Who are you again?" you know it's a bigger problem than you feared.
- "Catch" people doing something right.
- Say "thank you" and be specific about what you're thanking them for.
- Write them up for doing something well versus writing them up for mistakes.

These are just a few ways to engage your employees, there are many more. Those listed above don't take a lot of time; they do take focus.

Why not try them out? Be innovative! What have you got to lose?

> *"There is a principle which is a bar against all information, which is proof against all arguments, and which cannot fail to keep a man in everlasting ignorance—that principle is **contempt prior to investigation."*** - Herbert Spencer

Or, as the old TV slogan encouraged us, "Try it; you'll LIKE it!"

To schedule a FREE 20-minute phone call about how you can make your work environment more engaging, email Silver@SilverSpeaks.com