

POWER 2 TRANSFORM

July 2009

Volume 9, Issue 2

Specializing in Leadership and Team Development

Addressing ‘Un-engaged’ Employees

In spite of current economic conditions, there are still employees in the workforce these days that are not “actively engaged” at their company. In other words, they don’t display passion or enthusiasm about their job, and as a result, their production (as well as their overall contribution to the company) suffers. At times like these, the last thing that companies need is lost productivity.

While some companies may have already laid-off many of their under-performing or “un-engaged” employees, some might remain. This could be for a number of different reasons, and perhaps a combination thereof. Some of these reasons are listed below:

- The employee was highly productive in the past.
- The employee was responsible for the creation of a product and/or service that brought the company considerable revenue.
- The employee has been with the company for a long time.
- The employee is on a team integral to the creation of future revenue.

Continued on page two – [Employees](#)



Are All of Your Employees Performing at High Levels?

Top 12 Qualities of True Business Professionals

Professionalism is a word embraced by many, but in all honesty demonstrated by far fewer individuals. Its Latin's origins come from the word profess which means, "to avow before." So the question is who are these individuals that believe themselves to be true professionals avowing before? Possibly the answer may be found within the word professional.

1. **P = Positively proactive.** Professionals demonstrate behaviors that are positive, proactive instead of negative and reactive.
2. **R = Respect.** Through the ethic and value of respect, professionals are known and trusted within and without their respective organizations.
3. **O = Opportunities to help others.** Those who avow before understand they have a responsibility to help others whether it is to grow self-leadership skills or provide some expert advice.
4. **F = Follow-up.** No one likes to wait for unreturned phone calls or emails. Professionals make it a habit to follow-up on everything and accept responsibility when they fail to engage in that behavior.
5. **E = Empathy.** Professionals know how to be empathetic. This characteristic is one of the signs of high emotional intelligence and a predictor for leadership success.
6. **S = Self-confident.** When individuals are self confident, they do not have to put others down at their own expense. These individuals have a high sense of balanced self-esteem and role awareness.
7. **S = Sustainable.** Professionals are truly sustainable in that they can continue forward when times become difficult.

Continued on page two – [Professional](#)

Inside This Issue

1. *Addressing ‘Un-engaged’ Employees*
2. *Top 12 Qualities of True Business Professionals*
3. *One Minute Ideas*
4. *The Cost of an Unhealthy Workforce*

All articles, quotes, and material in this newsletter are copyrighted. © 2009. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide.

Continued from page one – **Employees**

Regardless of the reason or reasons that the person is still with the company, their engagement (i.e., production) is important.

As a result, the fact that they are un-engaged is a reason for concern and should be addressed as soon as possible. After all, if the company is depending upon this individual for future success, they should be re-engaged in an expedient fashion.

The following are suggestions for doing just that, and they all involve sitting down with the employee and speaking with them on a one-on-one basis:

1. **Inquire**—Ask them if there’s something they need in order to do their job better, whether more efficiently or more effectively. Give them the benefit of the doubt; if they do indicate there’s something they need, offer to provide it.
2. **Advise**—Suggest additional training to the employee, especially in those areas in which they appear to be lagging or those that would benefit the company the most.
3. **Challenge**—Spell out, in no uncertain terms, that the employee is being counted upon, especially in these daunting times, to help the company not only survive, but also thrive.

The ultimate goal, of course, is to help the employee reach their previous high levels of performance and productivity. That’s why communication is so vital to the entire process. Miscommunication is at the heart of many, if not most, problems in the workplace. Ensuring that no miscommunication exists is the first step toward “re-engaging” the employee.

The next step is the setting of clear expectations for the person. They must know what is expected of them, and they must express their understanding of these expectations to you. By taking the steps above, you’re both communicating with the employee and setting clear expectations for their future performance, increasing the chances that you’ll be able to re-engage them and enhance their contributions to the company.

If you have any questions about this article, or about how we can help you with your current performance, leadership, strategic, or hiring needs, send an email to john@power2transform.com.

Copyright protected, Sorrell Associates, LLC all rights reserved worldwide. ©Gary Sorrell – NewsletterVille.com

Continued from page one – **Professional**

Their ethics and beliefs keep them focused.

8. **I = Integrity.** Integrity is putting your values into action; doing the right thing when no one else is looking without personal gain or benefit; and accepting a potential personal cost.

9. **O = Optimize all interactions.** This is critical because professionals do not negate the value of people. They look to see how one interaction can benefit someone else even before himself or herself.

10. **N = Nimble.** Being flexible and open to change allows these individuals to be quick on their feet and nimble to the opportunities that they encounter on a daily basis.

11. **A = Awareness.** Having a high level of awareness of themselves, the marketplace, the community and even the world helps these individuals continually stay on top of things.

12. **L = Leadership.** Last, but not least, professionals demonstrate exceptional leadership skills and even more importantly self-leadership skill. For if you cannot lead yourself, you cannot lead others.

Leadership Coaching Tip: Take a few moments to revisit this list and determine if there are any areas to be further developed. Remember the origins of the word professional – to avow before and are your actions in alignment with your beliefs?

Adapted with permission. Author: Leanne Hoagland-Smith, Advanced Systems.



Connect with Us on LinkedIn 
<http://www.linkedin.com/in/power2transform>



Indeed is a search engine for jobs – with a radically different approach to job search. In one simple search, Indeed gives job seekers free access to millions of employment opportunities from thousands of websites. Indeed.com includes all the job listings from major job boards, newspapers, associations and company career pages.

Check it out at www.indeed.com



The Cost of an Unhealthy Workforce

With the health of the U.S. economy so much in the news these days, it seems natural to also analyze the health of the average U.S. worker, considering how much influence the latter has on the former. That analysis, considering the current state of the national healthcare system, does not paint a pretty picture.

There are two sides to this issue. The first is the more obvious of the two: the actual **cost of healthcare**. During the past decade, that cost has skyrocketed in relation to other business costs. In fact, it's skyrocketed in relation to just about any other product or service, with the possible exception of oil and college tuition. Every year, businesses and corporations have passed more of the cost of their health insurance programs on to their employees. Despite all of this, politicians have been unable to hammer out a workable solution.

But at this point, that's only one half of companies' worries in regards to the cost of an unhealthy workforce. There's another facet to the issue, one that can be just as costly, if not more so.

Counting the cost

This second facet involves the cost of **lost productivity**—in other words, the cost of millions of employees who are too sick to work. These workers fall into three distinct categories, which are listed below:

- ✓ Those who do not work at all due to the fact that they suffer from an illness or disability
- ✓ Those who miss time from their jobs because of a health problem (or multiple problems)
- ✓ Those who don't miss time from work, but still experience a loss of productivity due to a health ailment or one suffered by a member of their family

Examining the results of the Commonwealth Fund Biennial Health Insurance Survey can bring the picture more into focus and help determine exactly how many Americans fall into one of these three categories. For example, according to the survey, an estimated 18 million Americans between the ages of 19 and 64 are not working and have a disability or chronic disease or do not work because of health reasons.

Then there's the issue of sick days and/or time off work. The survey data indicated that 69 million workers took sick days in 2003. In addition, 64% of respondents said they had missed at least one day of work in the past year because of their health problems or a family member's health problems. This time off translates directly into lost productivity.

Continued on page four – Unhealthy Workforce



Roadblocks to Success

Here are some career mind-barriers found especially among new entrants to the workforce, from **News From Kaplan**, a fact sheet published by Simon & Schuster.

- ✓ **Waiting to be discovered.** Instead of making contacts, such people think they will be magically rewarded with fame and riches.
- ✓ **Impostor belief.** Some people feel they're not really qualified to do the kind of work their employers want them to do. They're afraid of being exposed as incompetent.
- ✓ **I shouldn't get paid for what I do:** It's easy for me. This belief usually crops up among people who are talented and love their work.
- ✓ **Fear of failure.** New workforce entrants often fear they won't be hired or will end up penniless.
- ✓ **Fear of success.** Some people are afraid of doing well because they can't imagine being recognized as an expert in their fields. They may even think that fame and fortune will hurt them in some way. They may think that family and friends will like them better if they stay "small."

© Copyright 2009 (ASTD)

*Don't miss next month's issue.
Subscribe now! It's Free!*



**POWER2
TRANSFORM**

1005 Ashworth St NE
Hartselle, AL, 35640

Tel: 256.612.0015

E-mail:

john@power2transform.com

Visit Our Web Site at

www.power2transform.com



Follow Us on Twitter – Just Click on the Link

<http://twitter.com/power2transform>

Continued from page three – *Unhealthy Workforce*

Also hampering productivity are those employees who come to work even though they're sick or a member of their family is sick. This "presenteeism" (as opposed to "absenteeism") has a profound effect on both individual companies and the economy overall. According to the Commonwealth survey, 55 million workers reported that they were unable to concentrate on the job because of illness, either theirs or a family member's. As you might imagine, those workers without paid sick leave are more likely to show up for work when they're sick or ill.

Prevention as an investment

So – what's the bottom line? A lot of money is being lost, for one thing. The amount lost in 2003 alone was **\$260 billion**. And if you're to believe news headlines from the past five years, the overall health of Americans has been getting worse. As a result, that number, more than likely, has risen every year since then.

The key, as is almost always the case in regards to healthcare and healthy living, is **prevention**. For companies looking to increase productivity—and profitability—they must help their employees take those preventative measures. Although during these uncertain economic times, corporations are tempted to cut costs any way that they can, including by trimming health benefits, providing employees with what they need in order to stay healthy is of paramount importance. What employees need are two things:

1. Affordable and comprehensive health insurance coverage
2. Paid time off when they're sick or when they need to see a physician

These shouldn't be viewed as costs, but rather as an **investment**. When you consider how much it costs when employees (or their family members) are unhealthy, it's an investment that's well worth it in the long run.

If you have any questions about this topic, feel free to contact me at john@power2transform.com.

Copyright protected, Sorrell Associates, LLC all rights reserved worldwide. ©Gary Sorrell – www.NewsletterVille.com

The Silent Side of Communicating

Whether negotiating the biggest deal of your career, coaching your team, or describing a project, keep your ears open. Otherwise, you may talk yourself right out of the room.

To be a better listener:

- ✓ **Try not** to judge. Even if you disagree with what's being said or the way it's presented, resist planning a rebuttal. Focus on understanding the message, not critiquing the messenger.
- ✓ **Commit your** full attention as soon as the other person starts to speak, not just when you hear a word or phrase that interests you.
- ✓ **Do whatever** it takes to limit distractions. *Examples:* Suspend incoming phone calls, remove unnecessary papers from your desktop, or meet in a neutral area, such as a conference room.



Tip: If you're entering a room, ask the speaker to wait until you're both comfortable to start the conversation. In addition, extend the same courtesy when someone comes to your office.

Source: *Negotiate Like the Pros*, by John Patrick Dolan, Berkley Publishing Group, New York, NY 10016

"Success consists of going from failure to failure without loss of enthusiasm."

~ Winston Churchill



Specializing in Leadership and Team Development

Power 2 Transform

1005 Ashworth St NE Hartselle, AL, 35640 Tel: 256.612.0015 E-mail: john@power2transform.com

www.Power2Transform.com

Copyright 2009, all rights reserved