STUMBLING BLOCKS, WET BLANKETS AND LEAD WEIGHTS

HOW TO TRANSFORM A SO-SO STAFF INTO A HIGH-PERFORMING TEAM
EVEN SO THE BODY IS NOT MADE UP OF ONE PART BUT OF MANY.

1 Corinthians 12:14 ESV
LET TODAY BE THE START OF YOUR STRATEGIC PLAN
THE SERVICE-PROFIT CHAIN

Investment

INTERNAL SERVICE QUALITY ➔ EMPLOYEE SATISFACTION ➔ EMPLOYEE RETENTION & PRODUCTIVITY

PERCEIVED VALUE ➔ CUSTOMER SATISFACTION ➔ CUSTOMER LOYALTY ➔ REVENUE & PROFITABILITY

What are your metrics?

source: Heskett and Sasser
GALLUP RESEARCH OF 17 MILLION EMPLOYEES

TWELVE QUESTIONS THAT BEST PREDICT EMPLOYEE ENGAGEMENT

▸ 1. Do you know what is expected of you at work?
▸ 2. Do you have the materials and equipment to do your work right?
▸ 3. At work, do you have the opportunity to do what you do best every day?
▸ 4. In the last seven days, have you received recognition or praise for doing good work?
▸ 5. Does your supervisor, or someone at work, seem to care about you as a person?
▸ 6. Is there someone at work who encourages your development?
▸ 7. At work, do your opinions seem to count?
▸ 8. Does the mission/purpose of your company make you feel your job is important?
▸ 9. Are your associates (fellow employees) committed to doing quality work?
▸ 10. Do you have a best friend at work?
▸ 11. In the last six months, has someone at work talked to you about your progress?
▸ 12. In the last year, have you had opportunities to learn and grow?

Source: Gallup
A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

DO YOU HAVE THE OPPORTUNITY TO DO WHAT YOU DO BEST EVERY DAY?

FOR WE ARE GOD'S HANDIWORK, CREATED IN CHRIST JESUS TO DO GOOD WORKS, WHICH GOD PREPARED IN ADVANCE FOR US TO DO.

Ephesians 2:10 NIV
A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

PEOPLE ARE NOT WELL-ROUNDED.
PEOPLE ARE SHARP.
TEAMS ARE WELL-ROUNDED.

Dr. Don Clifton

Image source: Wikimedia commons
A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

DO YOU HAVE THE OPPORTUNITY TO DO WHAT YOU DO BEST EVERY DAY?

FOR JUST AS WE HAVE MANY MEMBERS IN ONE BODY AND ALL THE MEMBERS DO NOT HAVE THE SAME FUNCTION, SO, WHO ARE MANY, ARE ONE BODY IN CHRIST ...

Romans 12:4-5 NAS
WHY DO WE CARE?

WHAT DOES ENGAGEMENT LOOK LIKE?

- **38%** Engaged: My supervisor focuses on my strengths or positive characteristics.
- **61%** Not Engaged: My supervisor focuses on my weaknesses or negative characteristics.
- **1%** Actively Disengaged: My supervisor ignores me.

- **22%** Engaged: My supervisor focuses on my weaknesses or negative characteristics.
- **45%** Not Engaged: My supervisor ignores me.
- **40%** Actively Disengaged: My supervisor ignores me.
GALLUP Q12 SURVEY

COMPANIES IN THE TOP QUARTILE ON ENGAGEMENT

37% LESS ABSENTEEISM AND EMPLOYEE TURNOVER
21% HIGHER PRODUCTIVITY
22% HIGHER PROFITABILITY
41% FEWER PRODUCT DEFECTS
GALLUP STRENGTHS

WHAT'S YOUR THEME MAP?

CHARACTERISTICS (WORDS THAT DESCRIBE ME):

THE VALUE I BRING:

THE ROLE I PLAY (WORDS THAT DESCRIBE WHO I AM):

THE NEEDS I HAVE:

MOTIVATIONS (WHAT I LOVE/HATE):
TRANSFORMING YOUR TEAM

THE GROW MODEL

▸ What is your Goal?
▸ What is the current Reality?
▸ What are the Options to reach that goal?
▸ What is the Way forward?
A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

COACHING

THE PURPOSE IN A MAN’S HEART IS LIKE DEEP WATER, BUT A MAN OF UNDERSTANDING WILL DRAW IT OUT.

Proverbs 20:5 ESV
A CULTURE OF CARING AND TRUST

CULTURE EATS STRATEGY FOR BREAKFAST.

Peter Drucker

Image source: Wikimedia commons
CONSIDERING YOUR INSTITUTION

WHO IS RESPONSIBLE?

▸ Who is in a position of leadership?
▸ Who sets the tone? (i.e. Who establishes the culture?)
▸ Who can affect policies, strategy, processes?
▸ Who can choose how to relate to every member of the team?

YOU!
AND WHAT ABOUT YOU?

REFLECTION TIME

- A year from now, ideal scenario, what would you like to see for your school? Your team? You?
- What is keeping you from that vision?
- What would it mean to the school and your team if those gaps were closed? What would it mean for you personally?
- What are you going to do when you get back?
- What support or accountability do you need to do that?
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