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# Employee Engagement

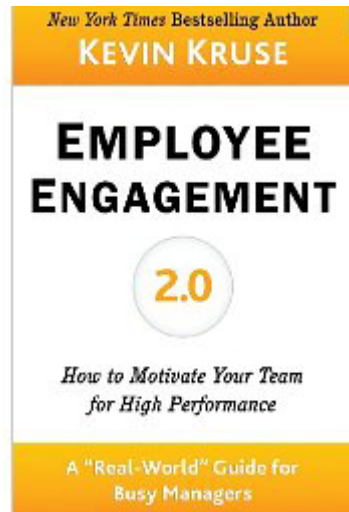
# The Heart of Engagement

- Engaged Employee
- Improved Performance and Productivity
- Engaged Companies = Higher Returns and Profits
- Engaged Employees = Culture and Environment
- Emotional Commitment
- Russ Thorpe Recognition



# Beginning

- Much Engagement Guidance Available
- Kevin Kruse “Employee Engagement 2.0”
- Formed an Engagement Team
- Developed the Mission Statement



# Engagement Mission

“Our mission is to promote a more engaged workplace where all Associates feel a shared sense of ownership and through enthusiastic involvement contribute to the overall success of Centro and its Associates.”



# Measure It

- Find the Starting Point
- But how do you measure a “feeling”?
- Survey – Credible, Reliable, Valid
- Very Good  $>4$
- Good 3.5 to 4
- Bad  $<3.5$



# 5 Point Likert Scale

Score	Indicator
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

# Engagement Survey

1. I am extremely satisfied working at Centro.
2. I rarely think about finding a new job in a different company.
3. I would recommend Centro to my friends as a great place to work.
4. There is frequent two-way communication at Centro.
5. Centro provides me with sufficient opportunities for learning and development.
6. I feel appreciated at work.
7. I am confident that Centro has a bright future.

# Overcoming Challenges

- Group Computers and Email Accounts
- Protecting Confidentiality
- Reminders





# Next Steps

- Publicize Scores on Scorecards
- Share Scores with Leaders
- List of Activities



# Promoting a More Engaged Workforce

- Skip Level Meetings
- Leadership by Walking Around
- Stay Interviews
- Revamp Current R&P
- 360 Feedback
- Issue Resolution Process
- ID High Potential Associates
- Career Planning Meetings
- Engagement Surveys Every Six Months

# Intent of Engagement

- Make Engagement a Daily Priority
- Focus Less on Profits and More on People
- If Your Employees are Engaged.....

