



How work ~~can~~ ^{must} change

Glenn Elliott

hello

#nerd

#bigner

#introvertednerd







The Peter Principle

Peter Principle



Advancement in position is based on the candidate's performance in his or her previous roles rather than performance in current role.









Reward **Gateway**
the employee engagement people



**Let's make the
world a better
place to work**

CEO

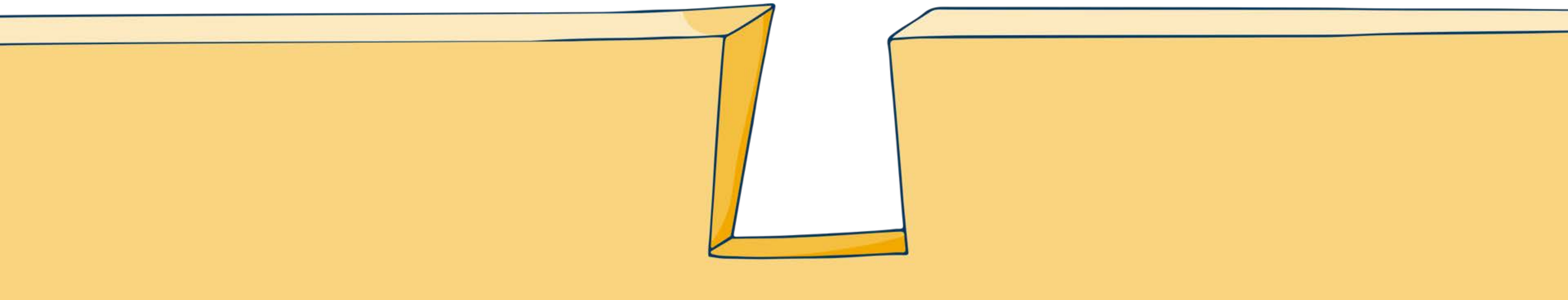
**responsible for
growth**

people + product = growth

people = product = growth

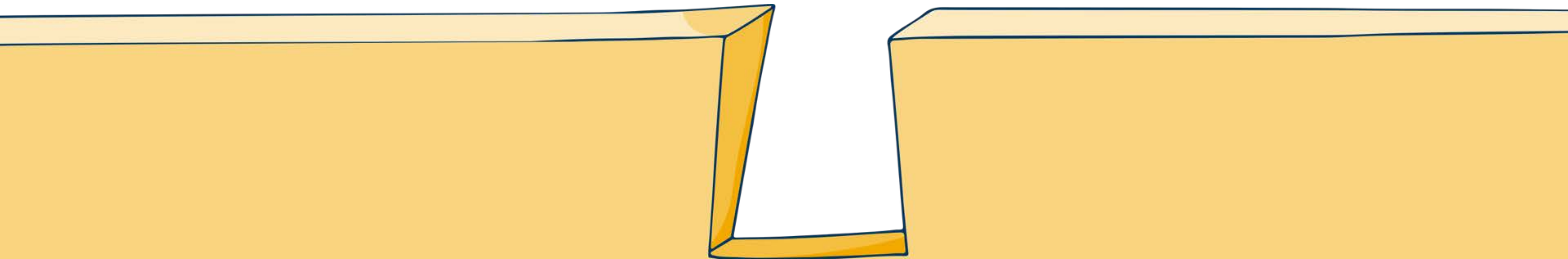
71%

“of leaders say **employee engagement is critical** to the success of my organisation”



“of the same leaders
say my workforce is
highly engaged”

24%



CEO's know we have an engagement gap

71%

24%

“of leaders say **employee engagement is critical** to the success of my organisation”

“of the same leaders say my workforce is **highly engaged**”

GALLUP®

70% US workers are **not engaged**

24% Workers globally are **actively disengaged**

51% Of our people are **looking for a new job**

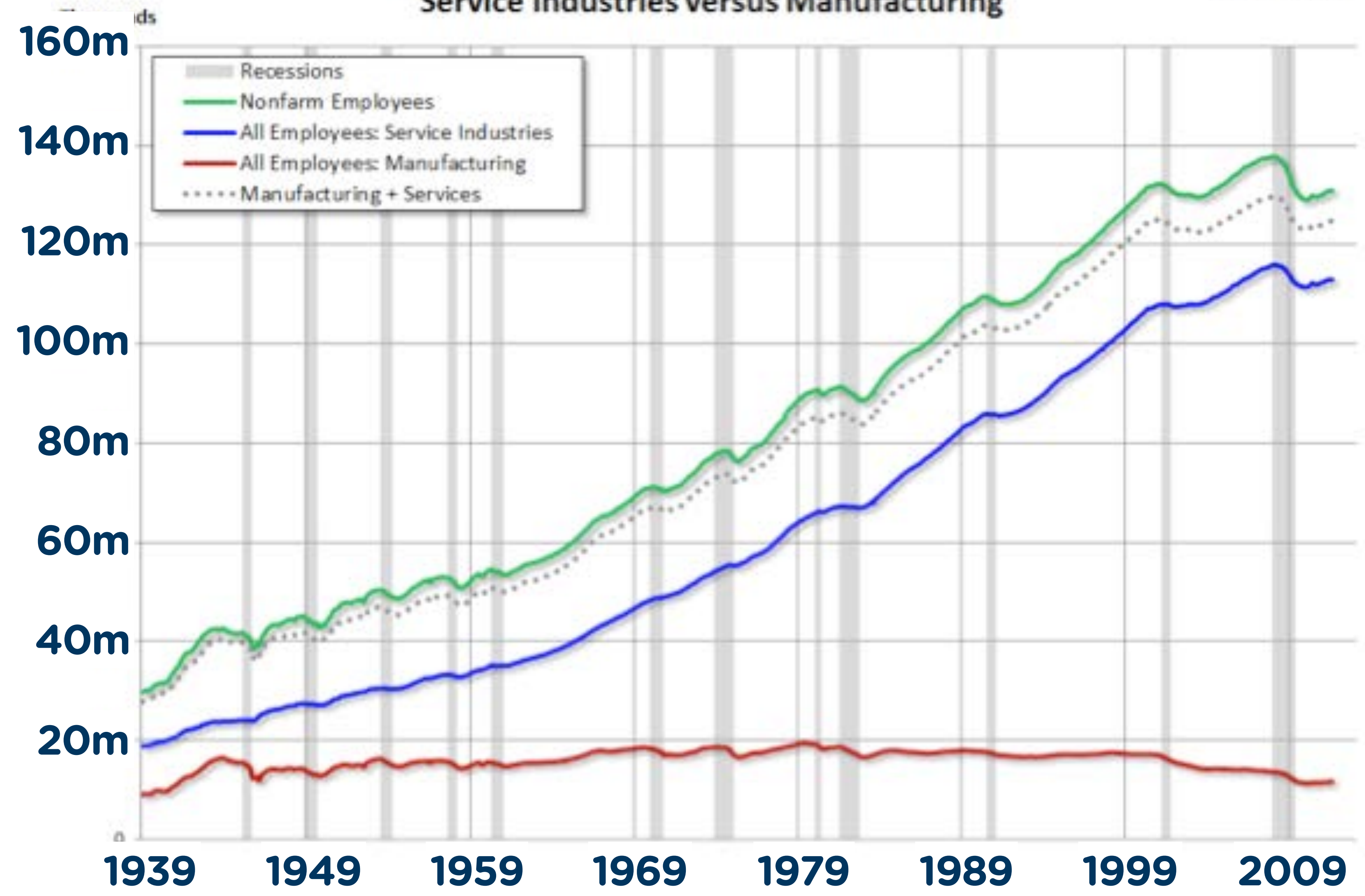


we've never needed our
people on side more

Employment Numbers Since 1939

Service Industries versus Manufacturing

dshort.com
September 2011

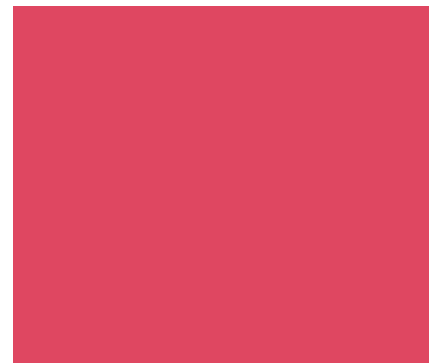
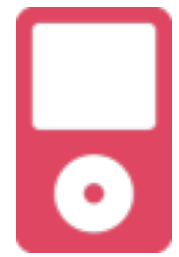




38 years



13 years



4 years



3 years

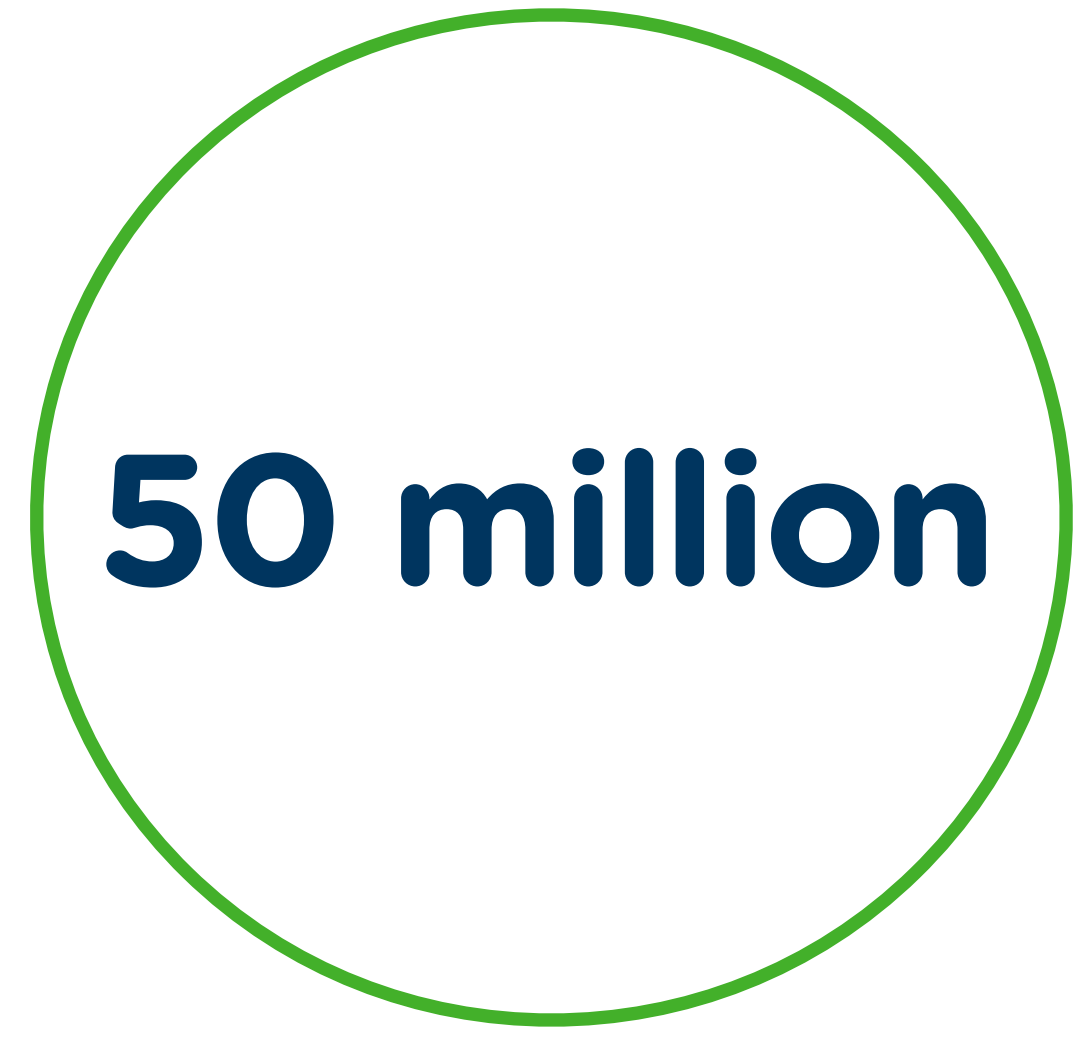


1 years



0.75 years

Time to reach **50 million** users



NOKIA

BORDERS



BlackBerry



**We've been talking about
engagement for 30 years.**

At best

1%

**Engagement
increase per year**

GALLUP®

AON

GREAT
PLACE
TO
WORK®

organisational health
employee experience
employee engagement
employer branding
company culture

this makes NO SENSE





2x
Stock Market Returns

HALF
Employee Turnover

Innovate
Better Customer Results



We're asking the
wrong questions

We ask

How can I get my employees to engage?

How can I get my people to be more innovative?

How do I get my staff to feel empowered?

How do I get my colleagues to be nicer to each other

We ask

How can I get my employees to engage?

How can I get my people to be more innovative?

How do I get my staff to feel empowered?

How do I get my colleagues to be nicer to each other

We need to ask

How do I make our jobs engaging?

What is stopping creativity in our business

How do I stop disempowering our people?

What is making our employees feel in competition with each other?



**The problem isn't our people.
The problem is our organizations.**



The best companies do things differently.





They succeeded by focussing on the
inputs to engagement .

They **change** how they do business



The Engagement Bridge

Open & Honest Communication

51%

of employees don't
trust their CEO







open.buffer.com

Purpose, Mission and Values

Open & Honest Communication

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**BUILT TO
LAST**

**SUCCESSFUL HABITS OF
VISIONARY COMPANIES**

JIM COLLINS
(Bestselling author of **GOOD TO GREAT**)
JERRY I. PORRAS

#1 BESTSELLER
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Why Some Companies
Make the Leap...
and Others Don't

**GOOD TO
GREAT**

JIM COLLINS
Coauthor of the bestselling
BUILT TO LAST

74%

of candidates want
a job where they
**feel like their work
matters**

Linked in

Interface

Ray C. Anderson Plant



Leadership

Management

Purpose, Mission and Values

Open & Honest Communication

70%

of the variance in
employee engagement
scores is related to
managers and
management **practice**

GALLUP® HayGroup®

EMPLOYEE
HANDBOOK

Optional items are set
cases (0.1mm or larger).

allowance. The allowance covers
the type of frame

NETFLIX

NETFLIX

Great Workplace is
Stunning Colleagues

Great workplace is *not* espresso, lush benefits,
sushi lunches, grand parties, or nice offices

We do some of these things, but only if they are
efficient at attracting and retaining
stunning colleagues

Increase Talent Density

NETFLIX

% High Performance Employees



- Top of market compensation
- Attract high-value people through freedom to make big impact
- Be demanding about high performance culture

Recognition

Job Design

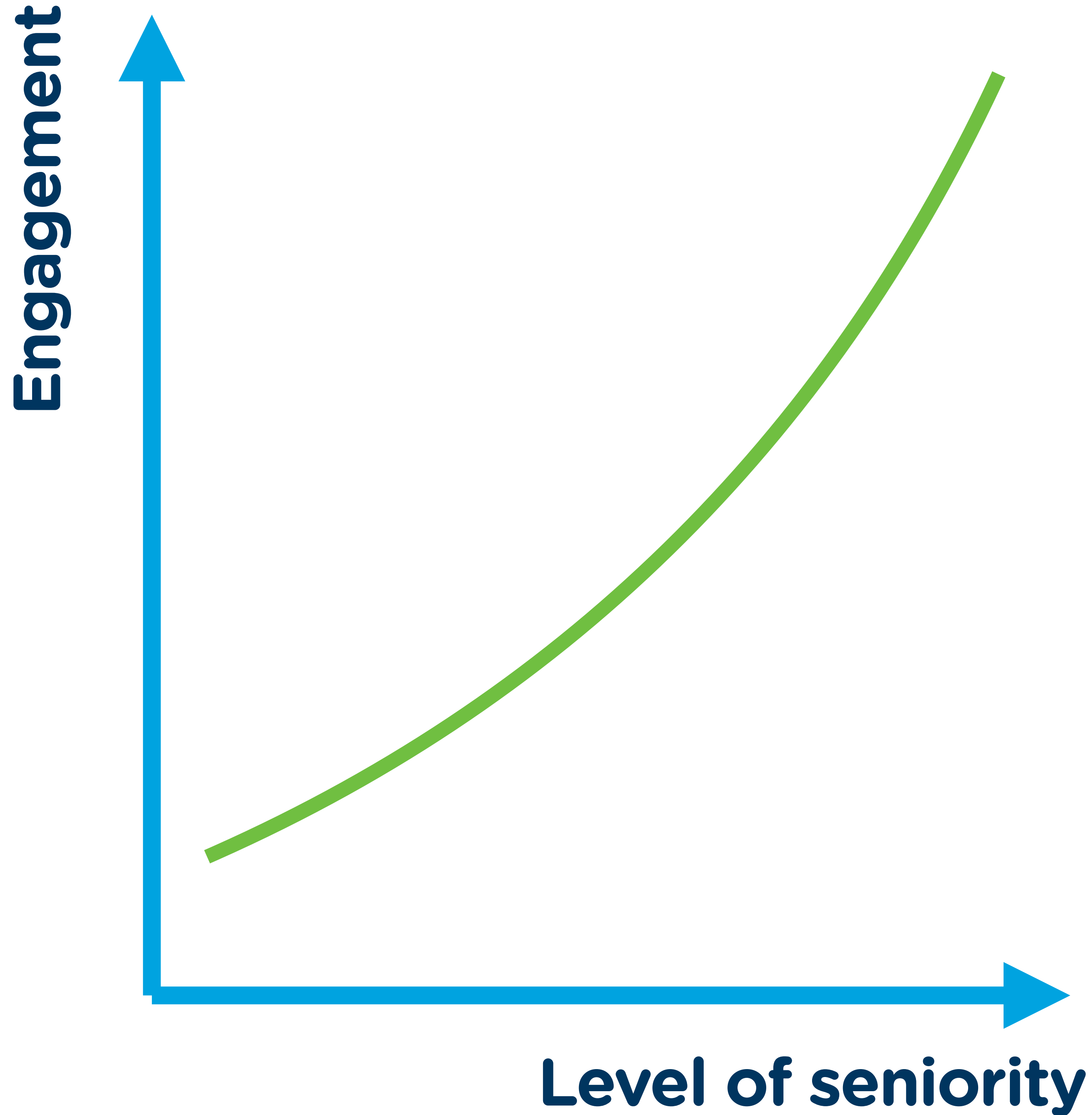
Learning

Leadership

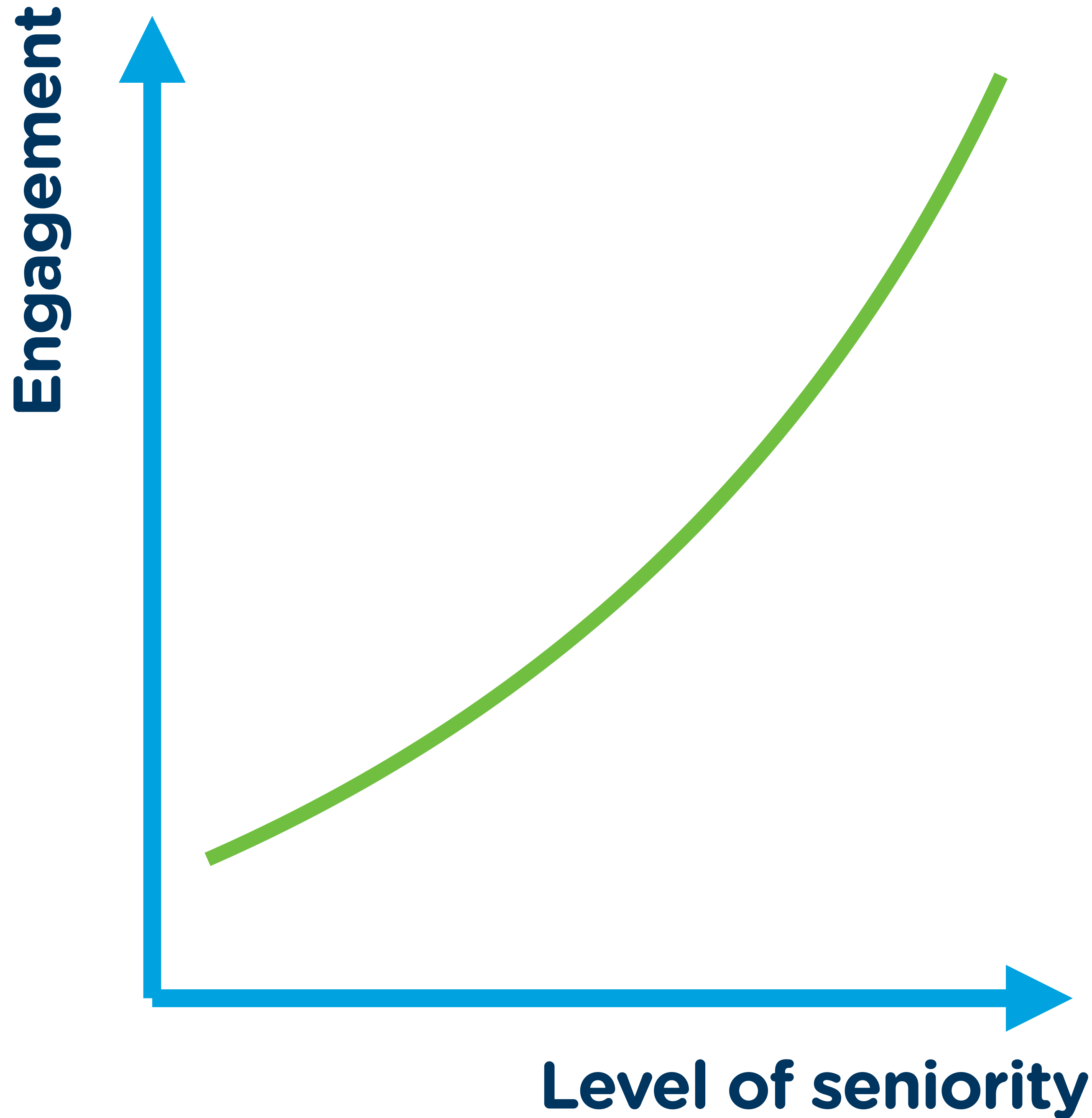
Management

Purpose, Mission and Values

Open & Honest Communication



Engagement increases
as you move up the
organisational hierarchy



Engagement increases
as you move up the
organisational hierarchy

**/ Freedom, autonomy &
accountability**

\$46 billion

87%

**is spent recognising
tenure.**

Bersin by Deloitte.

but **78%** of employees don't
feel recognised

Bersin by **Deloitte**.

we are **wasting** all the tenure money



Ready join the movement?

Workshop 9:30 Friday
Places Limited





**Let's make the
world a better
place to work**