



*Are your employees fully engaged?

Employee engagement does not mean employee happiness. Someone might be happy at work, but that doesn't necessarily mean they are working hard, productively on behalf of the organization. Making employees happy is different from making them engaged.

Employee engagement doesn't mean employee satisfaction. A satisfied employee might show up for her daily 8-to-5 without complaint. But that same "satisfied" employee might not go the extra effort on her own, and she'll probably take the headhunter's call luring her away with a 10% bump in pay. Satisfied isn't enough.

Definition: Employee engagement is the emotional commitment the employee has to the organization and its goals.

This emotional commitment means engaged employees actually care about their work and their company. They don't work just for a paycheck, or just for the next raise, but work on behalf of the organization's goals.

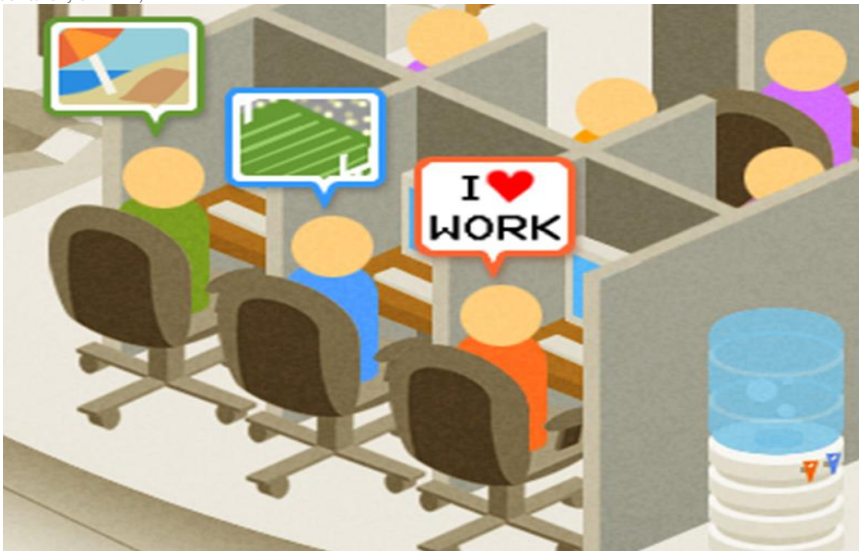
When employees care—when they are *engaged*—they use **discretionary effort**.

This means the engaged technician works overtime when needed, without being asked. This means the engaged administrative assistant picks up the trash on the floor out in the hallway, even if the boss isn't watching. This means the customer service representative will pick up the phone and take that call, even if it's right before the end of his shift.

*Forbes Magazine

Only 1 out of 3 employees are engaged at work

(Illustration taken from NBR11)



What are unengaged employees doing with their time?

(Illustration taken from NBR11)

What do unengaged employees do with their time?

Sleep. In a survey conducted by the National Sleep Foundation, almost 30% of workers fall asleep or become extremely fatigued during a work month.

Play Games. U.S. workers spend more than half a billion hours every year playing online games at work.

Social Media. Social media sites cost employers upwards of \$2.25 billion every year in lost hours.

Socialize. The average employee spends 4.5 hours a week engaging in water cooler gossip. That's equivalent to a 6-week paid vacation.

Smoke. On average, employees who smoke are away from their stations 50% more often than their non smoking co-workers.

On average, it will cost an employer 10% - 30% of an employee's gross income to replace him/her.

For example, if Unproductive Jan makes \$50,000 yearly, it would cost her company \$5,000 to \$15,000 to fire her, find a replacement, train them, provide benefits, etc.



Why it matters...

Engaged Employees lead to...

higher productivity and quality, which leads to...

higher customer satisfaction, which leads to...

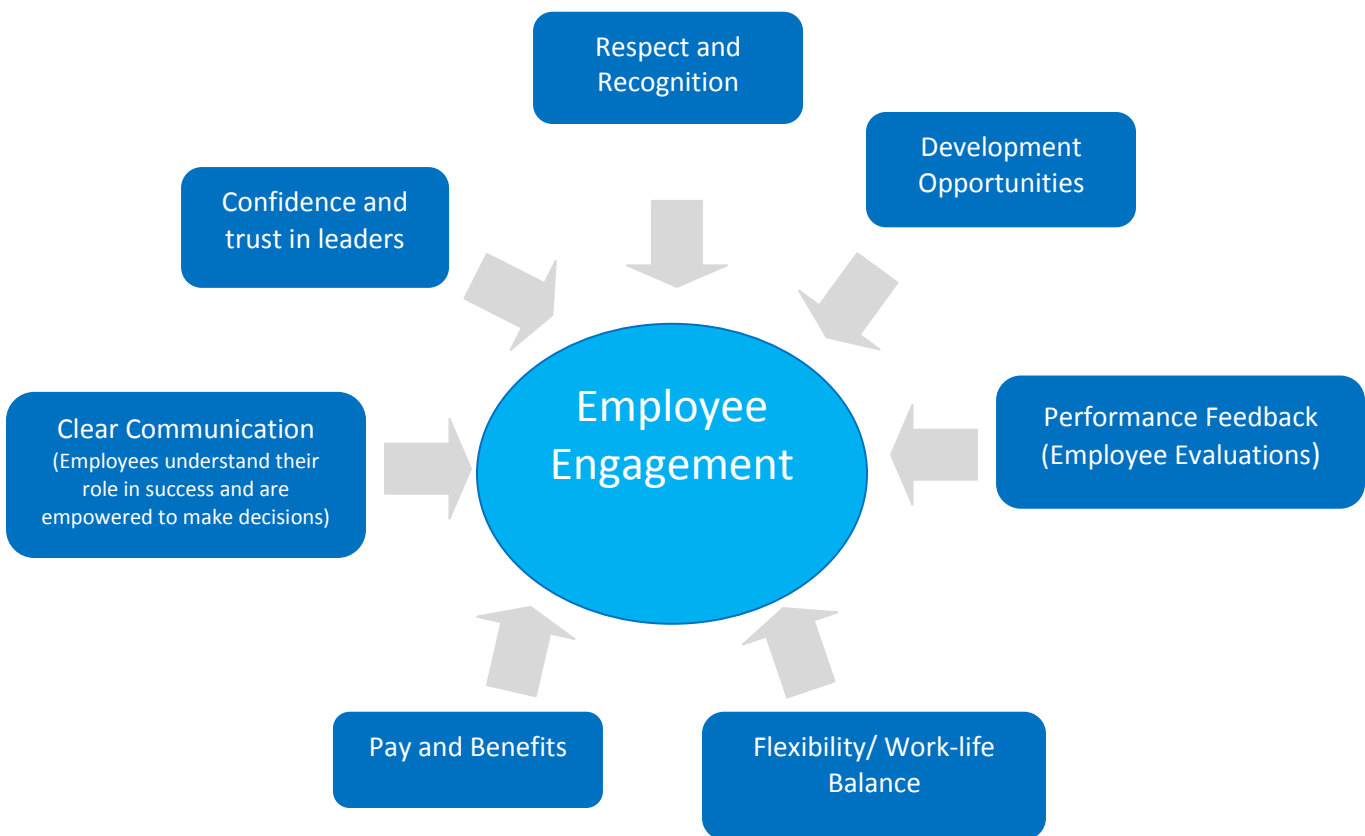
improved University reputation (positive community image and investment from community partners)

increased enrollment, innovative research and grant funding, which leads to...

achievement of the University mission of being a comprehensive metropolitan University that offers quality instruction, innovative research, and serves as a contributing partner to the community, state, nation and world.

How to increase employee engagement

(Portions taken from The Hay Model – CUPAHR)



*Diversity * Inclusion * Innovation * Learning*