

# 2021 BUSINESS BUILDER

VIRTUAL TRAINING SERIES



**PARKLOCAL**

DEVELOPMENT CORPORATION

**3.31.21/10-11AM**

**TEAM DEVELOPMENT  
AND LEADERSHIP**

**KATIE WEAVER**

## PLAN FOR TODAY:

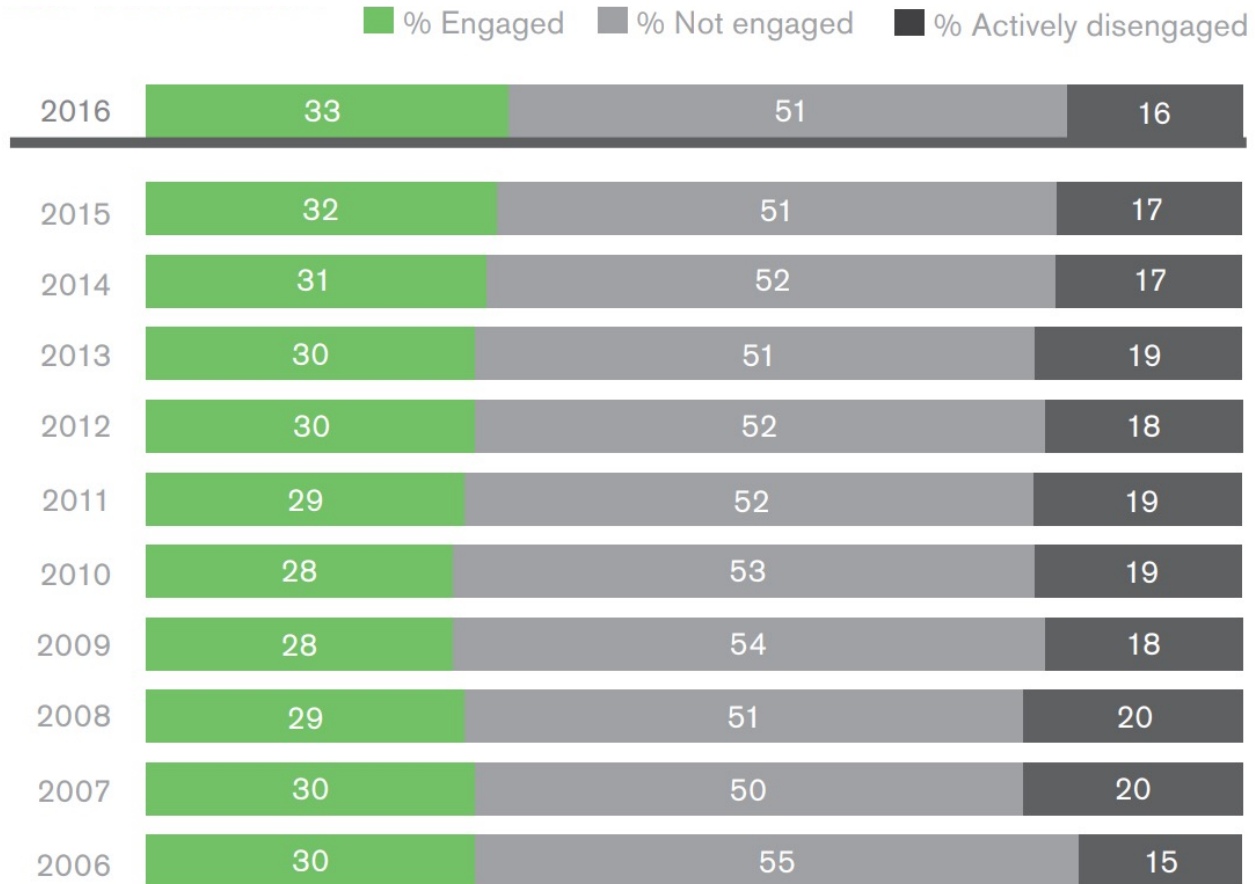
- Introductions. What do you want to learn?
- Employee engagement research
- Tools and strategies to use with your team



“Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.”

Anne Mulcahy, former Xerox CEO

# EMPLOYEE ENGAGEMENT



Gallup. (2017). *State of the American Workplace*.

[www.gallup.com/workplace/238085/state-american-workplace-report-2017.aspx](http://www.gallup.com/workplace/238085/state-american-workplace-report-2017.aspx)

33%

**Engaged:** Employees are highly involved in and enthusiastic about their work and workplace. They are psychological “owners,” drive performance and innovation, and move the organization forward.

51%

**Not engaged:** Employees are psychologically unattached to their work and company. Because their engagement needs are not being fully met, they’re putting time — but not energy or passion — into their work.

16%

**Actively disengaged:** Employees aren’t just unhappy at work — they are resentful that their needs aren’t being met and are acting out their unhappiness. Every day, these workers potentially undermine what their engaged coworkers accomplish.

Discretionary Effort



Engaged employees produce better business outcomes than other employees - across industry, company size and nationality, and in good economic times and bad.

Compared with business units in the bottom quartile of engagement, those in the top quartile realize improvements in the following areas:



## Q<sup>12</sup> Engagement Hierarchy



Gallup. (2016). *Employee Engagement Hierarchy*.

# PROJECT ARTISTOTLE

- Dependability
- Structure and clarity
- Meaning
- Impact
- **Psychological Safety:** How much risk team members perceive and what consequences they believe they may face when asking a question, suggesting a new idea, or owning up to a problem.



# EMOTIONAL INTELLIGENCE (EQ)

The ability to identify and understand emotions in yourself and others, and the ability to use this awareness to manage your behavior and relationships.

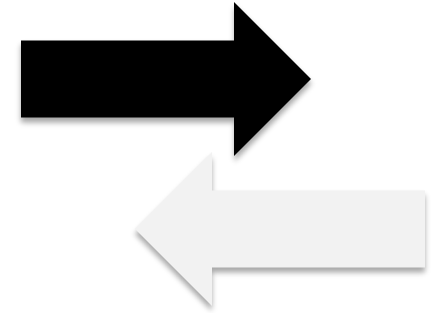
	Awareness	Management
Self	SELF AWARENESS	SELF MANAGEMENT
Others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

## CONSIDERATIONS WHEN MAKING A PLAN

- Be thoughtful and intentional.
- Be clear on what you want to achieve.
- Consider the amount of investment you want to make – time, money, effort.
- Evaluate and adapt.

# TRANSACTIONAL LEADERSHIP

- Hierarchical power structure, there is an “expert”
- Use of rewards or punishments for motivation
- Focus on maintaining desired level of performance



VS



# TRANSFORMATIONAL LEADERSHIP

- Recognizes value and experience individuals bring, co-learning environment
- Empowers individuals to be control their own learning, identifying personal motivations
- Focus on continuous improvement and growth

# EASY TO IMPLEMENT, LOW INVESTMENT

Reoccurring weekly or monthly

- Be curious, get to know people, ask questions, be authentic, show you care
- Individual check-ins/conversations – *Employee Engagement Hierarchy*
- Grounding questions at staff meetings – get to know each other, find out how people are doing, uncover motivators, build relationships, see them as people
- Social gatherings – eat lunch together, recreation, beverages
- Dedicated time for skill development or discussion, read a book together
- Show recognition and appreciation – *The 5 Languages of Appreciation in the Workplace*

## MEDIUM – HIGH INVESTMENT

- Develop an onboarding process
- Cross-training – walk in each other’s shoes/roles
- Take personality tests and use in day-to-day interactions – e.g., Real Colors®
- Create professional development policy – use IWT grants
- Host a yearly team building retreat
- Implement a mentorship program
- Engage the team in strategic or action planning
- Hire a trainer to facilitate a training program – e.g., Leadership Challenge®
- Develop desired benefits – wellness, compensation, volunteering, childcare

# QUESTIONS?



[katie.weaver@montana.edu](mailto:katie.weaver@montana.edu)

222-4156

PRESENT

# QUICKBOOKS® DESKTOP WORKSHOP SERIES



Join us for a workshop on QuickBooks®. Day 1 is for beginners where we will work through the basics of accounting and navigating QuickBooks®. Day 2 is intermediate where we will enter transactions, run reports and more.

These sessions will be led by Wendy Weissman, QuickBooks® ProAdvisor and Shannon Hahn, Small Business Supportive Services Specialist with Montana Department of Transportation DBE Program

## APRIL 7&8

**Location:**

MSU Park County Extension Office  
119 South 3rd Street  
Livingston, MT

**9am-Noon:** Classroom session (Laptops enabled with QuickBooks® will be provided)

**12-12:30pm:** Half hour break for lunch (on your own)

**12:30-4:30pm:** Half hour one-on-one appointments are available with Wendy Weissman

Registration is FREE but space is limited, so please email Veronica at



[park@montana.edu](mailto:park@montana.edu)

to reserve your spot today.



## PARKLOCAL

DEVELOPMENT CORPORATION

# DBE

Disadvantaged Business  
Enterprise Program

Montana Department of Transportation



## MONTANA STATE UNIVERSITY

EXTENSION