



SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT

Why Productivity?

To succeed in business, you must:

1. Make money
2. Save money

A man in a suit is holding a large puzzle piece, symbolizing the importance of productivity in business success.

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Why Productivity?

To **make** money, you can:

1. Retain customers
2. Find new customers
3. Invest wisely

A group of business professionals are sitting around a conference table, engaged in a meeting.

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Why Productivity?

To **save** money, you can:

1. Cut salaries
2. Cut benefits
3. Cut staff
4. Cut costs
5. Decrease quality
6. **Increase productivity**

A man is smiling and pointing towards the camera, emphasizing the importance of increasing productivity.

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Increase Employee Productivity

Start with 10 people.
Improve productivity by 10%.
You now have the equivalent
of 11 staff
but didn't increase
salary expense.

A man in a suit is celebrating, holding a briefcase high in the air.

COOL!

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Increase Employee Productivity

Why do employees care
about productivity?

Reduce Work Hours
Increase morale
Greater work/life balance


A woman in a white lab coat is smiling and looking at a clipboard, representing a professional in a healthcare or research setting.

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Productivity: a Win/Win

Good for
employer
and employee:
**Especially
HIPOs**



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The Big Question

How do we increase productivity?



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Productivity Management

When you're responsible for employees or teams (management/HR), you must manage two main areas for productivity impact:

- EFFORT**
 - Performance/Results/Work (WHAT THEY DO)
- EXPERIENCE**
 - Engagement/Environment (HOW THEY FEEL)

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What Do You Think?

- Which is more important to manage?
 - An Employee's Effort (Performance)
 - An Employee's Experience (Engagement)


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How Do You Measure an Employee's Effort?

OUTPUT PER HOUR PER WORKER



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How Do You Measure an Employee's Experience?

- Exhibits enthusiasm
- Is fully involved with his or her job and organization
- Makes a sincere effort to contribute to both team and company success
- Is proud of what they do for a living and proud of where they work

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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT Gallup Q12: Feelings of Employee Engagement


Gallup research on engaged employee/disengaged employee ratios:

- World-class businesses: 9.57:1
- Average businesses: 1.83:1
- Benchmark standard to shoot for: 8:1

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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT What Do You Think?

1. What factors impact how well employees can perform in their jobs?
2. What factors impact the workplace experience?

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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT Factors Impacting Effort

- Ineffective meetings
- Computer problems
- Unclear priorities
- Co-worker drop-ins
- Technology
- Distractions
- Smelly food from neighbor
- Fatigue
- Etc. etc. etc. etc. etc. etc.

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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT Factors Impacting Experience

- Confidence in abilities
- Control in daily work
- Nature and quality of the job
- Access to training
- Career development
- Opportunities for growth
- Communication
- Manager feedback

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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT What Impacts Employee Productivity?

Almost anything!



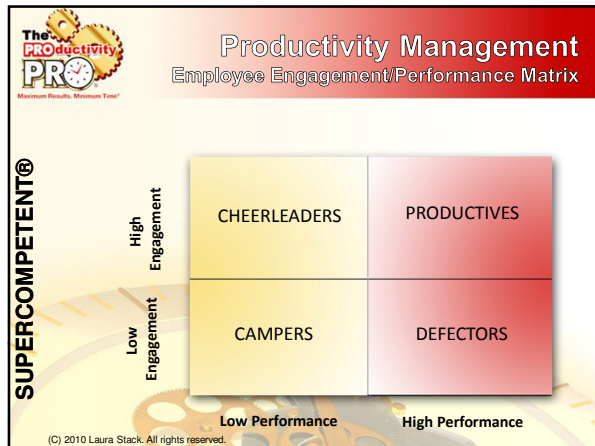
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SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT Getting Higher Productivity

The factors that lead to
GREAT EFFORT (Performance) and
 The factors that lead to a
GREAT EXPERIENCE (Engagement) are
DIFFERENT!

Therefore, we can plot them as independent variables in matrix style.

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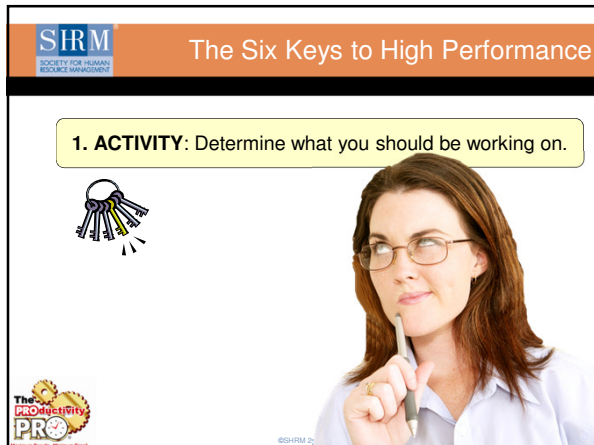
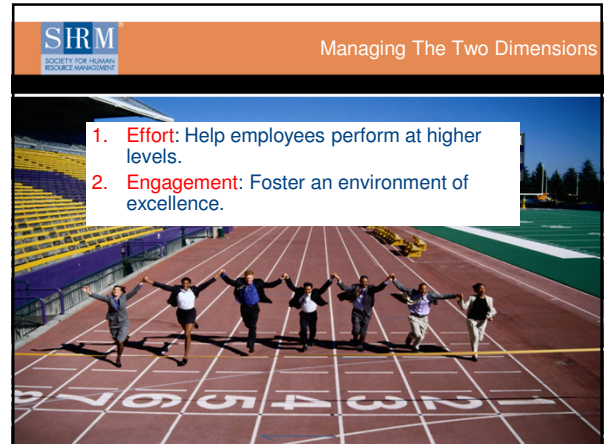
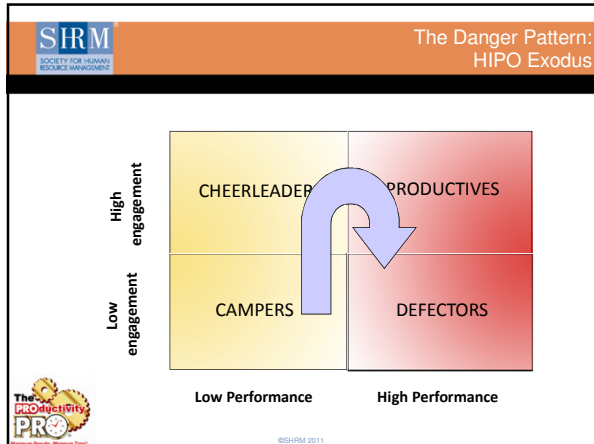
What Do You Think?

3. Which quadrant reflects the majority of the employees in your organization today? In your department?

- a) Campers
- b) Cheerleaders
- c) Defectors
- d) Productives

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The Six Keys to High Performance

5. **ACCOUNTABILITY:** Be responsible for your results.




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The Six Keys to High Performance

6. **ATTITUDE:** Never give up!






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The Timeless, Fundamental Personal Productivity Formula

1. Determine what you should be working on;
2. Make time for it;
3. Focus on that task;
4. Organize the information needed to complete it;
5. Be responsible for your results; and
6. Never give up.


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What Do You Think?

Which performance key do you believe MOST challenges your employees today?

- a) ACTIVITY (knowing what to do to)
- b) AVAILABILITY (creating the time to do it)
- c) ATTENTION (focusing on that work)
- d) ACCESSIBILITY (being organized around that task)
- e) ACCOUNTABILITY (taking personal responsibility for the results)
- f) ATTITUDE (never giving up)




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Take the SUPERCOMPETENT Assessment

Each Key covers five mindsets of SuperCompetent "Hero Thinking" vs. Simply Competent "Zero Thinking."

To see where you fall on these 30 mindsets, go to www.SuperCompetentBook.com and take the free assessment from the book.



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High Performance Doesn't Guarantee Productivity

Are your employees engaged?




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Engaged or Not Engaged?

The relationship between employee and manager is an excellent gauge of the employee's engagement level.



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What Drives Employee Engagement?

- Understanding company goals and personal fit
- Trust in the company and its integrity
- Opportunities to work in a team environment
- Relationships with team members and other co-workers
- Presence of a great manager



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An Environment of Excellence

1. Motivate your team in positive ways.



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2. Take into account individual needs based on age, position, experience, and other factors.



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An Environment of Excellence

3. Talk to your folks!



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An Environment of Excellence

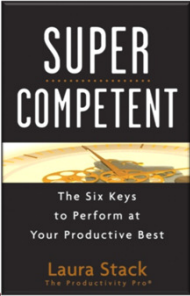
4. Roll up your sleeves and do what it takes.



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Send your receipt to Book@TheProductivityPro.com for special bonuses

THANK YOU!


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Educational Resources

- Post your favorite “ah-ha” from today’s webinar on the wall of our Facebook Fan Page: www.facebook.com/ProductivityPro
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