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An Engaged Workforce: Talents = Power + Potential

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Thursday, Oct. 27
2–3 p.m.



An Engaged Workforce: Talents=Power + Potential

Melissa Louis, MBA
Managing Consultant
Gallup

Stephen Shields
Senior Consultant
Gallup

Thursday, Oct. 27, 2-3 p.m.






Leveraging your Strengths for Improved Performance

Stephen Shields
Senior Consultant

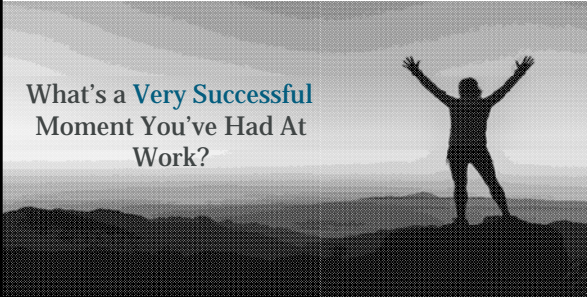
Melissa Louis
Managing Consultant

Thurs 27 Oct 2016



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Your Best Moment



What's a **Very Successful**
Moment You've Had At
Work?

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Your Best Moment

How Did You *Feel* During Your Very Successful Moment?

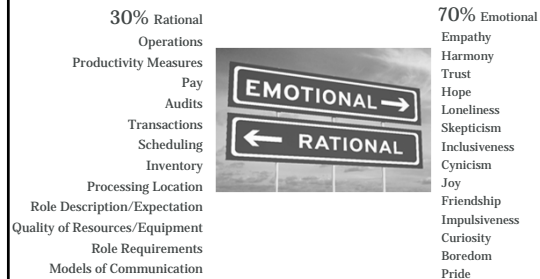


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Behavioral Economics

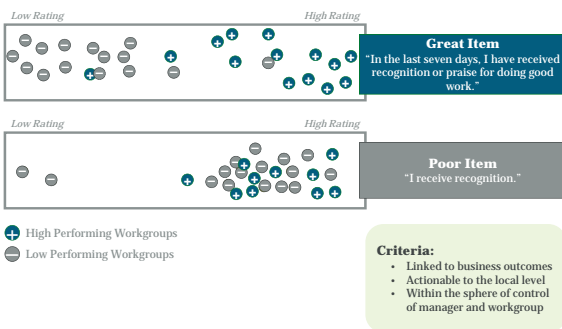
What Drives Our Decisions and Behaviors?



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The Sorting Effect



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The Twelve Elements of Engagement

- Q01. I know what is expected of me at work.
- Q02. I have the materials and equipment I need to do my work right.
- Q03. At work, I have the opportunity to do what I do best **every day**.
- Q04. **In the last seven days**, I have received recognition or praise for doing good work.
- Q05. My supervisor, or someone at work, seems to care about me as a person.
- Q06. There is someone at work who encourages my development.
- Q07. At work, my opinions seem to count.
- Q08. The mission or purpose of my organization makes me feel my job is important.
- Q09. My associates or fellow employees are committed to doing quality work.
- Q10. I have a **best friend** at work.
- Q11. In the last six months, someone at work has talked to me about my progress.
- Q12. This last year, I have had opportunities at work to learn and grow.

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Exploring a Peak Experience

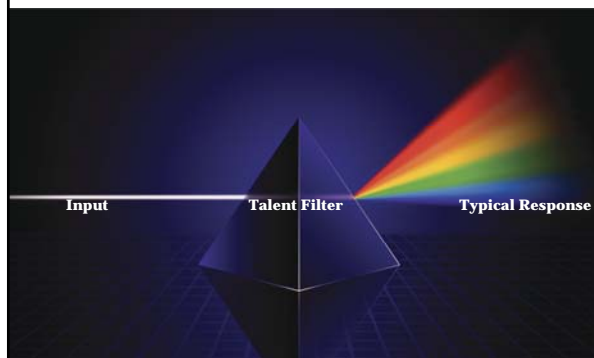
Meet & Greet

- Consider: Think of a Moment When You Were Very Successful.
- Pull out your Clifton StrengthsFinder Quick Reference Card
- With your Partner, Discuss Which Strength You May Have Been Using and How it Helped You.

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Our Unique Filter



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The Neurology of Talent

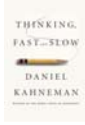
System 1

- 70%
- Emotional
- Fast
- Intuitive
- Automatic
- Subjective
- Effortless
- e.g. Limbic System



System 2

- 30%
- Rational
- Slow
- Thoughtful
- Intentional
- Objective
- Effortful
- e.g. Prefrontal Cortex



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Definition of Talent



A naturally recurring pattern of **thought, feeling, or behavior** that can be **productively** applied

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Clues To Talent

YEARNING:
To what kind of activities are you naturally drawn?

HOW:
In what activities do you seem to "flow" or "lose track of time" the most?

GLIMPSES OF EXCELLENCE:
During what activities have you had moments of subconscious excellence when you thought, "How did I do that?"

RAPID LEARNING:
What kinds of activities do you seem to pick up quickly?

SATISFACTION:
What activities give you a kick, either while doing them or immediately after finishing them, and you think "When can I do that again?"

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Clifton Strengthsfinder® By The Numbers

- **34** main themes of talent
- About **50** years of research
- Originally based on over **2 million** interviews
- Now taken by over **14 million** individuals
- **7000** per day
- Over **50** countries
- Over **20** languages

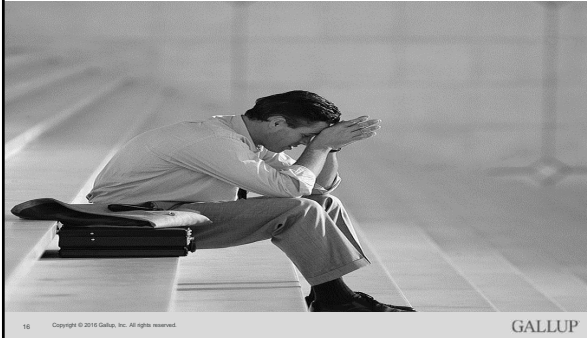
Clifton Strengthsfinder® By The Numbers

Psychometric validity of the instrument has been indicated by a number of studies including:

- Sireci (University of Massachusetts)- a confirmatory study
- Schreiner (Azusa Pacific)- a reliability study
- Stone (Harvard)- a validity study



Strengths & Talents: A Gallup Confession



Investment Components

TALENT
times
INVESTMENT
equals
STRENGTH

COMPONENTS OF INVESTMENT

- Skill
- Knowledge
- Experience
- Intention
 - Time
 - Effort

The Five Components of Performance: Pick a Famous Person

- Talent
- Skill
- Knowledge
- Experience
- Intention
 - Time
 - Effort

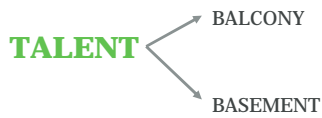


When Talent Gets In The Way

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Balconies & Basements

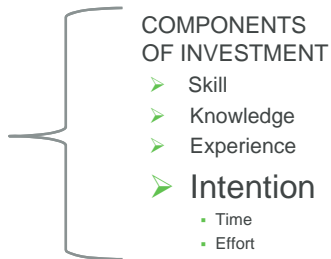


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Investment Components

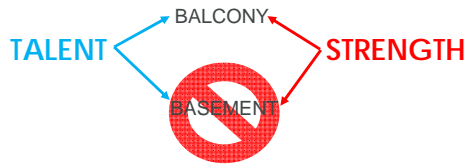
TALENT
times
INVESTMENT
equals
STRENGTH



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Review: Balconies & Basements



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What About Weaknesses?

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A Strengths Competition

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Investment Components

TALENT
times
INVESTMENT
equals
STRENGTH

COMPONENTS OF INVESTMENT

- **Skill**
- Knowledge
- Experience
- Intention
 - Time
 - Effort

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Investment Components

TALENT
=
Desire

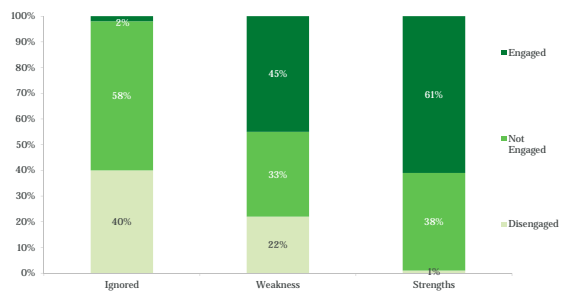
COMPONENTS OF INVESTMENT

Skill
=
Filmable Behavior

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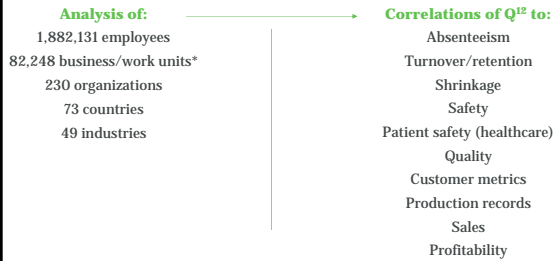
Your Approach Matters



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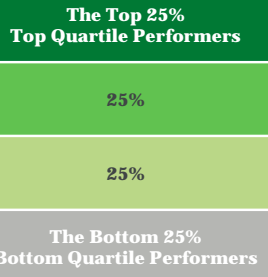
Q12[®] Meta-Analysis Study Information



* Includes business units in 73 countries, including 38 studies exclusively outside the United States. The coverage of research studies includes business units in Asia, Australia, New Zealand, Europe, former communist countries, Latin America, the Middle East, North America, Africa, and the Caribbean.

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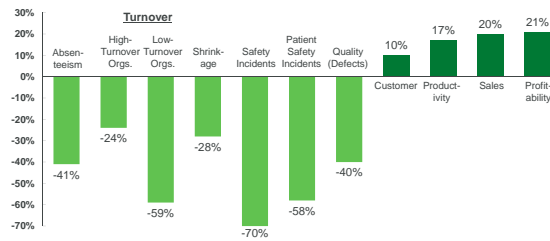


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Proving the Value of the Q12[®]: Meta-Analysis Outcomes

Top-Quartile Engagement Work Units Have Substantially Better Outcomes Than Their Bottom-Quartile Counterparts



Business units in the top engagement quartile have 28% less shrinkage and 21% higher profitability than their bottom-quartile counterparts.

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Thank You for Attending



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