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Employee Engagement & Burnout

THE REMOTE WORKFORCE EDITION

The Q12 Employee Engagement Survey

- 12 elements of employee engagement that predict high team performance
- Built from study of over 100,000 teams and 2.7 million workers worldwide
- Engaged employees are highly involved in, enthusiastic about, and committed to their work and workplace
- Disengaged employees have miserable work experiences and spread their unhappiness to their colleagues
- Not engaged employees are psychologically unattached to their work and company



When comparing top-quartile to bottom- quartile engagement

81% ↓ in absenteeism

18% ↓ in turnover for high-turnover orgs

43% ↓ in turnover for low-turnover orgs

64% ↓ in safety incidents

41% ↓ in quality defects

10% ↑ in customer loyalty/engagement

14% ↑ in overall productivity

18% ↑ in sales productivity

23% ↑ in profitability

66% ↑ in wellbeing

13% ↑ in organizational participation



Key Data from Gallup

Pre-COVID

US engaged employees = 35%

US disengaged employees = 13%

Amid COVID

US engaged employees = 36%**

US disengaged employees = 13%



Image courtesy of insperity.com



Key Findings

Mid-March to Early April = remote work doubled (31% to 62%)**

Employees who work remotely 60% to 80% of the time are MORE engaged than those who work exclusively in one place AND their wellbeing is higher

Critical factors = role has inherently well-defined tasks and processes and doesn't require highly interdependent work**



Image courtesy of brightful.me



As leaders, here's something to consider...

- Gallup finds that managers affect 70% of the variance in team engagement!
- The highest-performing remote managers are:
 - › Crystal clear about expectations and priorities
 - › Ensure employees have the tools they need to perform their roles
 - › Give meaningful feedback
 - › Hold themselves and others accountable
 - › Make sure employees have opportunities to learn and grow
 - › Help employees draw proper boundaries between work and life





Strategies that Work

Let's talk about what we've done that has been effective



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