



Leadership in the Era of Stellar Client Centered Services

Presented by:

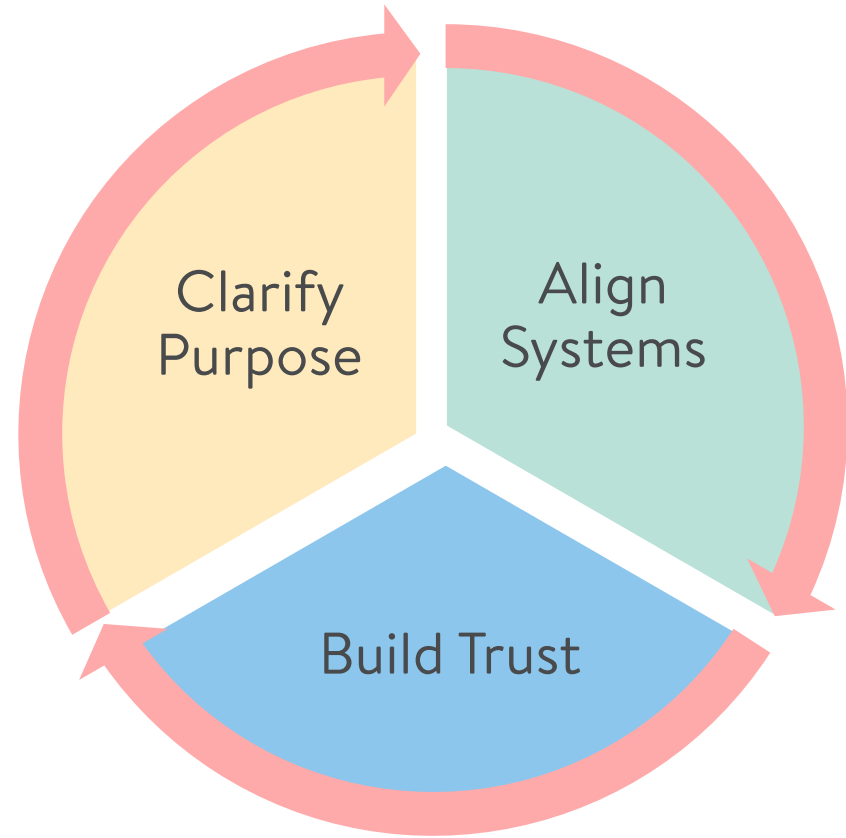
Bernadette Landers, MPA, RD, IBCLC

Altarum





Agenda

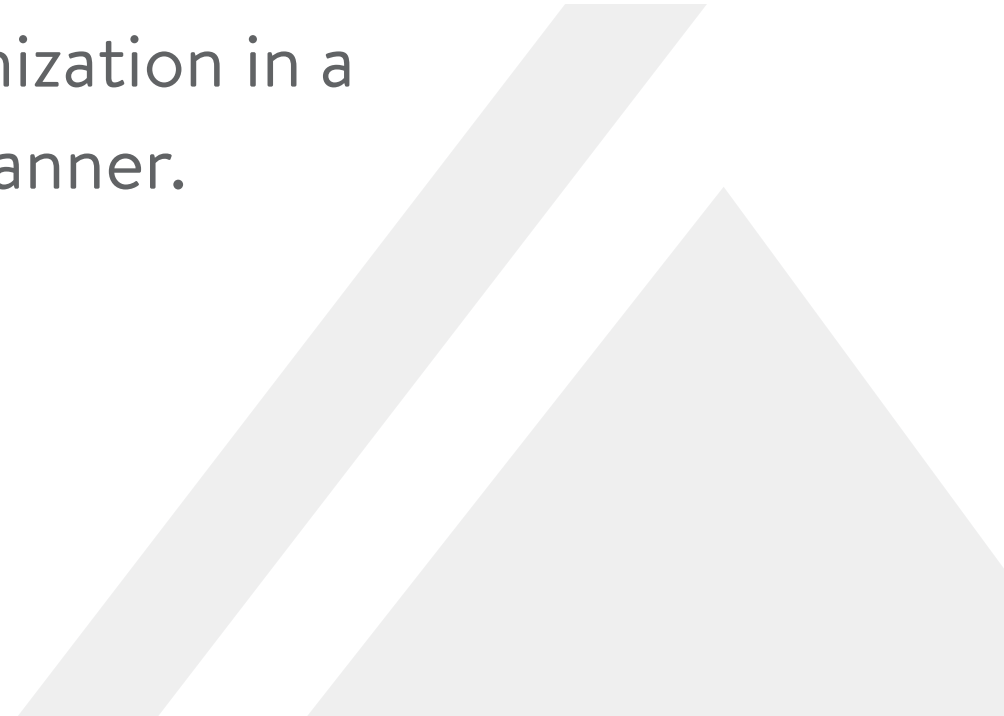


Staff Engagement



“Engaged” employees:

Those who are involved in, enthusiastic about, and committed to their work and contribute to their organization in a positive manner.



State of the American Workplace 2017



▲ Engaged 33%

- Engaged employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.

▲ Not Engaged 51%

- Not Engaged employees are essentially “checked out.” They’re sleepwalking through their workday, putting time – but not energy or passion – into their work.

▲ Actively Disengaged 16%

- Actively Disengaged employees aren’t just unhappy at work; they’re busy acting out their unhappiness every day, these workers undermine what their engaged coworkers accomplish.

Employee Engagement



- ▲ If your organization were a 10-person crew team, statistically speaking:
 - 3 employees are rowing with all their hearts
 - 5 are just along for the ride, looking at the scenery
 - 2 are trying to sink the boat



Cost of Low Staff Engagement



▲ Disengaged

- 65% more turnover
- 28% more theft
- 37% more absenteeism

▲ Engaged

- 10% better customer ratings
- 21% more productivity
- 22% more profitability



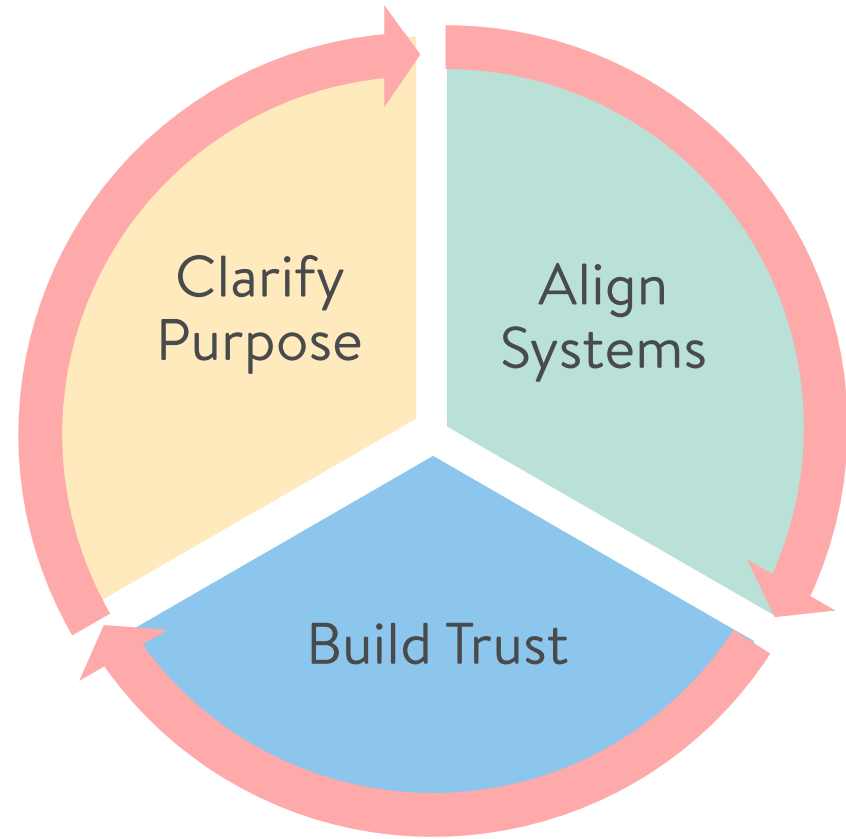
It's Your Ship



“Empowering means defining the parameters in which people are allowed to operate and then setting them free.”



Align Systems





The deepest principle of
human nature is the
craving to be
appreciated. ~ William James



Attitudes are Contagious

Is yours worth
catching?

- Abundance
- Possibilities
- Collaboration



2018 Webinar Series



Leadership



**Continuity
of Care**



Assessment



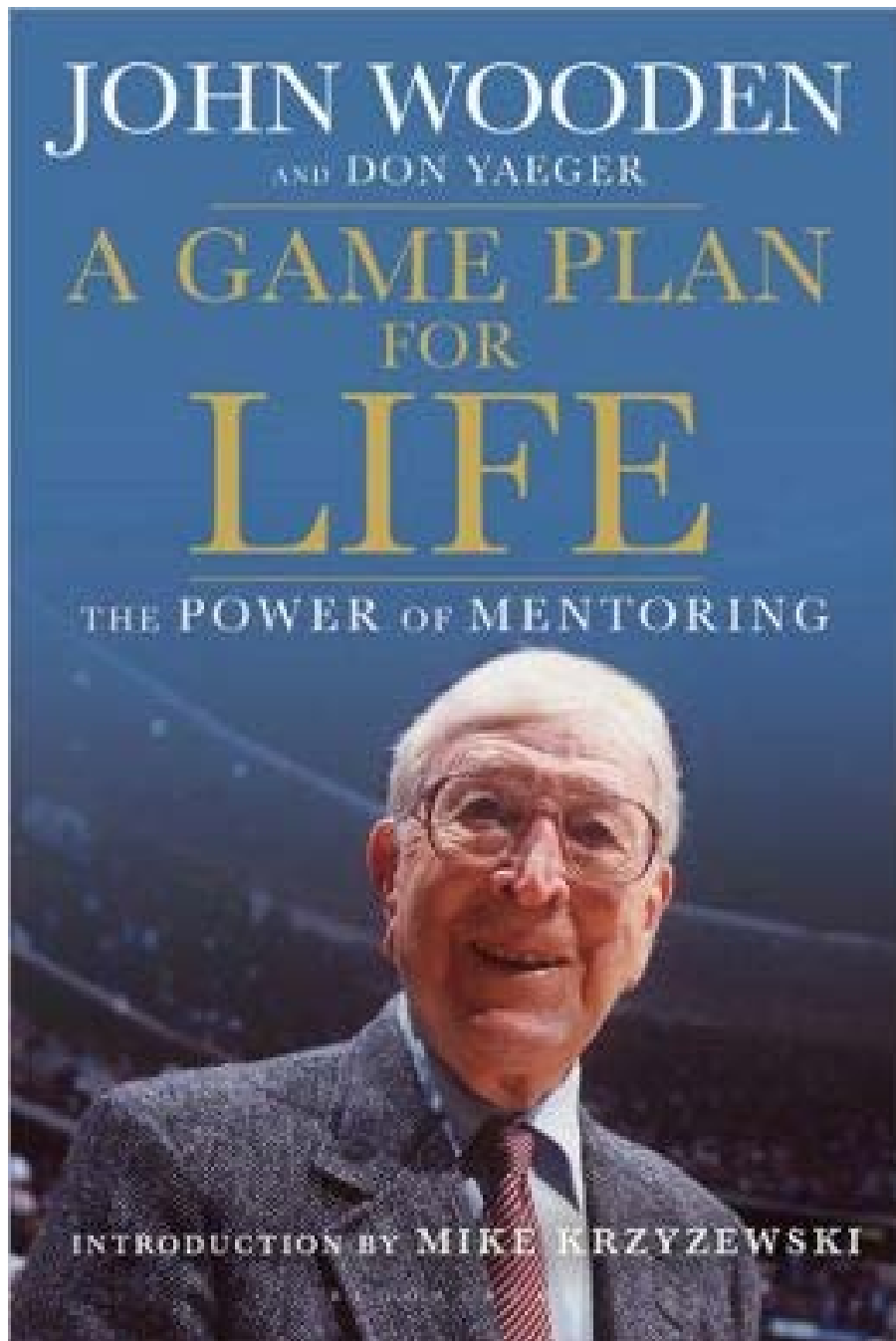
**Excellence in
Service**



Care Plans



Leadership



**“...the word
“mentor” is both a
verb and a noun. It
is simultaneously
something you do
and something you
are.”**

-John Wooden

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Q & A

Thank You!!!

