

## Managing Organizational Change

- 53% of employees do not trust upper management<sup>1</sup>.
- Less than 1/3 of employees are engaged at work<sup>2</sup>.
- Only 66% of employees feel that their manager encourages them to use their talents as much as possible<sup>3</sup>.
- 24% of organizations have not yet communicated their strategies/missions to all employees<sup>4</sup>.
- Disengaged employees cost US companies up to \$350 BILLION annually<sup>5</sup>.

A few years ago, there was a beer commercial where stereotypical mafia gentlemen asked each other, “How ya doin’?” and responded to each other with, “How ya doin’?” When another man entered the scene and was asked the question, he responded in a sincere manner about how his day was – he was received by shock and stares from the other men. How many times have you asked someone, “How are you doing?” And despite the countless times per day, how many times have you actually cared “how they were doing?” We all find ourselves on the other side; accepting someone’s pleasantries, but knowing it is a formality rather than a genuine interest.

Behind these jaw-dropping statistics lies one problem; **lack of communication**. Specifically, managers are failing to engage in Authentic Encounters. Because of this, employees are left “punching the clock” instead of adding long-lasting value to their company.



### Tips for Effective Management Techniques

- **Engage yourself** fully in conversations and take an interest in what people tell you.
- **Celebrate successes** in your conversations. Employees will become more productive at work if they know their accomplishments will be recognized.
- **Maintain momentum** by putting in the time to sustain relationships that will be mutually beneficial for life.
- **Be yourself**. Tools and techniques should supplement who you are, not define who you are.

HARNESS YOUR FULL POTENTIAL • CREATE ASTOUNDING RESULTS • LEAD WITH CONFIDENCE AND CONSISTENCY

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<sup>1</sup>Blessing White’s The State of Employee Engagement 2008

<sup>2</sup> Blessing White’s The State of Employee Engagement 2008

<sup>3</sup> Blessing White’s The State of Employee Engagement 2008

<sup>4</sup> IndustryWeek, [Employees Unaware of Company Strategies](#)

<sup>5</sup> 2006 Gallup Survey on Employee Engagement