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| Topic/Objective: **Improving Employee Engagement**  ***8 lessons on building a company people enjoy working for by Patty McCord***  Ted Talk - February 2019 | Name: **Anne Pearson** |
| Class/Period: Teacher for Learning, Cornell Note-  taking practice |
| Date: January 22, 2021 |

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| Essential Question:  **How to increase employee engagement using feedback and other positive practices?** |

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| Questions:  Why do companies that use jargon and cool lingo not really connect positively to employees?  What can be done to improve the effectiveness of feedback?  Does employee turnover really matter?  How to treat employees with respect  What should managers and companies focus on to improve their overall employee relations? | Notes: Companies focus on vague and meaningless ideas and practices i.e. “best practices” or “annual employee appraisals”  **8 Lessons:**   1. **Employees are Adults**   *Stop being paternalistic and assume that people really want to do a great job*   1. **The Job of Management is not Control but build Great Teams**   *Encourage employees to cooperate, communicate and share ideas*   1. **People Want to Do Meaningful Work**   *Don’t view turnover as negative, wish former employees well and they will be positive ambassadors*   1. **Everyone in Your Company Should Understand the Business**   *Promote collaboration, share information and knowledge freely*   1. **Everyone in Your Company Needs to Know the Truth**   *Give immediate and specific feedback both positive and constructive. Forget the annual appraisals. BE HONEST!*   1. **Your Company Needs to Deliver Its Values**   *Managers need to be living breathing role models – walk the talk*   1. **All start up ideas are Stupid**   *If they were good everyone would be doing them*   1. **Everyone in The Company Needs to Stay Excited**   *Avoid the whiff of nostalgia, stay open and encourage new ideas don’t get stale*  *“Let’s rethink the word ‘feedback,’ and think about it as telling people the truth, the honest truth, about what they’re doing right and what they’re doing wrong, in the moment when they’re doing it. ‘That good thing you just did, woo! That’s exactly what I’m talking about. Go do that again.’ And people will do that again, today, three more times.”* |
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| Summary: ***Treating employees with respect and support, giving regular honest feedback and being a positive role model are far more effective than spouting jargon and platitudes*** |