

Influencing Company Culture

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Top 10 Signs You may Have Employee Disengagement

- The excitement for the day is what's for lunch
- There are resumes on the printer
- People are bringing pillows and blankets to work
- There is a small fire yet no one gets a fire extinguisher
- Your team meeting looks like this
- Time off needed for people that have passed multiple times
- Everyone looking at each other wondering what should be done next
- All desks are turned to see the clock and there is a daily countdown
- "That's not my job" is the response for everything
- Someone watching an entire series on Amazon Prime



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Few Statistics



- #1 challenge owners in the green industry report is attracting and retaining employees (Green Industry Benchmark Report | 2016 Edition)
- 79% reported it was difficult to very difficult to find new employees (Green Industry Benchmark Report | 2016 Edition)
- Only 29% of the workforce is engaged at work (Gallup Poll)
- 350 billion dollars are lost every year due to employee disengagement (Gallup Poll)
- 89% of employers think their people leave for more money, only 12% actually do (<https://www.officevibe.com/blog/disengaged-employees-infographic>)

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What is Disengagement Costing You?

- Decreased productivity of each disengaged employee costs employers \$3,400 to \$10,000 per employee (Gallup Research)
- Non-Billable Time – the job costing killer
- Teams with high levels of engagement have:(Gallup Poll)
 - 20% higher sales
 - 10% higher customer metrics (satisfaction)
 - 48% less safety incidents
 - 22% more profitability
 - 37% less absenteeism
 - 25% less turnover



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What is Company Culture?

- The beliefs and behaviors created by the company that help form the 'Personality' of the company
- May be spoken or merely understood
- It is ongoing and evolving all the time
- Influences how people think, feel and act
- Can be positive and/or negative
- May not be intentional

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Activity-What's holding you back?

- Turn to the person next to you
- Take 5 minutes and discuss what some of those recurring themes that may be holding you back from reaching your goals
- Here are a few ideas to start with
 - High turn over rate
 - Poor quality work
 - Absenteeism and tardiness
 - Overall poor attitudes

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Changing Culture-Starts with You

- Honest assessment, look in the mirror
- Gather feedback from employees
- Common excuses
 - The millennials, gen x, baby boomers, etc. are the problem
 - Lack of money, talent, time or power
- Change can happen
 - Need a plan
 - Action
 - Accountability & consistency




Simple Areas to Focus

- Trust-where you need to start
- Vision – big picture
 - Employees need to know this
- Valued - feeling of being taken care of
 - 'You matter'
- Autonomy
 - Involvement and choice




Developing Trust

- Foundation for everything else
- Ways to develop trust
 - Keep promises, do what you say you will do
 - Own mistakes
 - Have each others backs, no throwing under the bus
 - Actions & behavior-people are watching and listening all the time
 - Be transparent with information




Vision-Where are you headed?

- Purpose, why do people come to work everyday?
- What's in it for me
- Live it, don't hang it on the wall and forget it
- Simple and clear




Valued

- Know each individual, strengths
 - What makes them tick?
- Thank you and recognition
- Gather input and utilize
- Personal growth and development
 - Continued education? Training?
- Team camaraderie
- Little things make a big difference, usually low dollar amounts




Autonomy

- Clear expectations
- Dump old beliefs that no longer serve
- Think outside the box
- Ask employees for ideas
 - Ways to improve established systems
- Accountability and feedback
 - Goals make them accountable which makes reviews easier

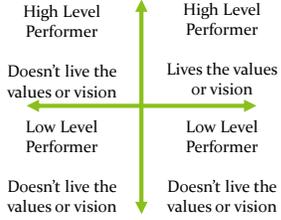



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That's all great....but where do we go from here




Activity-Where are you now?

- Quick Assessment-5 mins
- Plot yourself on the graph
- Plot your coworkers, team members, employees, etc.



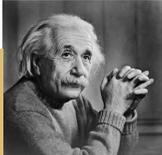
Activity

- Pick one area of focus:
 - Trust
 - Vision
 - Valued
 - Autonomy
- What are the first 5 actions steps you need to take?
- What hurdles might you encounter?




Thank you!

work hard.
→ have fun.
↓ make a difference.



The definition of insanity is repeating the same behaviors and expecting a different outcome.
Albert Einstein

What are you going to do differently tomorrow?



Resources

Contact Us

Vanessa Mueller-Johnson's Nursery
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Anne Mino-Redbud Landscaping
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Books

- Drive-Daniel H. Pink
- Flourish-Martin E. P. Seligman
- The Truth about Employee Engagement-Patrick Lencioni
- Become a Destination Company-Jeffrey Scott

