



Seven Keys to Engaging People for Service Excellence

SPECIAL REPORT

What is Employee Engagement?

Have you seen something like this where you work? Three coffee shop employees ended their shift in succession. The first one out the door noticed the discarded coffee cup beside the garbage can and walked past. The second employee to leave kicked the cup. The third employee bent down, scooped up the litter and deposited the cup in its rightful place.

Q. Who would you rather have on your team? (Hint: Who do you think needs less managing?)

A. The employee that acts with discretionary effort.

Q. Can this be learned? A. Yes!

The Research

Employee engagement can be defined as "*a heightened emotional connection that an employee feels for his or her organization, that influences him or her to exert greater discretionary effort to his or her work*".* Discretionary effort means simply, that when employees have choices, they will act in a way that furthers their organization's interests. An engaged employee is a person who is fully involved in, and enthusiastic about, his or her work. Imagine that team!

* Source: Towers Perrin Global Workforce Study (2007), the largest of its kind, identifies the drivers of attraction, retention and engagement through the eyes of employees at mid-sized to large organizations worldwide.

Here are the results of global engagement survey of over 88,000 workers in 18 countries: [Download this Study](#)

- o **Engaged:** 21% - providing full discretionary effort, with scores approaching 100% on all three components of engagement: rational, emotional and motivational.
- o **Enrolled:** 41% - partly engaged. They know what to do and tend to get the work done (higher scores on rational and motivational aspects), but they are **not connected emotionally***, which is why they're not truly going the "extra mile" with discretionary effort.
- o **Disenchanted:** 30% - partly disengaged. Their scores are significantly lower on all three components of engagement, but dramatically lower on the **emotional connection***.
- o **Disengaged.** 8% - completely disconnected rationally, motivationally and emotionally. The managers nightmare.

* Note "Emotional Connection" is the key driver essential for success in engaging people, passion and possibilities. Helping people bring greater heart to life and work has been Peter's specialty since 1985. You are invited to explore 7 key strategies that can bring a heightened emotional connection to your workforce or service team.

[Learn More About Your Speaker and Training Leader Peter Davison <link>](#)

[View Seven Keys to Engaging People Keynote Speech Highlights <link>](#)

From Research to Results

The following key strategies explore universal themes that appeal to all generations in the workforce with practical knowledge, skills and particularly attitudes needed to deepen engagement and maximize the culture of human potential for service excellence and greater individual, organizational and community prosperity.

Click on each a key symbol as a hot link to more information on each topic.



1. WELLNESS: Promote Healthy Choices

Our personal magnetism is influenced by our ability to manage all four dimensions of energy. How we stay on top of our game physically, emotionally, mentally and spiritually determines the power we have to invest inside and out.



2. BELONGING: Celebrate What Unites Us

People are multi-dimensional beings and so to are the ways by which we connect. The more we experience and celebrate genuine unity the more willing we are to give our best with fresh faces, light hearts and bright ideas.



3. RECOGNITION: Appreciate Virtues of Character

As blood is to life, communication is to living. How and what we say either builds or defeats, unites and divides, diffuses or escalates. People grow richer inside, become closer and desire better when appreciated & recognized.



4. TRUST: Strengthen Team Harmony

At the heart of every good relationship is a deep well of trust. Through the dynamic use of social and emotional skills we can improve trust and create more profitable client and staff relations.



5. RESPONSIVENESS: Resolve the Heart of Conflicts

Our choices in relationships with others affect our “way of being” and our capacity to inspire honesty. Learn to dissolve resistant tension, see people as people and enrich relationships to achieve peace of mind & better results.



6. PERSPECTIVE: Employ Open-Minded Attitudes

Our attitude determines our altitude and our mindsets determine how we cope with stress, manage change, engage problems, judge others and foster creativity. Attitude is contagious, let's make it worth catching.



7. SERVICE: Activate Talents to Make a Difference

Our greatest legacy gift is our passionate dedication to serving something bigger than ourselves. When we align our talents, skills and values towards a collective cause or goal we inspire loyalty, passion and certainty in others.

Contact Peter

How Can the Seven Keys Speech or Training Modules Unlock Your People, Passion and Possibilities for Greater Service Excellence? Explore More at <http://peterdavison.ca/engage.html>

Speak: 902 492 4104 Explore: www.peterdavison.ca Contact: www.peterdavison.ca/contact_peter.html

Seven Minute Employee Engagement Audit How happy and productive is your work?

Instructions: Strategy One: Perceptions of Others - Circle your numerical response to each of the following questions regarding your perceptions of the people environment at work over the last two week period.

Strategy Two: Honest Self-Assessment – Complete as a self-evaluation. To be completed by leaders, management teams, the entire staff or units or everyone. Score anonymously. Can be used to measure success as pre & post tests.

1. What are people talking about? (Gossiping or Creating?)				
Other People (Loose Lips)			Ideas and Solutions (Focussed)	
1	2	3	4	5

2. What are people doing? (Drifting or Intentional?)				
Procrastinating			Purposeful	
1	2	3	4	5

3. What are the dominant thoughts? (Weekend Waiting or Loving It?)				
TGIF - Thank God It's Friday!			TBIF - Too Bad It's Friday!	
1	2	3	4	5

4. What do people look like? (Head Down or Smile Up?)				
Heavy Walking, Avoid Eye Contact			Light Step, Eager to Greet	
1	2	3	4	5

5. What is the pace of movement? (Stiff or Smooth?)				
Dragging and Pokey			Swift Certainty Stride	
1	2	3	4	5

6. Where is the organizations vision/mission statement? (External or Internal?)				
Absent/On the Wall to Remind			In Every Heart, Smile and Hand Shake	
1	2	3	4	5

7. How are people treated? (Resistantly or Responsively?)				
As Obstacles, Vehicles or Irrelevant			As People with Talents and Dreams	
1	2	3	4	5

8. What is the working / living space like? (Sloppy or Tidy?)				
Reminders/rules to de-clutter and clean.			Willingly kept fresh and bright.	
1	2	3	4	5

9. Responsibility for Personal/Professional Growth?				
Blaming, Excuses, Disempowering Self			Taking Ownership of Choices/Outcomes	
1	2	3	4	5

10. How do People Deal with Conflict? (Ugly or Healthy?)				
Back Down, Hide and Avoid			Welcome Challenge, Talk and Grow	
1	2	3	4	5

11. What do People Hear Expressed? (Words and Tone)				
Ingratitude, Fault and Criticism			Thanks, Laughter, Appreciation	
1	2	3	4	5

12. Energy, Drive and Commitment (External Carrots or Internal Juice?)				
Close Supervision Required			Trusted and Driven From Within	
1	2	3	4	5

13. Relationship to Change (Cling to Order or Willing Chaos?)				
Closed, Resistant, Sabotage			Open, Receptive, Engaged	
1	2	3	4	5

14. Stress and Mental Health (Neglect or Self Care?)				
Excessive Emotional Expression/Repression			Balanced Living, Peace of Mind	
1	2	3	4	5

15. What are the Personal Dreams and Values? (Who Cares?)				
Unknown, Unexplored and Unshared			Expressed, Aware and Intentional	
1	2	3	4	5
Add up your score. Add points together as circled.			Total:	

INTERPRET YOUR SCORE (Contact Peter for complete testing process)

Score 15 to 35 – Disengaged or Disenchanted with low discretionary effort. Staff likely require steady external motivation to perform because their hearts are not fully engaged in what they do. **Response:** For short term limited results: Pay more, reward only stars, bribe with perks and incentives. Long term sustainable results: Dedicate proactive culture-shift training to inspire flexible leadership, team spirit, align deeper sense of personal values with the collective purpose, embed genuine communication strategies and resolve the heart of conflicts and collusions to clear the way for authentic emotional connections and loyalty to thrive.

Score 35 to 55 – Enrolled or Loosely Engaged and will slip when not managed/watched. Moderate indication of awareness and contentment that their deeper values are being expressed through what they are doing. **Response:** Concentrate custom staff development training on areas that require a boost. Start with programs to enhance the lowest scoring topics.

Score 55 to 75 – Overall Engaged and leadership can focus energy on building the organization, not managing the people.

Response: Let the energy flow into quality customer service, patient care, program delivery or enhancing human resources.

Leaders need to get out of the way and let their professionals do what they love to do and were born to do – create, grow and serve.

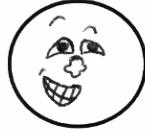
FACING FEELINGS



AGGRESSIVE



AGONIZED



AMUSED



ANGRY



ANXIOUS



APATHETIC



APOLOGETIC



ARROGANT



ASHAMED



BASHFUL



BLISSFUL



BOASTFUL



BORED



CAUTIOUS



COLD



COMPETITIVE



CONCENTRATING



CONFIDENT



CONFUSED



CONNIVING



CONTEMPT



CONTENTED



CRANKY



CREATIVE



CURIOUS



DELIGHTED



DEMURE



DEPRESSED



DETERMINED



DISAPPOINTED



DISAPPROVING



DISGUSTED



DISTASTEFUL



DOMINEERING



EAGER



EAVESDROPPING



ECSTATIC



EFFICIENT



EGOTISTICAL



EMBARRASSED



ENRAGED



ENTHUSIASTIC



ENVOIOUS



EXASPERATED



EXERCISED



EXHAUSTED



EXPECTANT



FIENDISH



FORGETFUL



FRIGHTENED



FRUSTRATED



GOSSIPY



GRATEFUL



GREEDY



GRIEVING



GUILTY



HAPPY



HELPFUL



HELPLESS



HOMESICK



HOPEFUL



HORRIFIED



HOT



HUNGOVER



HURT



HYSTERICAL



IDIOTIC



IMPRESSED



INDIFFERENT



INFATUATED

FACING MORE FEELINGS



IRRESISTIBLE



INNOCENT



INSECURE



INSIGNIFICANT



INSPIRED



INTERESTED



JEALOUS



KIND



LAZY



LOADED



LONELY



LOVABLE



LUSTFUL



LOVESTRUCK



MARTYRED



MEDITATIVE



MELLOW



MISCHIEVOUS



MISERABLE



NAUSEATED



NEGATIVE



NERVOUS



NOBLE



NONCHALANT



NOSTALGIC



OBSTINATE



OPTIMISTIC



OVERWORKED



PAINED



PASSIVE



PARANOID



PERPLEXED



PRESSURED



PRUDISH



PUZZLED



REGRETFUL



RELIEVED



RESENTFUL



SAD



SATISFIED



SKEPTICAL



SCHEMING



SEDUCTIVE



SHEEPISH



SICK



SHOCKED



SMUG



SOPHISTICATED



SUCCESSFUL



SULKY



SURLY



SURPRISED



SUSPICIOUS



SYMPATHETIC



TALKATIVE



TEMPTED



TENDER



THOUGHTFUL



THREATENED



TIMID



TIRED



TRANSCENDED



TRIUMPHANT



TURNED-ON



TWO-FACED



UNDECIDED



UNEASY



VULNERABLE



WITHDRAWN



WORRIED

Client Gratitude

Client Testimonials for Seven Keys Individual Topics

"Peter Davison brought a unique brand of energy to his Quest for Employee Engagement presentation to our group. He had the audience laughing, cheering and even some shedding a tear of inspiration during his talk. It was a refreshing break from the business topics that our delegates had been hearing."

- Bob Elliott, President, Canadian Printing Industries Association

"Peter Davison received a standing ovation at the conclusion of his "Quest for Inclusive Workplaces" keynote speech at our PWGSC Atlantic Diversity Forum. It was apparent that his address touched many of the people in the room. Peter exceeded our expectations by making the forum the success we achieved."

- Wendy Smith, Co-Chair, Atlantic Diversity Forum 2008, Public Works and Government Services

"Peter brings a contagious enthusiasm and energy to his presentations, his message of recognizing and acknowledging the contributions of all the unsung heroes has made an impact on staff of all levels. Peter truly lives his definition of success by making many lives breath easier through his inspirational message."

- Eric Beaulieu, Executive Director & Chief Financial Officer, New Brunswick Department of Health

"When Peter spoke on the topic of Energizing Unsung Heroes at our National Health Services Convention I was totally impressed by his commitment to understanding the audience and the level of involvement he undertook to make his remarks real and meaningful to our delegates. Peter was able to talk to the heart of the challenges our staff face each and every day and to remind us all why we chose home care as our field of work in the first place."

- Barbara Toccacelli, Director of Human Resources, We Care Health Services Inc.

"The theme of your presentation "Love Your Work" was certainly a big draw, as it was one of our biggest meetings in the history of the Chapter. From the many comments heard following the session, your presentation was excellent. Your style captured everyone's interest throughout and the activities were quite varied, from the paper-pencil questionnaire, to the washer and string 'experience', to singing a thought provoking song. Thank you for making the HRANB breakfast meeting very valuable for our membership."

- Rachelle Gagnon, Moncton Chapter President, Human Resources Association of New Brunswick

"Peter provided an outstanding program of reflection and action on how to deal with difficult people, with a "side-helping" of team building. My staff and I took away insights, and nuggets of inspiration, that will enhance our workplace and benefit our clients. We found that Peter's thoughtful, yet humorous, style made a warm environment where it was easy to explore such a heavy topic. It was a wonderful program!"

- Lisa MacDougall, Coordinator, Job Search Services

"Peter Davison received a spontaneous standing ovation at the conclusion of his heartwarming and inspirational closing keynote speech, "Journey to Everest: The Unsung Heroes of Servant Leadership." The audience of life and health insurance claims officers attending our annual CLHIA conference appreciated the celebration of their important roles as unsung heroes, as they work diligently to make a difference in the lives of Canadians. Peter's closing slide show featuring our participants and inspiring visuals made the keynote address a great success and a wonderful closing high note."

- Irene Klatt, Vice President, Health Insurance, Canadian Life and Health Insurance Association Inc.

[Read More Client Appreciation <link>](#)

Biography

Peter Davison is an international motivational speaker and training leader who revitalizes people who help people. His tales and tools enrich relationships, deepen employee engagement and promote productive attitudes to maximize the culture of human potential for service excellence.

Peter has celebrated the joy of speaking and the business of making a difference since 1985. His global audiences attend professional association conferences or serve through corporate, public and not for profit sector organizations.

Peter engages life with gusto, from his proud roots in small town Nova Scotia and trekking mountains on 3 continents to working with street gangs in Los Angeles and community leaders in Northern Ireland. Peter's uplifting speeches and peak performance seminars celebrate hard-working unsung heroes and renew and inspire big-hearted professionals to make a difference in and for the world.

His passion for empowering others began with a decade as an inner-city school teacher. Notable in his career as a training leader was five years as a public servant with the Nova Scotia Government's Family Violence Prevention Initiative.

Peter's expertise in violence prevention evolved into dedicating his life work to the success formula: *Valuing Self, Others and Service = Healthy Emotional Connections = Fulfilling Employee Engagement = Service Excellence = Individual, Organizational and Community Prosperity...*

He is co-author of the industry-acclaimed best-selling [Healthy Relationships Curriculum](#), a violence prevention program for youth and the program director of [Generation XXL](#), a Gemini Award nominated film exploring teenage obesity. In 1995, Peter was honoured with a Global Citizen Award from the Nova Scotia Chapter of the United Nations Association in Canada for his work in promoting peace. His expertise in healthy relationships has been featured in numerous television, radio, and print media interviews.

Peter has been quoted in Oprah Magazine and is proud to be Hannah's Dad. Peter's energy comes from chocolate and his passion for helping people love who they are, who they're with and what they do with their talents in order to leave a job well-done and have more joy to take home to their healthy family.

How Can Peter Help?

Contact Peter today to explore how he may be helpful with custom program options that support your needs and align to your budget.

Tel: 902 492 4104 Email Now Click Here: peter@peterdavison.ca

Explore Peter's Website www.peterdavison.ca

View Video Clips of Peter's Content and Style

www.peterdavison.ca/videos.html



Resources for Deepening Engagement

Books/Self-Study Guides	Price	Quantity
<p>Leadership and Self Deception: Getting Out of the Box <i>How self-deception kills performance and what you can do about it.</i></p>	\$19.95	_____ <i>Leadership</i>
<p>The Anatomy of Peace: Resolving the Heart of Conflict <i>See people as people and stop perpetuating the problems we are trying to solve.</i></p>	\$19.95	_____ <i>Anatomy of Peace</i>
<p>Healthy Relationships Program <i>A critically-acclaimed violence-prevention guide featuring over 50 activities.</i></p>	\$69.95	_____ <i>Healthy Relationships</i>

Audio CD's

<p>How to Wake Up Happy and Do What You Love! – Audio CD with Study Guide <i>Your days are your life in miniature, rise and shine!</i></p>	\$19.95	_____ <i>Wake Happy CD</i>
<p>How to Deal With Difficult People for Good! – Audio CD with Study Guide <i>What if other people are not failed attempts at being me?</i></p>	\$19.95	_____ <i>Difficult People CD</i>
<p>Disk 1: Inspired Living – Disk 2 Fulfilling Work <i>A double disk set featuring the infamous chocolate meditation and other insights!</i></p>	\$19.95	_____ <i>Inspired Insights CD</i>

Video DVD's

<p>Dreamweavers: A Guide to Awakening Intentional Living – DVD with Study Guide <i>The easiest way to realize your dreams is to wake up...</i></p>	\$19.95	_____ <i>Dreamweavers DVD</i>
<p>The Quest for Inclusive Workplaces – DVD <i>Each of us has an instrument to play in the vast orchestra of humanity</i></p>	\$19.95	_____ <i>Inclusive Work DVD</i>
<p>Energizing Work for Professionals – DVD <i>Revitalizing the four dimensions of energy for big-hearted givers</i></p>	\$19.95	_____ <i>Energizing DVD</i>
<p>Seven Keys to Unlocking Employee Engagement – DVD <i>Strategies to maximize the culture of human potential</i></p>	\$19.95	_____ <i>Engagement DVD</i>

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Success Formula: Valuing Self, Others and Service = Healthy Emotional Connections = Fulfilling Employee Engagement = Service Excellence = Individual, Organizational & Community Prosperity...

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