

Managing Well

with Tonya Ladipo, LCSW

Podcast Worksheet

Key Takeaways

- The most effective metrics are the ones that are easy to measure and get referenced on a regular basis.
- Metrics should be created with the end in mind.
- Define success beyond revenue as employees are human first. The revenue will come when you focus on the human experience of working.
- Tips for keeping retention rates high and turnover low include measuring:
 - employee satisfaction
 - employee engagement
 - regrettable vs non-regrettable attrition (loss of valuable employees you wish stayed vs loss of employees that benefits the company/team)
- Employee satisfaction measures the employee's level of happiness at work. Employee engagement measures the interdependency and balance of the employee's contribution to the company (e.g. excelling within the role) and the company's contribution to the employee (e.g. professional development, opportunities for advancement).
- Be clear about job roles and responsibilities, provide people the resources they need to succeed, and allow people to make and learn from their mistakes.

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REFLECTION QUESTIONS

Having a good company culture helps drive company success. What do you believe are the working parts of “good” company culture? What behaviors are missing from your team that contributes to a great culture?

Employee engagement is a key component of success. Is there a clearly defined company mission that employees are actively engaged in carrying out? Does your team understand their roles and responsibilities collectively and individually? Do they understand how their work contributes to the overall impact of the company? Do they have the tools and resources they need to get their job done well?

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REFLECTION QUESTIONS

Regrettable attrition (turnover) can be minimized. What am I intentionally doing to retain engaged employees? Does our company collect and analyze attrition and regrettable attrition rates? If so, how are we using that data to inform employee engagement and retention?

Create space for learning and give yourself and your team permission to fail. What failures have you experienced as a leader? Describe how those failures shape how you lead your team and view their successes and failures.

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ACTION ITEMS

- **Measure beyond revenue.** Administer an employee engagement and satisfaction survey to see how your company's culture is impacting employees. Use this information to inform your next steps of where to focus your attention as a leader.
- **Solicit feedback from your team to see how your relationship with them impacts their role and well-being.** Build in 15 minutes with each individual during your one-on-one meetings to determine what is needed for the most effective collaboration. Aim for a win-win-win, a win for the client/product, a win for the employee/team, and a win for the business/revenue.
- **Consistency is key.** Schedule weekly reflection time to explore and record your thoughts. Ask yourself, what is working and what could be better to consistently create win-win-win situations.
- **Measure manager effectiveness alongside employee engagement and employee satisfaction.** Track the feedback your team provides to you. Review it quarterly to look for patterns of your leadership strengths and areas for growth.

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ADDITIONAL RESOURCES

- **Ep 10: Feedback Vs. Criticism**
<https://theladipogroup.com/ep-10-feedback-vs-criticism/>
- **Hits & Misses**
<https://www.inc.com/heidi-zak/why-hits-misses-method-better-motivates-your-team-than-kpis.html>
- **How Do You Measure Employee Engagement**
<https://www.linkedin.com/advice/0/how-do-you-measure-employee-engagement-2e>