



JEFF HAVENS

EMPLOYEE ENGAGEMENT ESSENTIALS

VIDEO SERIES QUIZ

QUIZ TIME!

THE TOP SIX MOTIVATORS OF ENGAGED EMPLOYEES EPISODE 1

The first video in our Employee Engagement Essentials video series, this video introduces the six most important workplace characteristics necessary for creating an engaged culture. Hint: one of them involves liking who you work for, and none of them involve bribery. Subsequent videos in the series will address each of these top six motivators one by one.

1) According to the video, employee surveys have repeatedly shown that most of us are:

- a. Engaged at work.
- b. Disengaged at work.
- c. Purple.

2) Which of the following is NOT one of the top 6 motivators of engaged employees?

- a. At least three weeks of paid vacation.
- b. The contribution of my work to the organization's overall goals
- c. My relationship with my immediate superior.

3) What would Jeff's power animal be if he had one?

- a. A dragon.
- b. A llama.
- c. A collection of colorful balloons.

IMPROVING EMPLOYEE ATTITUDES ABOUT THE WORK THEY DO

EPISODE 2

Engaged employees like the work that they do. That sounds rather obvious, so let's put it another way – disengaged employees don't like the work they do, and there are some things you might be doing (consciously or unconsciously) to make people think their job is pointless. This video will help make sure that doesn't happen. Keep an eye out for the secret giraffe!

1) According to the video, what is the most important element of employee engagement?

- a. Flex time.
- b. The actual work that you do.
- c. An understanding boss.

2) Which of the following is NOT a way to show people the importance of the work they do.

- a. Rewarding them for hitting sales targets.
- b. Illustrating the impact that their job has on your company or the world.
- c. Telling people how good they are at what they do.

3) According to the video, ordinary leaders focus on what the job requires, whereas great leaders focus on:

- a. Where the biggest impact can be.
- b. Why the job exists in the first place.
- c. Who is doing the job.

BUILDING STRONG RELATIONSHIPS WITH COLLEAGUES

EPISODE 3

In this video, we discuss various ways to ensure that your people enjoy working with their co-workers. A happy team isn't by itself a guarantee of an engaged team, but an unhappy team is

definitely a disengaged one. Sorry this video can't solve all your problems by itself, but that's why there are others in this series. Don't worry – we've thought of everything!

1) According to the video, how should effective leaders manage their teams?

- a. By making sure everyone likes everyone else all the time.
- b. By ignoring problems.
- c. By listening to their employees and taking action when necessary.

2) Which of the following is an ineffective management example illustrated in this video?

- a. A manager who resolved problems through an arm-wrestling competition.
- b. A manager who ran away when a problem was brought to his attention.
- c. A manager who took sides in an argument without waiting to hear both sides of the dispute.

3) What is Adam super-excited to do at the end of this video?

- a. Race cars.
- b. Go to the carnival.
- c. Evade the police.

ALLOWING PEOPLE TO USE THEIR SKILLS

EPISODE 4

In this video we discuss the importance of making sure that people are playing to their strengths. This of course requires you to know what those strengths are, so we also talk about how to do that. And we also make fun of anyone who thinks you can solve every computer problem with a reboot-restart combo. Let the fun begin!

1) According to the video, how can an effective leader best learn about his/her employees' skills and abilities?

- a. Asking.
- b. Trial and error.
- c. Blind luck.

2) What's one way this video illustrates that is likely to reduce employee engagement?

- a. Taking vending machines away.
- b. Expecting people to work in areas where they have no interest or competency.
- c. Yelling.

3) According to the video, what's one way to learn more about what job duties or activities really animate your workforce?

- a. Take a survey.
- b. Make assumptions.
- c. Wait for them to come to you.

CREATING STRONG MANAGER-EMPLOYEE RELATIONSHIPS

EPISODE 5

You want an engaged workforce? Then your people need to like working for you. They need to respect you. And they need you to take frequent showers. We don't discuss that last one here, because we're hopeful that you knew it already. But there are a few pointers we think you'll appreciate.

1) When it comes to an employee's relationship with his/her immediate superior, what two things do employees need?

- a. To like their immediate superior, and to want to be like them.
- b. To respect their immediate superior's vision, and to receive mentoring.
- c. To like their immediate superior, and to respect that person's vision.

2) According to the video, how can managers make sure they are providing a healthy environment for their employees?

- a. By being available and engaged themselves.
- b. By offering excellent benefits.
- c. By being accomplished public speakers.

3) How much money does Jeff end up owing Adam for talking at the end of this video?

- a. \$1
- b. \$5
- c. \$1,000,000

SHOWING YOUR PEOPLE HOW THEY MATTER

EPISODE 6

It's one thing to talk about the importance of the work you and your people do every day, and we discuss that in another video in this series. But it's equally important to make sure that your people know how their work specifically contributes to your company's overall mission. This is one of the easiest elements of employee engagement to overlook, which is why we hope you watch this video twice. Or three times. Or keep it on a repeating loop while you sleep. Just watch it, OK?

1) This video focused on the importance of showing employees how their work matters. According to the video, which of the other top 6 motivators is this one most closely related to?

- a. Opportunity to use skills and abilities.
- b. The work itself.
- c. Autonomy and independence.

2) How can a manager help an employee feel motivated in this way when they're working on tedious or otherwise uninspiring assignments?

- a. By telling them how much they like them as a person.
- b. By talking about the value the work is bringing to the organization overall.
- c. By avoiding them entirely.

3) Which of the following is a way to illustrate the importance of someone's contribution to your organization's overall goal?

- a. Giving yourself an award for work that your team did.
- b. A congratulatory lunch after a job well done.
- c. Conducting a performance review.

LEARNING HOW TO GET OUT OF YOUR EMPLOYEE'S WAY

EPISODE 7

For our final in-depth look at the top 6 motivators of engaged employees, we discuss the importance of letting your people do their jobs without undue interference. In other words, don't micromanage them into misery! This is a surprisingly easy thing to do, and this video also features a golf club in a manner you're not accustomed to seeing golf clubs used. What are we talking about? You'll just have to watch to find out!

1) Which former president was quoted in this video?

- a. George Washington
- b. Theodore Roosevelt
- c. Martin Van Buren

2) According to this video, what is the opposite of providing your employees with autonomy and independence?

- a. Creating open co-working environments.
- b. Constantly increasing your production quotas.
- c. Micromanagement.

3) According to the video, which of these can be an effective strategy for providing your employees with the autonomy and independence they need?

- a. Offering inconsistent feedback.
- b. Doing nothing at all.
- c. Paying everyone the same amount no matter what job they do.

THE TWIN PILLARS OF EFFECTIVE LEADERSHIP

EPISODE 8

The first of two summary videos in our Employee Engagement Essentials series, this video discusses a seeming paradox of the modern workplace – namely, that most of us are simultaneously satisfied and disengaged in our jobs. By making a subtle shift to the way we envision leadership in general, we're able to show you how to move your people from 'satisfied' to 'engaged.' If you watch nothing else in this series, watch this one. And the next one.

1) According to the video, what are the twin pillars of effective leadership?

- a. The human element, and the mission element.
- b. The human element, and the yearly production goals.
- c. Vision and execution.

- 2) What happens if you focus on only one of the two pillars?
- a. You are likely to be fired.
 - b. Your employees will not respect you.
 - c. You are unlikely to get the level of employee engagement that you probably want.
- 3) According to the video, what adjective best describes the final video in this series?
- a. Esoteric.
 - b. Amazing.
 - c. Fluffy.

THE THREE SENTENCES THAT WILL LEAD TO HIGHER EMPLOYEE ENGAGEMENT EPISODE 9

The title pretty much says it all. Leadership is hard, and we won't pretend otherwise. But the core components of creating an engaged workforce aren't hard at all. In this video you'll see how three simple sentences can cover all of the major elements of the engaged worker. This will conclude our series on Employee Engagement Essentials, which will probably make you sad. You might even cry a little. But don't worry – we have other video series to choose from. Happiness abounds!

1) Which of the following is NOT a sentence that will lead to higher employee engagement?

- a. I like you as a person.
- b. I need to borrow some money.
- c. The work we do is important.
- d. I think you can handle that work.

2) What delicious food was leadership compared to in this video?

- a. Pork pies.
- b. Cheesecake.
- c. Peanut butter and jelly sandwiches.

3) Is this approach to leadership a guarantee that you'll see higher employee engagement?

- a. Yes. You will never have another problem again!
- b. No, but it will increase the likelihood of having a more highly engaged workforce.

ANSWERS

THE TOP SIX MOTIVATORS OF ENGAGED EMPLOYEES

EPISODE 1

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a. At least three weeks of paid vacation.

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a. A dragon.

IMPROVING EMPLOYEE ATTITUDES ABOUT THE WORK THEY DO

EPISODE 2

1) According to the video, what is the most important element of employee engagement?

c. An understanding boss.

2) Which of the following is NOT a way to show people the importance of the work they do.

c. Telling people how good they are at what they do.

3) According to the video, ordinary leaders focus on what the job requires, whereas great leaders focus on:

c. Who is doing the job.

BUILDING STRONG RELATIONSHIPS WITH COLLEAGUES

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b. A manager who ran away when a problem was brought to his attention.

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b. Go to the carnival.

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a. Take a survey.

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c. To like their immediate superior, and to respect that person's vision.

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a. By being available and engaged themselves.

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b. \$5

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c. Fluffy.

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b. No, but it will increase the likelihood of having a more highly engaged workforce.

THE **JEFF HAVENS** COMPANY is a unique corporate training company dedicated to delivering high-content professional development training in an entertaining and modern way. From leadership, communication, and change management to ethics, generational issues and more, we make learning fun. Because improving your business doesn't have to be boring.

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