Performance x Engagement

How to address the different states of employee engagement

THE PREDICTIVE INDEX

Low Performance | High Engagement

✓ **What you should do**

Consider right person but wrong seat.
Establish quantifiable performance objectives
Conduct performance & engagement

✕ **What you should not do**

Accept low performance or it will infect your culture
Expect performance to change by itself
Assume that improvements will stick around

Make them feel:

Ownership of their improvement

High Performance | High Engagement

✓ **What you should do**

Give them proper attention
Reward them…or someone else will
Invest in tools they need

✕ **What you should not do**

Mess up what they like about the company
Lose sight of them – spend time with your stars

Make them feel:

Greater sense of purpose and belonging

Low Performance | Low Engagement

✓ **What you should do**

Admit responsibility
Be specific and honest with their lack of engagement & performance

✕ **What you should not do**

Blame them – this is your making
Prioritize policies or take action based on this group
Expect high survival rates

Make them feel:

Surrender

High Performance | Low Engagement

✓ **What you should do**

Get to the root of the problem with feedback
Showcase efforts & improvements
Wellness checks

✕ **What you should not do**

Be surprised
Wait another day
Kid yourself into thinking that this will be easy

Make them feel:

Hope and optimism for a better situation