



**Northern Illinois
University**

***Caring for the Employee
as a Whole Person***

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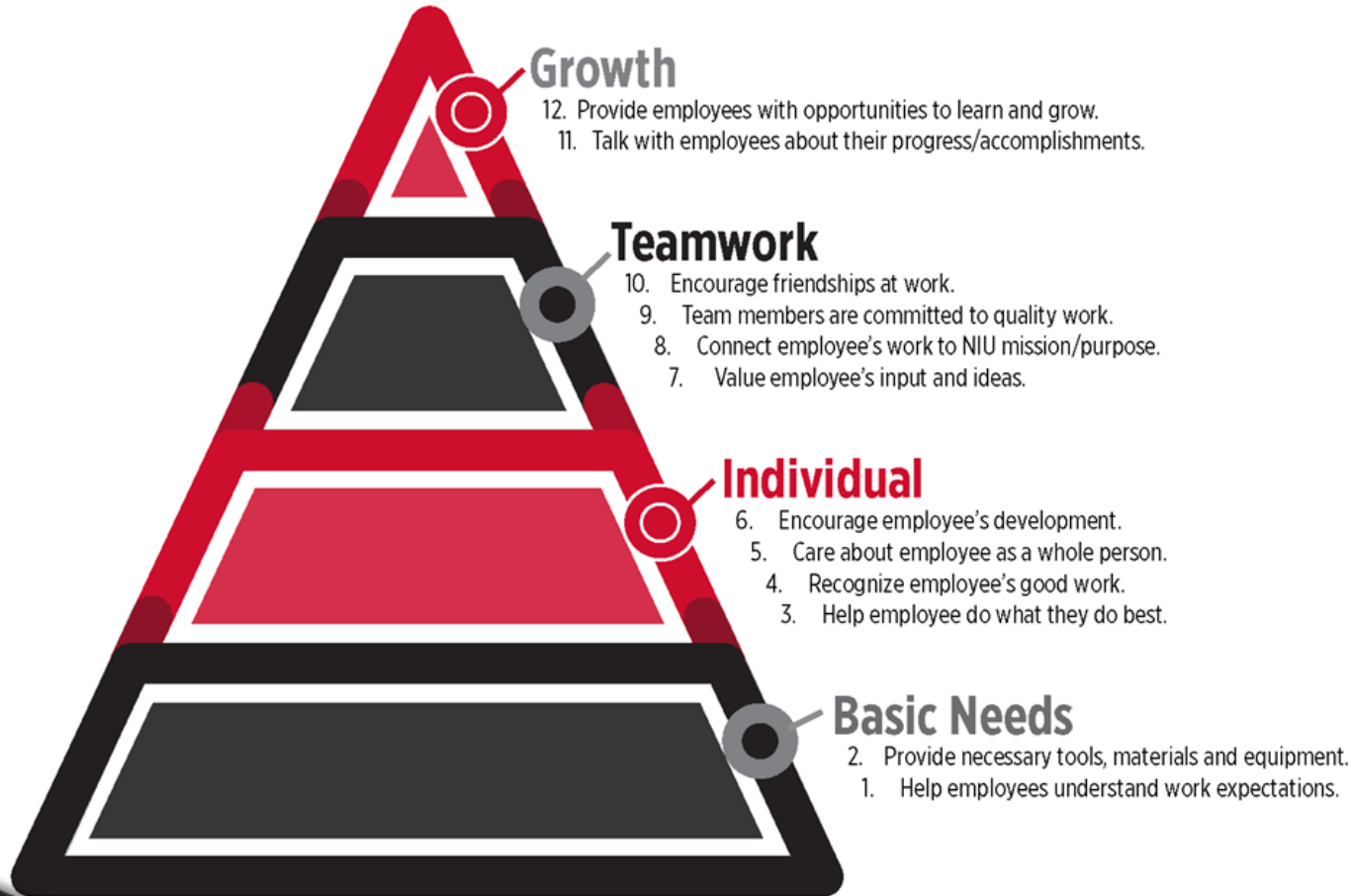
Objectives



- Focus on the 5th level on the Gallup Q12 Engagement Hierarchy – *Caring for the Employee as a Person.*
- Discuss with a panel of your colleagues the changing nature of the Supervisory role.
- Discuss ways in which supervisors can engage more purposefully with employees.



Gallup Q12 Engagement Hierarchy



Introduction of Panel Members



- Dr. Suzanne Degges-White, Chair and Professor – Counseling and Higher Education, College of Education.
- Anton Goff, Senior Associate Athletic Director and Director of Student-Athlete Support Services (SASS) Athletics



A Poll Question...



Do you feel that your role and responsibilities to your employees have become more complex and challenging than it may have been in the past?

Yes

No

The Changing Nature of Supervision



- The responsibilities of a Supervisor have shifted from “Personnel Management” to a more wholistic Supervisory approach.
- Research would suggest that a more effective approach to Supervision would incorporate an understanding of the “Whole Employee”.

You have to **treat your employees** like your customers. When you **treat them right** they will treat your outside customers right.

-Herb Kelleher

Question to Panel...



How have you seen your roles and responsibilities to your employees change across your time as a Supervisor?

What Do the Numbers Say?



The Gallup polls found:

- *Only four (4) in ten (10) employees “strongly agree” that their supervisor or someone else at work cares for them.*
- *Nationally, 65% of employees report receiving **NO** appreciation in the workplace over the past year.*
- *70% of employees who left jobs, did so because they did **NOT** feel appreciated in their roles.*



What is the “Whole Employee”



Your employees don't bring a small part of themselves to work. A whole employee approach to workforce management takes a holistic look at the multitude of factors that affect employee performance and engagement.



Meaning – Caring for an Employee as a Person



- Employees want to believe their supervisor and leadership are concerned about them as a “**person**” first and an “**employee**” second.
- Employees want to feel *valued* as members of their staff and *respected* by their supervisor and colleagues.



A Poll Question...



Do you feel that your supervisor demonstrates care and concern for you as a person?

Yes

No

Question to Panel...



What are some tips or advice that you could offer when it comes to demonstrating care and concern for your colleagues and the staff who report to you?

Demonstrating Care and Concern



- Lead with respect and civility.
- Go above and beyond to personally and professionally help them.
- Communicate to first listen and hear what they are saying.
- Recognize their contributions and accomplishments.

Demonstrating Care – How do you...



- Demonstrate empathy. Empathy is important in the workplace and your employees want to feel that you are trying to understand the needs and concerns.
- **Clearly and consistently define job expectations.**
- Walk the walk and talk the talk. Your employees are looking to you to model expected workplace behavior.
- **A leader who provides a sense of meaning and purpose for employee work.**

A Poll Question...



What do you feel is a barrier to showing care and concern for your employees?

This was not how I was trained for this role

I do not have the time or opportunity to do this in my role

It might be misinterpreted by the employee or administration

I do this already

Question to Panel...



What are some tips or advice that you could offer about maintaining the boundary of being a Supervisor yet demonstrating to your employees your care and concern?

Questions?...Thoughts?



Contact Information



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