


**TRANSFORMATIONAL**  
Rules of Engagement

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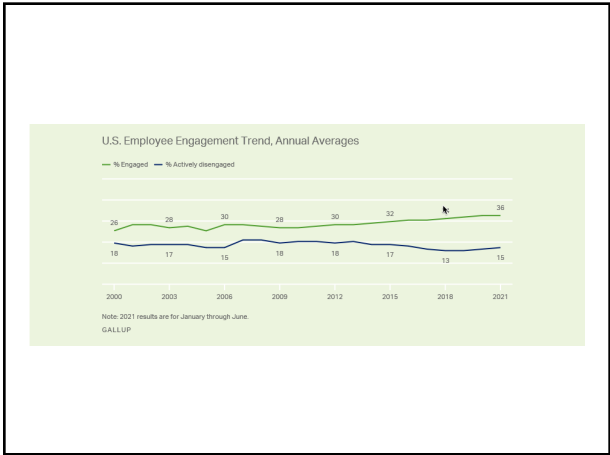
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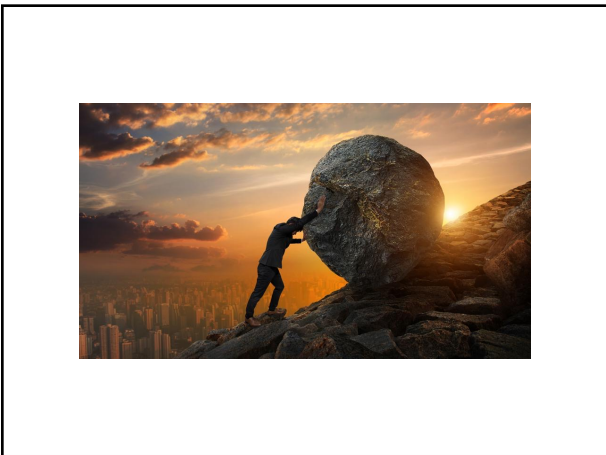
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## Employee Engagement

Degree to which employees are emotionally connected and committed to their organization, supervisor and job

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## Gallup Q<sup>12</sup>®

1. I know what is expected of me at work
2. I have the materials and equipment I need to do my work right
3. At work, I have the opportunity to do what I do best every day
4. In the last 7 days, I have received recognition or praise for doing good work
5. My supervisor, or someone at work, seems to care about me as a person
6. There is someone at work who encourages my development
7. At work, my opinions seem to count
8. The mission or purpose of my company makes me feel my job is important
9. My associates or fellow employees are committed to doing quality work
10. I have a best friend at work
11. In the last 6 months, someone at work has talked to me about my progress
12. This last year, I have had opportunities at work to learn and grow

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To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

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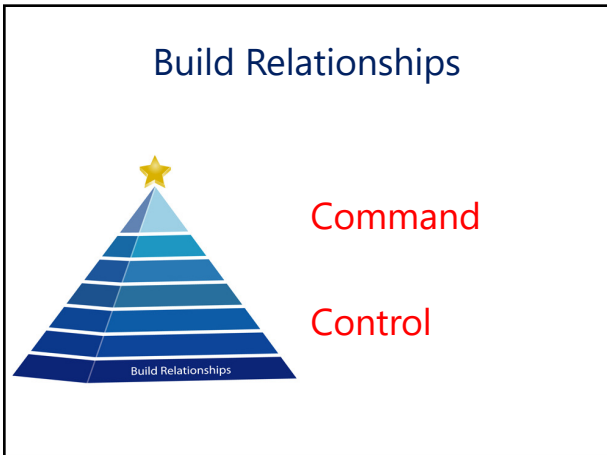
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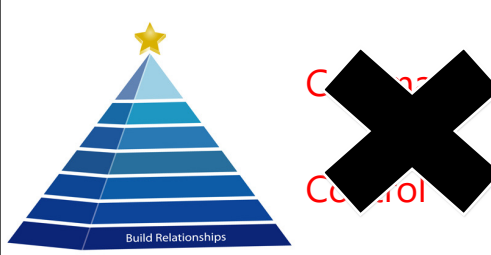
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Build Relationships



Control

Control

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Build Relationships



Connect

Care

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Build Relationships

Leader getting to know staff

Staff getting to know leader

Staff getting to know each other



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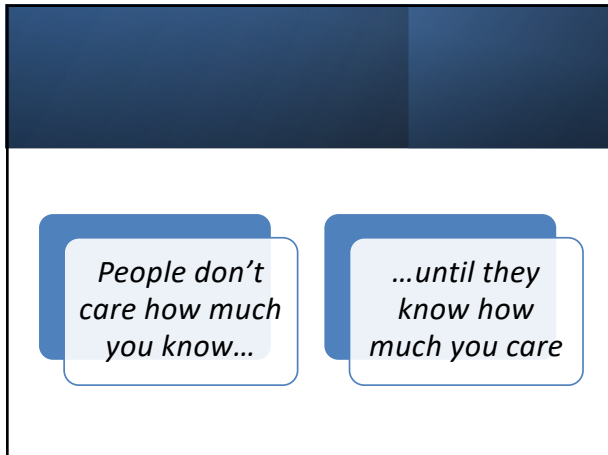
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*People don't care how much you know...*

*...until they know how much you care*

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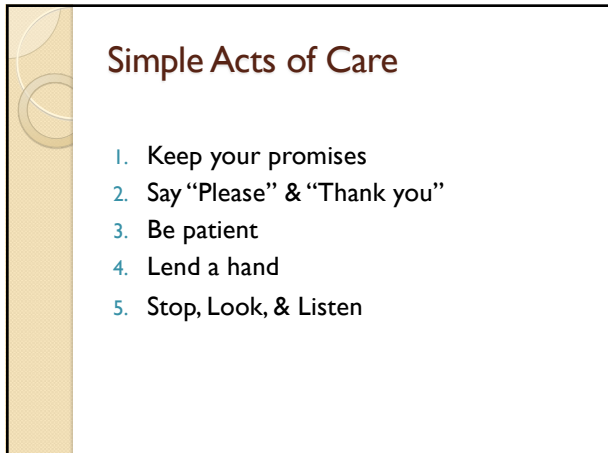
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### Simple Acts of Care

1. Keep your promises
2. Say "Please" & "Thank you"
3. Be patient
4. Lend a hand
5. Stop, Look, & Listen

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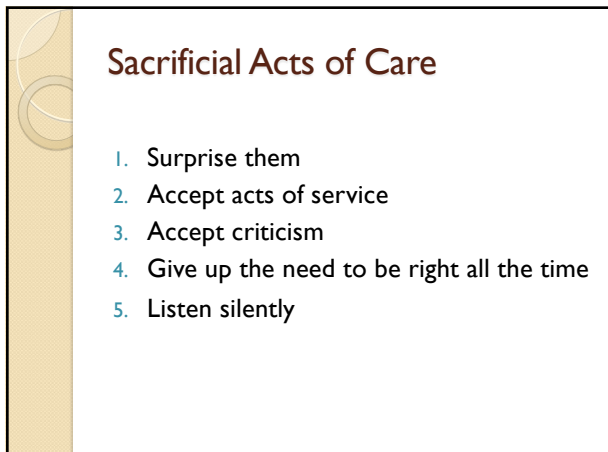
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### Sacrificial Acts of Care

1. Surprise them
2. Accept acts of service
3. Accept criticism
4. Give up the need to be right all the time
5. Listen silently

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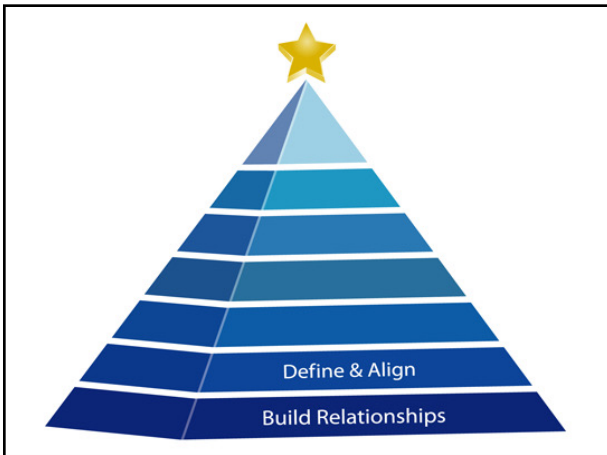
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Define Expectations

Create Alignment

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Define Expectations



Yours

Mine

Ours

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Define Expectations

Create Alignment

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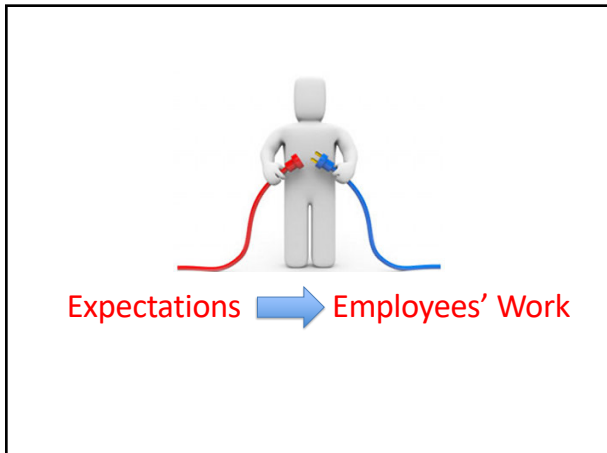
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*We create awesome arrivals  
and fond farewells by  
providing memorable first and  
last impressions with all  
customer groups.*

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Organization Mission Statement

A faith-based not-for-profit, we create vibrant communities for older adults that inspire wellness, independence, joy and security—enriching the lives of residents and their families.

Community Mission Statement

We build relationships, create meaningful experiences and provide quality care and services to our customers so they can love the life they live.

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- To be equipped
- To feel a sense of belonging
- To engage in meaningful work

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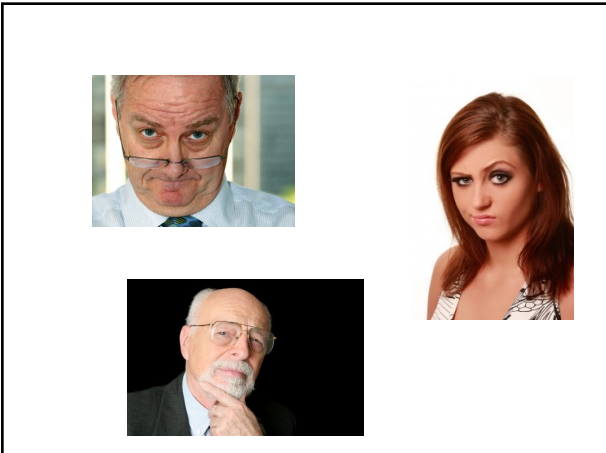
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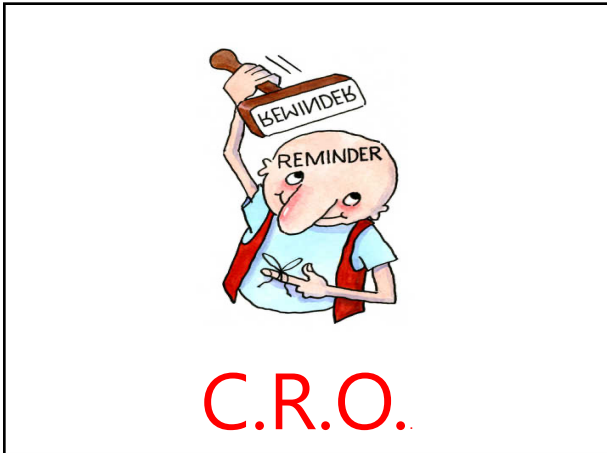
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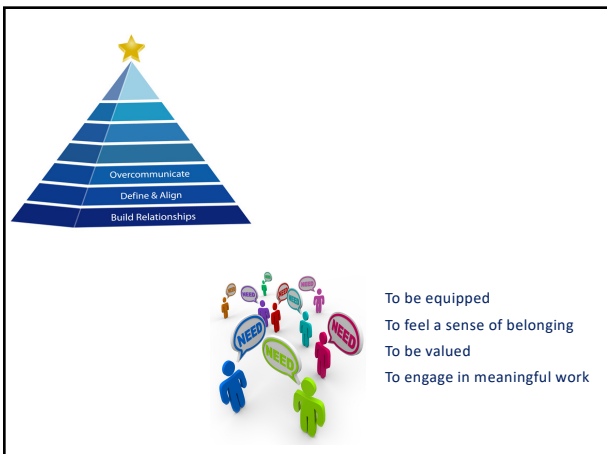
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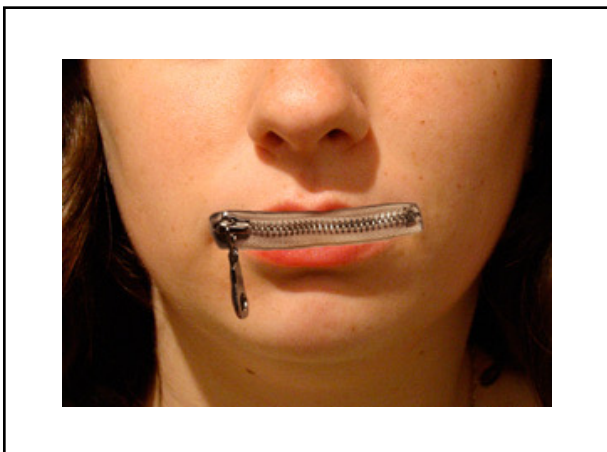
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## Benefits of Collaboration



1. Front line wisdom
2. Diverse perspectives
3. Feeling of control
4. Feeling of contribution
5. Builds trust

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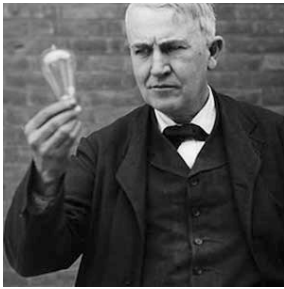
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## Making mistakes...

is a great way to learn

builds trust

leads to creativity & innovation



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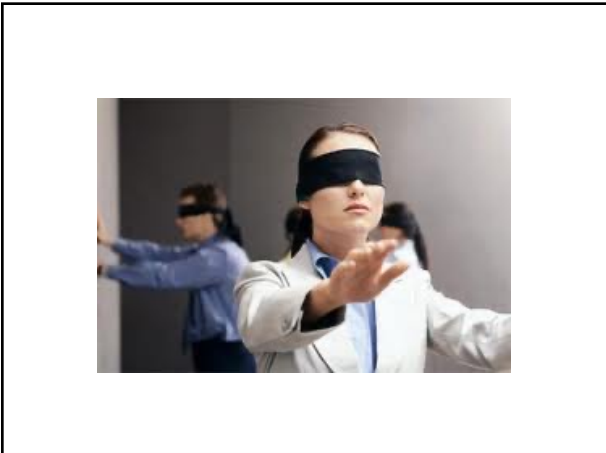
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*"People do what you inspect, not what you expect."*

Lou Gerstner, Jr.

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**SUCCESS**



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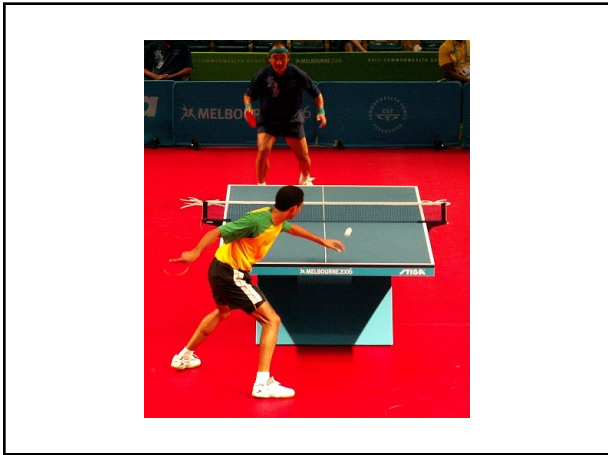
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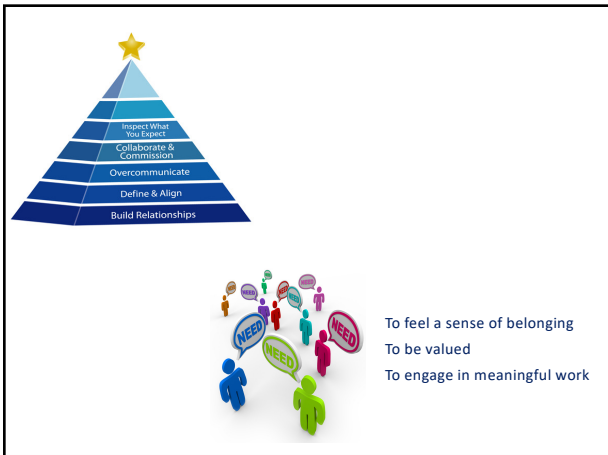
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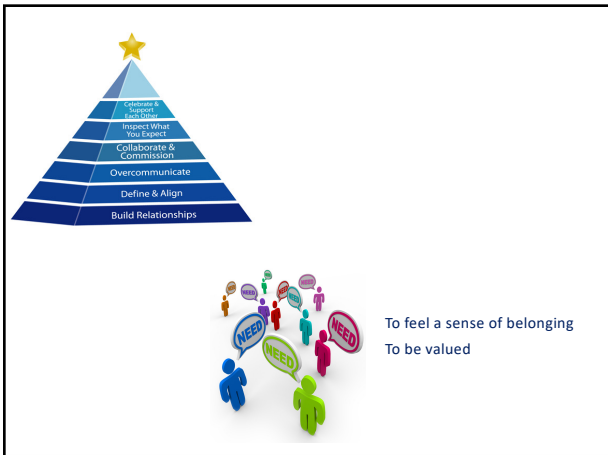
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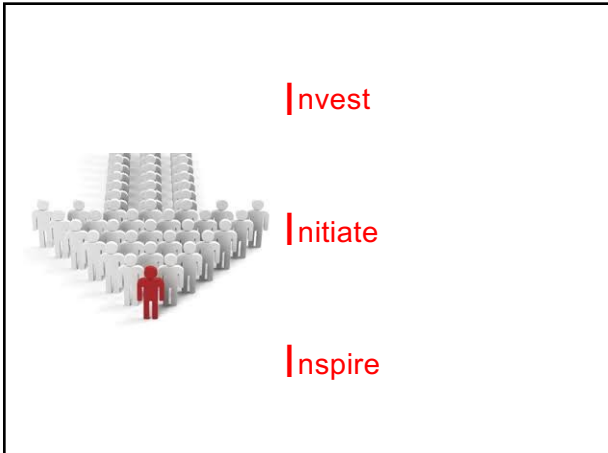
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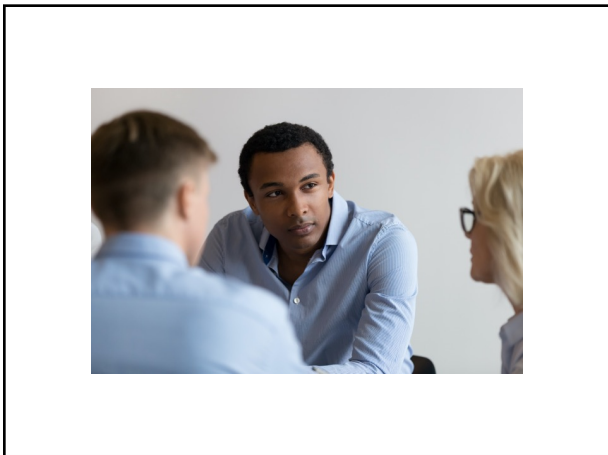
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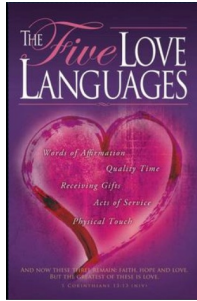
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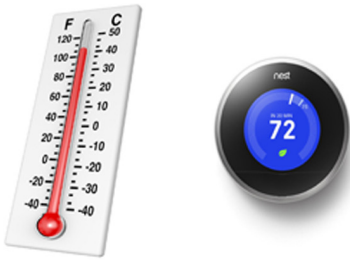
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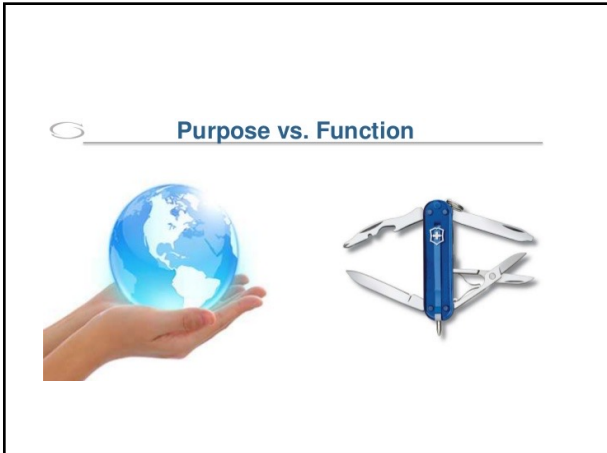
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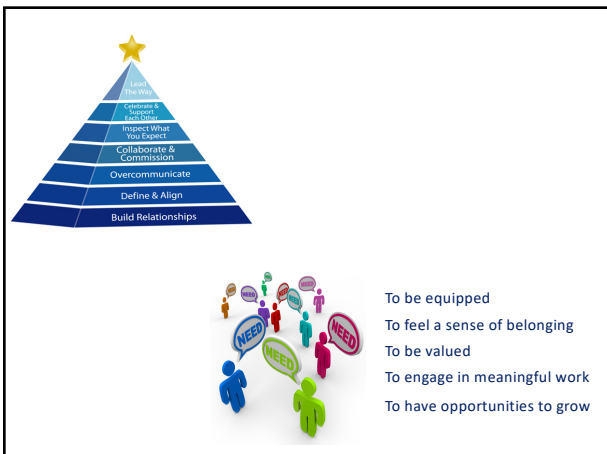
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A pyramid diagram with seven horizontal layers. From top to bottom, the layers are labeled: "Lead The Way", "Celebrate & Support Each Other", "Inspect What You Expect", "Collaborate & Commission", "Overcommunicate", "Define & Align", and "Build Relationships". A yellow five-pointed star is positioned at the apex of the pyramid. Below the pyramid, the text "TRANSFORMATIONAL" is written in large, bold, red capital letters, and "Rules of Engagement" is written in bold, dark blue capital letters.

**Bruce Berlin**  
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The logo for prioriteams\$, featuring a stylized grey key icon to the left of the text "prioriteams\$".

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