

The background features a dark blue field with diagonal stripes radiating from the center. At the top, there is a fan of green dollar bills, two blue dice, and two roulette wheels. Below these are several gold coins with dollar signs. The entire scene is framed by a large, stylized orange letter 'V' that has a row of small gold circles along its top and bottom edges.

THE MANAGER JACKPOT

SIMPLE HR SOLUTIONS FOR BUILDING
BETTER BOSSES

Make work awesome.

quantumworkplace.com | hello@quantumworkplace.com | 1.888.415.8302






QUANTUM
WORKPLACE



CONTENTS

Why are Managers Important to Employee Engagement?	04
What Makes an Engaging Manager?	06
Recognize Results and Effort	07
Execute Survey Follow-Up	09
Discuss Performance Frequently	11
Communicate Around Goals	14
Coach and Develop Employees	16



ABOUT THE AUTHOR

Christina Thompson | Marketing Content Specialist

Christina's job is to communicate every bit of Quantum Workplace knowledge in a way that clients find both helpful and enjoyable. Lucky enough to have past engagement-focused employers, she loves making those same experiences accessible for all companies. Thanks to her dad, she has a broad knowledge of 1960s Westerns and furniture building; she is appreciative that her mom gave her life's more important skills.



ABOUT THE RESEARCH

The research in **The Manager Jackpot: Simple HR Solutions for Building Better Bosses** comes from a database of 8,000+ organizations and more than half a million employees. Various data sets have been compiled to deliver a comprehensive look at managers' impact on employee engagement.



WHY ARE MANAGERS IMPORTANT TO EMPLOYEE ENGAGEMENT?

Employee engagement has long been a holy grail for organizations and HR teams. If you could increase employee engagement, you were promised better retention, higher profitability, higher stock prices, lower absenteeism...the list is endless. Yet, no one has been able to make a serious dent in employee engagement: year after year, [national employee engagement hovers around 30%](#).



WHY IS EMPLOYEE ENGAGEMENT SO LOW AND SO STAGNANT?

Because organizations have yet to recognize their workers as individuals with highly disparate needs, goals, and ways of working. Cutting-edge organizations that have recognized employees as individuals are famously some of most engaging workplaces in the world – ADP ditched the annual review, 3M introduced 15% time, and Netflix offered personalized benefits plans. How can all companies achieve this level of individualization? **By leveraging managers.**



Managers define the employee experience: they drive team culture, conduct development conversations and activities, advocate to higher leadership, and ensure employees secure appropriate pay and benefits. Managers can make employees love their jobs or dread coming to work. We've all heard it before: People don't leave organizations, they leave managers. In the same way, people aren't engaged by organizations, they are engaged by managers.

MANAGERS

ARE THE CENTRAL
DRIVERS OF WORKPLACE
CULTURE.

Because of their everyday involvement with direct reports, managers have the unique opportunity to be constantly engaging employees. However, many organizations aren't taking advantage of this extremely valuable resource.

MORE THAN

1/3

of organizations don't
address employee
engagement year-round.



And if managers aren't being leveraged correctly — like in most organizations — they'll only make it more difficult to engage employees.

"Managers" ranked as one of the

TOP 3 BIGGEST HURDLES

to organizations' employee
engagement strategies.

WHAT MAKES A GOOD MANAGER?

Based on 15 years in the industry, a plethora of original research, and a database of more than 8,000 organizations, we've concluded that these skills make the best managers:



ENGAGING MANAGERS...

recognize
results &
effort

execute survey
follow-up

discuss
performance
frequently

communicate
around goals

coach &
develop



These next pages dive into research that shows an undeniable gap in the way organizations and managers are behaving and the behaviors that would engage employees. If you're like most organizations, you have a huge opportunity ahead of you.

SO, HOW DO YOU START TO LEVERAGE YOUR MANAGERS TO ENGAGE EMPLOYEES?

Well, one thing is for sure: no one is born a great manager. It takes emotional maturity, strong communication skills, and systems designed for success. Be sure to check out the resources in the Manager Toolkit at the end of each section for help with these skillsets.



ENGAGING MANAGERS GIVE EMPLOYEES RECOGNITION.

Recognition drives employee engagement, yet employees don't feel good about how much recognition they're receiving.

Receiving recognition is a

 **TOP 5**

DRIVER OF EMPLOYEE
ENGAGEMENT

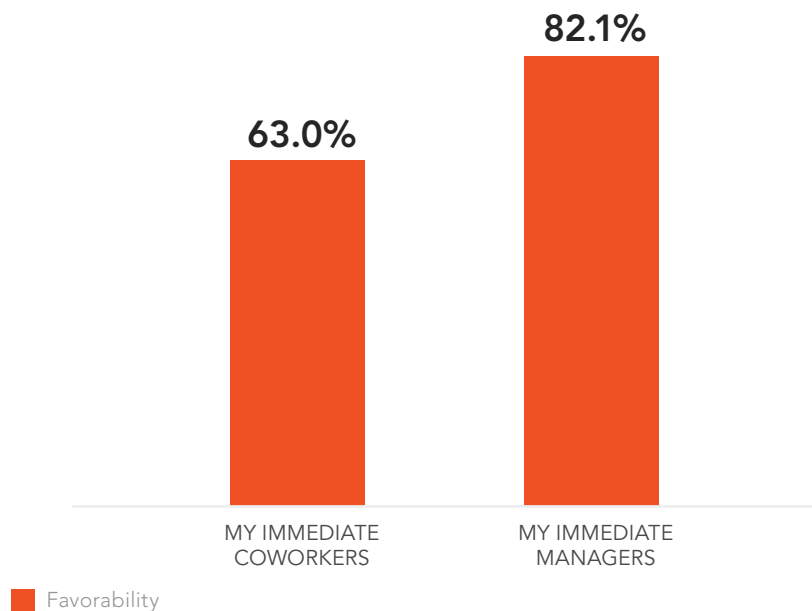
The survey item "If I contribute to the organization's success, I know I will be recognized," ranks in the

 **BOTTOM 5**

OUT OF 30 ENGAGEMENT ITEMS

Who's in the best position to solve this lack of recognition? Managers. In fact, employees put more importance on receiving recognition from their immediate manager or supervisor than from coworkers.

IT'S IMPORTANT TO ME TO RECEIVE RECOGNITION FROM...



But, managers aren't recognizing employees.



ONLY 56.4%

of employees receive thoughtful recognition from their immediate manager or supervisor.

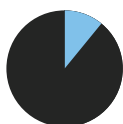
52.5%

of employees would like to receive more recognition from their managers.

22.1%

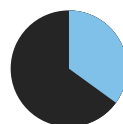
of employees never or rarely get any recognition from their immediate manager or supervisor.

And organizations aren't empowering managers to recognize employees.



ONLY 11.8%

of organizations named employee recognition as a top people priority.



ONLY 36.8%

of organizations said they use employee recognition software.

Recognition from managers is a powerful thing — make sure your managers are taking this part of their jobs seriously.



MANAGER TOOLKIT FOR ENGAGING EMPLOYEES THROUGH RECOGNITION



40 Ways to Show Your Employees Love

Give your employees the recognition they deserve with these fresh ideas.

[DOWNLOAD](#)



9 Ways to Completely Fail at Employee Recognition

Don't make these common mistakes!

[READ NOW](#)



Employee Recognition: The What, Why, and How

Share this primer on employee recognition

[READ NOW](#)

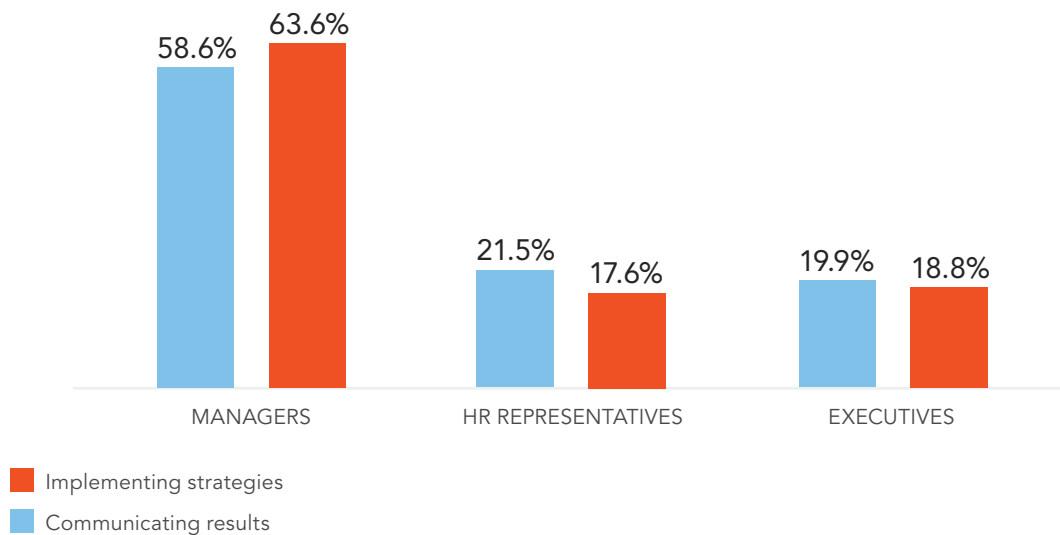




ENGAGING MANAGERS EXECUTE SURVEY FOLLOW-UP.

Employees want managers to be involved in survey follow-up (including lifecycle, pulse, and census surveys), even more so than HR or the C-suite.

WHO IS MOST RESPONSIBLE FOR SURVEY FOLLOW-UP?



This means managers need to be trained on how to communicate results, how to have discussions about results with their teams, and how create and enact engagement strategies.



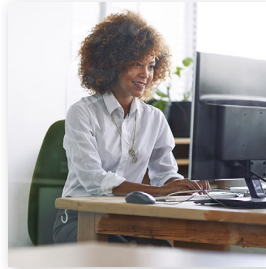
MANAGER TOOLKIT FOR ENGAGING EMPLOYEES THROUGH SURVEY FOLLOW-UP



How to Increase Employee Participation with an Employee Survey Communication Plan

Ensure the success of your survey follow-up with these tips and templates.

[DOWNLOAD](#)



When Managers Won't Follow Up Post Survey

Managers are an important part of the post-survey process. Here are four ways to get them more involved.

[READ NOW](#)



How to Conduct Employee Focus Groups

Don't miss the ultimate step-by-step guide for effective survey follow-up.

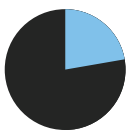
[DOWNLOAD](#)





ENGAGING MANAGERS DISCUSS PERFORMANCE FREQUENTLY.

Organizations and managers are doing a less-than-stellar job of communicating to employees how their performance is measured.



24.0%

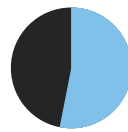
of employees don't know, or are uncertain, how their performance is measured.

The culprit? The annual performance review. Very few individual contributors get value from this type of discussion — it simply isn't effective.



ONLY 8.9%

of individual contributors prefer the frequency of annual performance discussions.

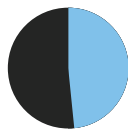


53.4%

of individual contributors want to change the frequency of their performance conversations.



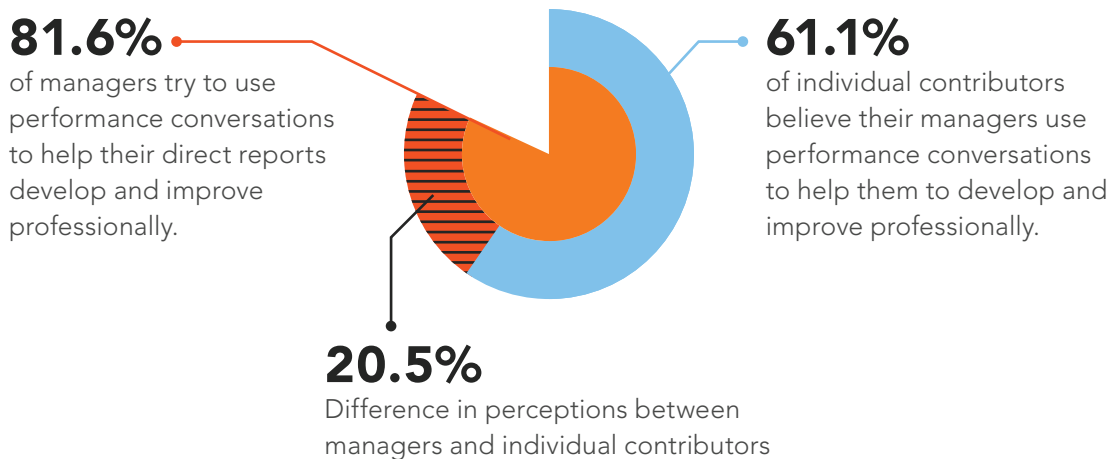
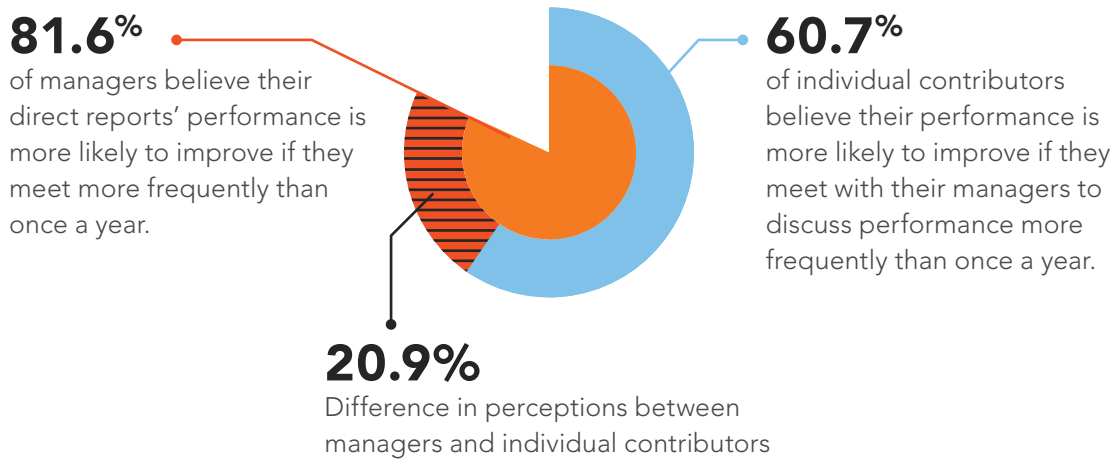
In fact, a majority of individual contributors want to talk about performance more often.



49.0%

of individual contributors prefer to discuss their performance on a monthly or quarterly basis.

And the switch to more frequent performance conversations shouldn't be that difficult. Most managers already believe frequent discussions will improve employee performance. (However, if you look at the stats below, managers may have an inflated view of their performance conversation skills.)



WHAT DOES THIS TELL US?

Managers need to be discussing performance more frequently, and they need to be better trained to have those conversations.



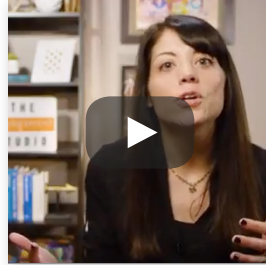
MANAGER TOOLKIT FOR ENGAGING EMPLOYEES THROUGH PERFORMANCE CONVERSATIONS



How to Have Effective Workplace Conversations with Your Team and in One-on-Ones

Deep-dive into what
makes the best workplace
communication.

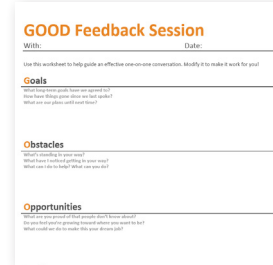
[VIEW WEBINAR](#)



6 Essential Tips for You to Enhance Your One-on-One Meetings

Make sure every conversation is
efficient and productive.

[WATCH NOW](#)



GOOD Feedback Session Template

Download a printable worksheet
to guide discussion around
goals, obstacles, opportunities,
and decisions.

[DOWNLOAD](#)





ENGAGING MANAGERS INVOLVE EMPLOYEES IN GOAL SETTING AND TRACKING.

Effective goal setting and achievement are essential for employee engagement. However, employees lack visibility into how goals are set and tracked.



ONLY 37.2%

of employees are very involved in the process of setting their own goals.

ONLY 12.0%

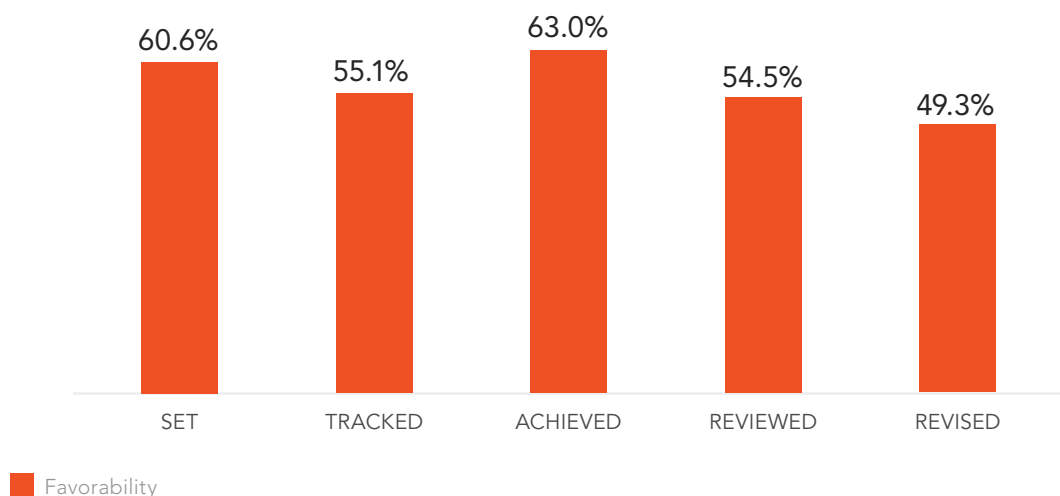
of employees have full visibility into the goals that are set and tracked by other teams or departments.

ONLY 23.4%

Of employees have full visibility into the goals that are set and tracked for their organization overall.

This lack of visibility translates into ineffective goals, which means unimpressive business results for the organization.

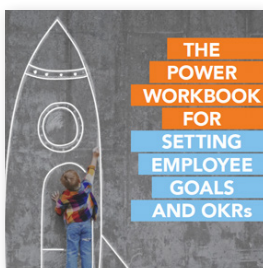
IN YOUR TEAM, GOALS ARE EFFECTIVELY...



Managers are essential in increasing this visibility. Armed with the right communication strategies and tools, there's no reason an employee should ever be in the dark about goals.



MANAGER TOOLKIT FOR ENGAGING EMPLOYEES THROUGH GOAL-SETTING



The Power Workbook for Setting Employee Goals and OKRs

Learn the pros and cons of each philosophy and access downloadable worksheets.

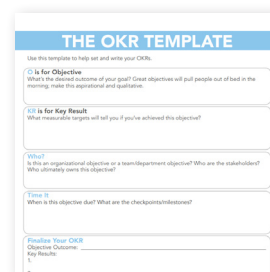
[DOWNLOAD](#)



How to Set Team Goals that Get Results

Align your team on these four critical goal factors.

[READ MORE](#)



OKR Worksheet

Make setting and completing OKRs simple with this free worksheet!

[DOWNLOAD](#)



ENGAGING MANAGERS COACH AND DEVELOP EMPLOYEES.

Employees want and need lots of opportunities to be coached and developed by their managers.

Visibility into growth and development opportunities is a

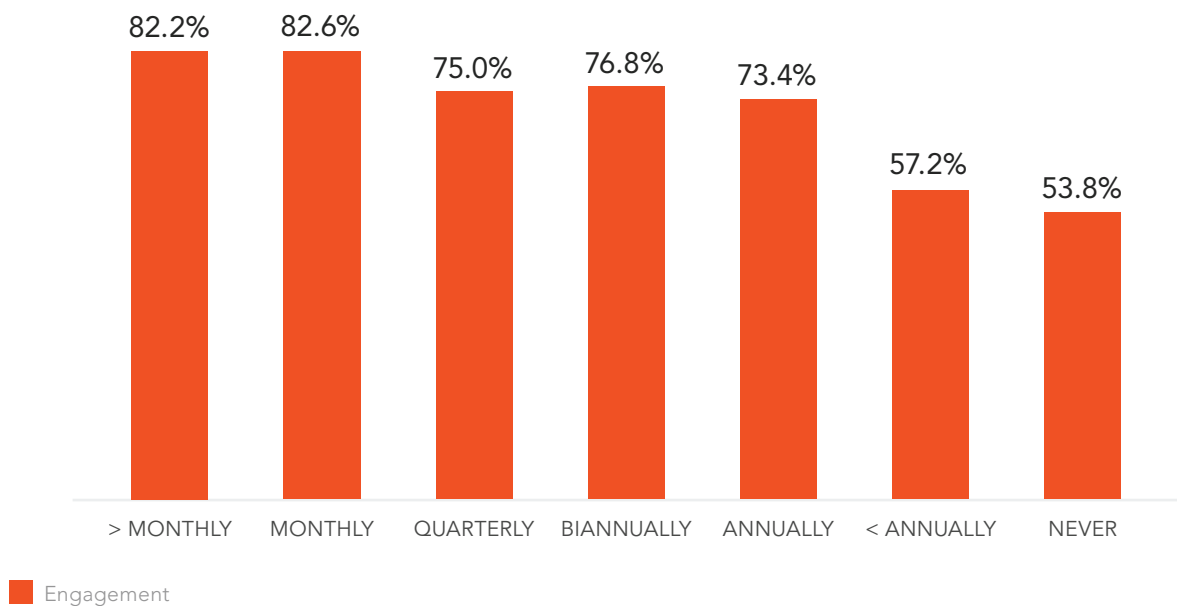
 **TOP 10**

DRIVER OF EMPLOYEE ENGAGEMENT

85.0%

of highly disengaged employees don't receive enough coaching from their boss.

ENGAGEMENT BY MANAGER COACHING FREQUENCY



Yet, those coaching and development opportunities aren't being leveraged.

Visibility to growth and development opportunities ranked in the

 **BOTTOM 3**
FOR EMPLOYEE FAVORABILITY

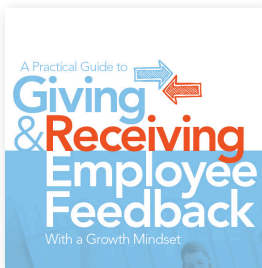
21.4%
of employees are unsure about the growth and development opportunities available at their organization.

ONLY 65.6%
of employees have been coached by a manager or supervisor in the last 12 months.

If organizations want to engage employees, they'll start by equipping managers to better coach and develop their direct reports.



MANAGER TOOLKIT FOR ENGAGING EMPLOYEES THROUGH COACHING & DEVELOPMENT



A Practical Guide to Giving and Receiving Employee Feedback with a Growth Mindset

Train employees with these do's, don'ts, and helpful tips.

[DOWNLOAD](#)



How to Ask for Feedback in the Workplace

Create a culture of feedback. Here are the best practices everyone needs.

[WATCH NOW](#)



7 Creative, Low-Cost Employee Development Ideas

Take charge of employee development at the team level.

[READ MORE](#)





DON'T ROLL THE DICE ON EMPLOYEE ENGAGEMENT

Empower managers to engage employees
by providing the software that gets results.



With Quantum Workplace's employee engagement software, your managers can:

- ◆ Utilize every employee engagement tool on one, unified platform
- ◆ Listen to and prioritize employee feedback
- ◆ Make employee engagement a streamlined initiative
- ◆ Connect their teams to the organizational culture
- ◆ Build effective teams through continuous improvement

Talk to us today!

YES, I WANT TO EMPOWER MY MANAGERS

Make work awesome.

quantumworkplace.com | hello@quantumworkplace.com | 1.888.415.8302

