



Harry Franzheim—an HR/OD Practitioner for over 30 years—has published this newsletter to bring you careful insight into reducing costs and unlocking employee potential.

AT ISSUE

*They show up for work—on time, every day—but they aren't really there. They've checked out, gone to that world where their personal problems never go away. But there is something you can do to help them.*

## Disengaged and Out of Balance



How can we pay the mortgage this month?

My wife and I don't talk anymore.

My daughter is dating the boy from tattoo hell!

### HR Fact:

Higher overall well-being is associated with higher performance and productivity. And higher overall well-being is associated with higher levels of engagement and retention. Employees with higher overall well-being are more effective in teams and as leaders. Companies that have a high degree of employee engagement will outperform those that don't.

**A**bsenteeism is expensive and disruptive to your operations. But perhaps a bigger drain on your small business is the lack of “presenteeism”—employees that show up but give you less than their best effort. Studies are showing that the best companies to work for are also the most profitable, and the common denominator of companies that people want to work for is the amount of discretionary effort employees are willing to give. Discretionary effort is the effort an employee puts forth above and beyond the job description.

**Examples of discretionary efforts include:**

- Leading or attending quality improvement projects.
- Following SOPs and safety procedures that take extra time.
- Deep cleaning as opposed to surface cleaning or “straightening.”
- Working beyond the 9-5 mental clock and adding value, not just sucking up OT.

Employees that are not engaged, not contributing their discretionary effort, are occupying a slot on your roster and drawing pay, benefits, and management time. And while it looks as if you are “fully staffed,” you’re not. And you are also operating “lean,” which means you are trying to squeeze as much as you can out of the resources you have.

**How to Engage an Employee**

The 2009 Gallup Poll of the best organizations determined that there is a link between financial performance of the business and the amount of employee engagement. So what is it that will “engage an employee”? It’s pretty simple: caring. In today’s fast-paced, wi-fi, hyperkinetic, frenzied lifestyles, employees struggle to get it all done with a sense of pride and with high quality. As a result, relationships suffer, work suffers, financial security suffers, and emotional well-being suffers. Employees who are “out of balance” show up for work as partial

people and not really ready to “give it their all.” They can’t; their “all” has been drained out of them. Employee “well-being” is not nebulous. The book *Wellbeing: The Five Essential Elements* identified it as:

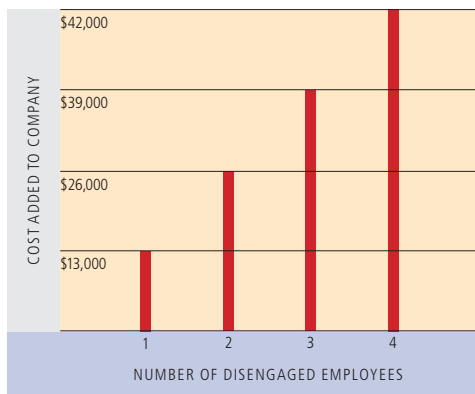
- 1: Career Wellbeing**  
Liking what you do for work.
- 2: Social Wellbeing**  
Having strong relationships.
- 3: Financial Wellbeing**  
Managing your money to reduce stress and increase security.
- 4: Physical Wellbeing**  
Being in good health and having enough energy to do what you want.
- 5: Community Wellbeing**  
Being engaged and involved in the area where you live.

The Gallup study has correlated employees with a high sense of well-being (the five criteria on page 1) with the following:

- Lower medical costs
- Fewer health risk factors
- Higher job satisfaction
- Fewer co-worker and supervisor “issues”
- Higher performance reviews
- Fewer missed days of work
- Greater engagement on the job
- Higher retention rates
- Better teamwork
- Better leadership
- Higher productivity

The study also concludes: Every disengaged employee adds \$13,000 per year in costs, and every 1% improvement in a culture of well-being and engagement results in a 2% to 3% increase in revenue.

Your Cost for Disengaged Employees Adds Up

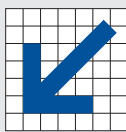


**What to Do?**

New Era HR Solutions is proud to announce a strategic partnership with Life and Work Your Way, LLC, a California-based leadership development company. As a licensed partner, New Era HR Solutions is prepared to help small to medium-sized businesses get back that discretionary effort by helping to create a more engaging work environment and by helping employees gain balance in their work lives.

**TIP FOR KEEPING**

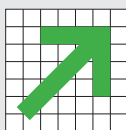
# Costs Down.



Disease burden costs among the “thrivers” (higher overall well-being) average \$4,929 per person per year. Employees that have lower overall well-being average \$6,763 per person per year, a 37% cost differential! The “thrivers” not only cost less, but they are also more likely to show up for work, participate in extra work activities, and give you their discretionary effort.

**TIP FOR KEEPING**

# Productivity Up.



Six hours of socializing a day contributes to high levels of well-being. An MIT study showed that social cohesiveness created by non-work-related conversations actually helps boost productivity. Managers may want to rethink how they view lengthy water-cooler conversations; they may be exactly what is needed to do more with less.

The program delivers a live and Web-based experience that gives participants tools to manage their lives in a holistic “total life” way. Marc Michaelson, founder of Life and Work Your Way, says that the Take Time for Your Life: 30-Day Breakthrough Program is helping individuals, families, work teams, and organizations take control of the various facets of work and life that lead to quality of life at home and high performance at work.

For organizations with 150 or fewer

employees, Life and Work Your Way has developed the Take Time for Your Life Breakthrough Program for Small Business. Developed as an important addition to the existing lineup of personal development programs, the Take Time for Your Life Breakthrough Program provides employees in smaller organizations an opportunity to create a wellness program that best suits their culture and workplace style.

At the center of the Take Time experience is the Take Time for Your Life **Profile**. This determines your state of well-being in eight key areas of your life, which we call the Total Life Personal Energy System. The program then identifies specific areas you value most and are motivated to change, and guides you in creating a personalized action plan. Finally, the Take Time ongoing program provides valuable tools, resources and services to help you reach your total life goals and bring more health, balance, satisfaction and success to your life.

**Available for New Era Clients**

We are pleased to make this important program available to our clients as part as our mission to “provide sustainable employment opportunities for our employees by improving the business performance of our clients.” New Era HR Solutions will be using a combination of training and coaching models to make the Take Time for Your Life program practical, low cost, and highly effective for our clients.

Engaging the discretionary effort of your employees is even more important than ever. High levels of commitment and productivity result from employees with high levels of well-being. These employees cost less and contribute more to your organization. Well-being doesn’t happen by chance; it can be “designed” into the culture of the organization and trained into the choices of the employees. The Take Time for Your Life process is a true solution to today’s “do more with less” problems. **ne**



903 East Main Street, Suite 103  
Auburn, Washington 98002  
T: 253.887.0746  
W: NewEraHRsolutions.com

New Era HR Solutions is a locally owned, privately held staffing and HR consulting company with the mission of creating sustainable employment opportunities for our employees by improving the business performance of our clients.

New Era HR can help you find, harness, and sustain the talent you need to grow your business. We offer training and development services and on-site coaching for leaders at all levels of the organization.

For more information about New Era, go to our web page [www.NewEraHRsolutions.com](http://www.NewEraHRsolutions.com) and click on our blog to learn even more.

**Harry C. Franzheim**  
hfranzheim@newerahrsolutions.com

twitter.com/NewEraHR

linkedin.com/in/hcfranzheim

facebook.com/pages/New-Era-Staffing-and-HR-Solutions /162313050459215