



# ***Beyond Employee Engagement***

**.....toward *true* sustainable high performance**

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# The Evolution of Engagement

- Employee engagement derived from group studies in the 1920's
- Matured by U.S. Army researchers during WW2 to predict unity of effort.
- Described in academic literature in 1993.
- Modernized version of job satisfaction.
- Key attributes of engagement aligned to desired business outcomes-*talent retention, customer service, performance, etc.*

# Why Beyond Engagement?

- Process movements in mature stage.
- The intellect and empirics have optimized tangible ROI.
- *Inner work* of individual is final frontier of sustained high performance.
- “Soft stuff” really the hard stuff and will net deep ROI and lifecycle optimization.
- Moving from age of profit through *turbulence* to prosperity through *sustainability*.
- The coming shift will redefine what work means.
- We will focus on creativity through individual uniqueness and new levels of personal accountability for potential.

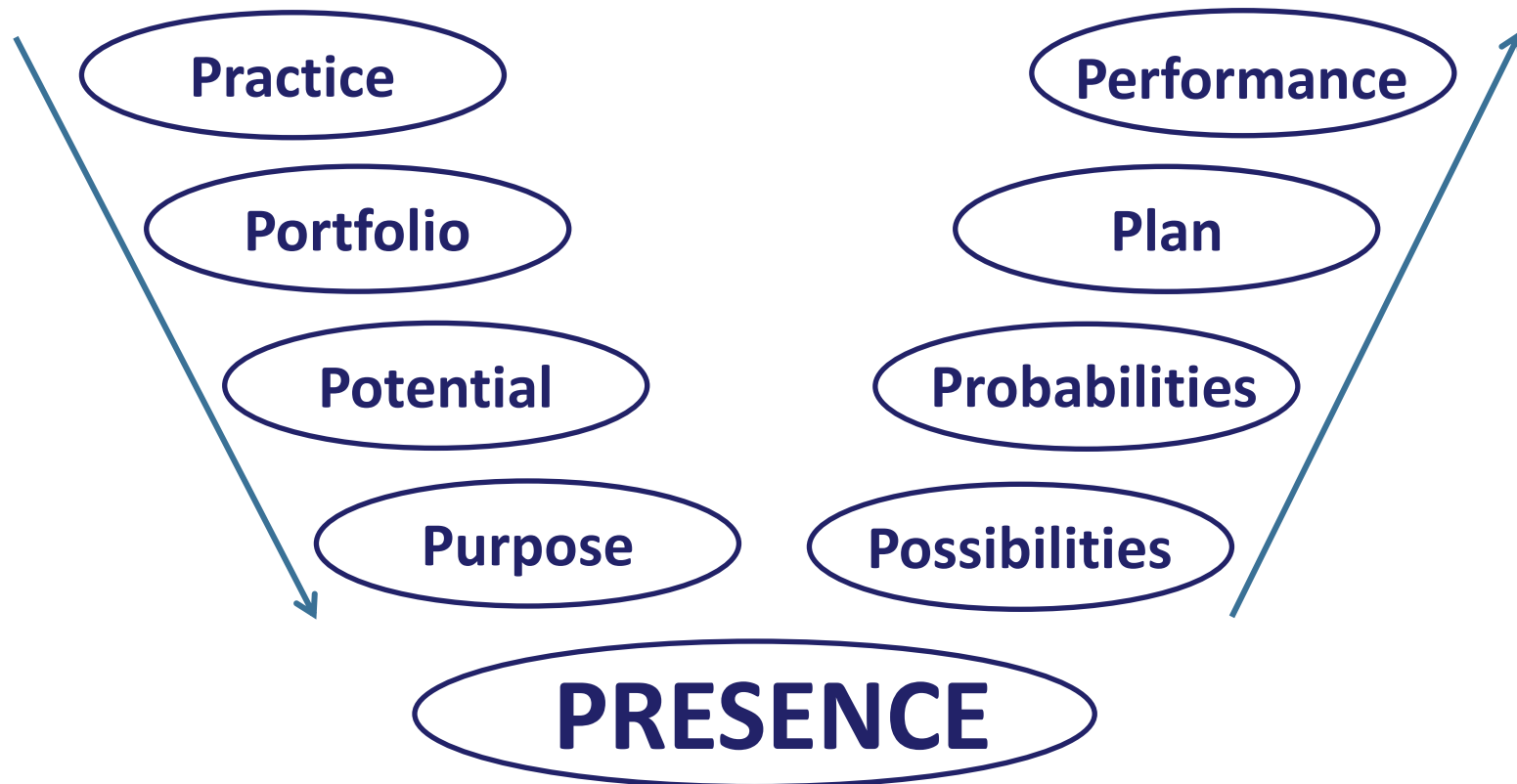
# What Is Needed?

- Courage to be willing to embrace change and uncertainty.
- Mitigate risk by focusing on value-added effort.
- Create collaborative models of leadership and followership.
- Transfer **all** responsibility to individual to evolve career.
- Inspire first and create structure to evolve motivation.
- Create tools to enable individual and career development.
- Let their humanity walk alongside technology.

# Role of Coaching in Beyond Engagement

- Coach as co-evolver of awareness leading to more conscious levels of choice.
- Coach partners with client to clarify accountability process.
- Coaching co-creates path to personal power, not force or control.
- Coach enables process of mind/body effectiveness.
- Coach creates environment for evolving potential and deep intrinsic motivation.
- Coach assists client in measuring value-added performance.

# The 9 Elements of Beyond Engagement



# The Deliverable of Beyond Engagement

- **Presence** determines individual and collective *effectiveness*.
- **Presence** is the expression of *potential meeting processes*.
- **Presence** is the natural path to *profitability*.
- **Presence** is the path to *sustainable* high performance.
- **Presence** is the key ingredient to a *healthy* company.
- **Presence** is about *personal power* and not control.
- **Presence** is about personal *accountability*.
- **Presence** is our ultimate indicator of *authenticity*.



# What This Means For Your Organization

- Environment influences behavior
- Raising awareness allows for conscious choice
- Intrinsic motivation leads to innovation

**Coaching is the catalyst for evolving  
a culture beyond engagement**





***Thank You***

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