

Sowing and Growing Outstanding Employees

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Dairy field service specialist and sales manager, Vita Plus



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Thank you!

- **What you do matters to every cow your business makes feed for.**
- **You have a profound effect on the efficient production of our global food supply.**
- **Your willingness to attend shows your commitment to be the best you can be.**



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This talk is about increasing productivity and results

- 3-5 things you can take home and implement immediately
- Increasing awareness that you can improve productivity with coaching and communication
- Making you aware of the concepts that improve employee retention and engagement



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What's the Challenge?

- In a June 2015 survey by the [National Federation of Independent Business](#), 80% of employers reported they had difficulty finding, or could not find, the talent they needed.
- The unemployment rate in June 2015 was 5.6%
- Today it is 3.6%



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Culture

- How we do things around here
- Unique to every organization
 - *What makes us different than everybody else*
- Your purpose-Why do we do what we do



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Culture

- Your brand-How do we want to be known?
- Are you committed to something? Timeliness? Service? Being organized? Quality? Safety?
- When your people know what you're distinctively known for, productivity and retention increase dramatically



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Why culture matters

- **Talent Attractor**
- **Creates alignment- pulling in the same direction with similar goals generates momentum.**
- **Focuses engaged employees on why what they are doing is important and that they matter. They have a responsibility.**



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Culture

- **People want to work for companies that provide solid footing and are poised for growth. The more stable they view an organization, the more likely they may be to see a future with it.**
- **Gallup data reveal only 12% of employees strongly agree their organization does a great job of onboarding new employees.**



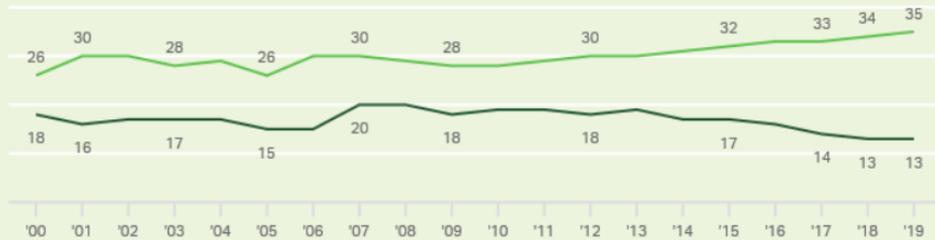
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U.S. Employee Engagement Trend

Annual averages

■ % Engaged ■ % Actively disengaged



Note: 2018 results are for January through June

GALLUP



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4 factors driving high employee engagement

- Top down driven
- Educating managers to move from "boss" to "coach"
- Company wide communication
- Hold management accountable for results



"4 Factors Driving Record High Employee Engagement in U.S." GALLUP

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KWIK TRIP™

As McHugh tells it, doing right as a business is all about taking care of people.

“Our mission at Kwik Trip is not to sell gasoline or hot dogs,” he said. “Our mission is to treat others as you’d like to be treated ... It’s the Golden Rule applied to business.”

Despite that, McHugh said the number one reason why people stay at Kwik Trip is this: “My supervisor or someone else at work cares about me as a person,” McHugh said. “That’s why we spend so much time internally about compassion.”



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Team members with higher levels of engagement

- Produce substantially better outcomes
- Treat customers better and attract new ones
- Are more likely to remain with their organization than those who are less engaged



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Productivity

- **Highly engaged teams improve profitability by 21%**
- **Decrease absenteeism by 41%**
- **And 59% less turnover**



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The Q 12 Statements

- **Developed from research done from 1930 through 1980**
- **9 meta-analyses have been done involving 82,000 teams in 230 organizations, across 49 industries in 73 countries**
- **The latest US research was done last year on 4,900 full- and part-time employees between January and August**



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Q12- Primary needs

- I know what is expected of me at work
- I have the materials and tools needed to do my work



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Q12 My contributions and do others value me

- At work, I have the opportunity to do what I do best every day
- In the last 7 days, I have received recognition or praise for doing good work
- My supervisor or someone at work seems to care about me as a person
- There is someone at work who encourages my development



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Q12- Do I belong and am I a part of the team

- **At work, my opinions seem to count**
- **The mission or purpose of my company makes me feel my job is important**
- **My fellow employees are committed to doing quality work**
- **I have a best friend at work**



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Q12- How do I get better, grow and innovate?

- **In the last 6 months, someone at work has talked to me about my progress**
- **This last year, I have had opportunities at work to learn and grow.**



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Feedback is essential!

- People need to know that what they do matters- if you're a millennial, it really matters!
- Listen with the intent to understand



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Outstanding employees

- **Soil** - Culture, unique and different in every organization
 - *The Why and the How*
- **Seed** - People, recruiting, hiring
- **Fertilizing** - Training, coaching, providing
- **Growing** - Everyone working toward a common cause
- **Harvesting** - Highly successful business, profitable, repeatable



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What do you need to read?

- **The Ideal Team Player by Patrick Lencioni**
- **The Little Book of Coaching: Motivating People to Be Winners by Blanchard and Shula**
- **The One Minute Manager by Blanchard and Johnson**



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What do I watch on YouTube?

- **10th Generation Dairyman**
- **Farming Fixing & Fabricating**



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A Mexican Ex the Undocume

The number of unautho
down to its lowest point
and South Koreans are a



By Miriam Jordan

Feb. 26, 2020, 5:00 a.m. ET



LOS ANGELES — José cared for the bottle-fed babies, 700 of them in all. He knew a calf was healthy if her eyes were bright and her appetite hearty. Droopy ears were a bad sign. He was attuned to calf coughs.

“His job was to do all things a mom would do to look after her young,” said Mary Kraft, who employed José and his brother, Juan, both undocumented immigrants from Mexico, for a decade at her Quail Ridge Dairy in Colorado.

Then about a year ago, the brothers informed Ms. Kraft that they were returning to Mexico. They had milked the land of opportunity and amassed enough savings to resume their lives back where they had started.

The pair are among a growing number of Mexicans who have been departing the United States in recent years, part of a reverse migration that has helped push the undocumented population to its lowest level in more than 15 years.



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