

Engaging the People

Presented by

David Vincent

Lean Sigma Conference

April 2010

Numbers are Impressive

Systems are Effective

Slogans are Moving

**But PEOPLE Make Things
Happen**

and yet ...

A 2008 Gallup Poll of the Australian workforce found that a staggering 82% of the workforce is disengaged at work. 21% of these being 'actively' disengaged.

'Most organisations engage less than 20% of the capabilities that each employee has to offer.'

Productive Work Places
Marvin Weisbord

'60-70% of all corporate change programs are regarded as having failed.'

IOC Survey

? Barriers

... to engaging your people effectively

What gets in the way of successful completion of projects?

Getting people to show up for meetings

Maintaining the momentum of the team

Keeping the team focused

Getting data from people

Gaining cooperation and support from various stakeholders

Convincing process owners to approve change

? Implications

... of not engaging the people effectively

So what can you do?

You can't force cooperation and support and you can't do the entire project yourself, so what can you do?

You can develop skills that will help you successfully

- Influence others whose help you need
- Lead or participate in project teams

People Issues

A survey of experienced Black Belts and Master Black Belts showed that they...

- find the people issues more challenging than issues in the technical area,
and
- feel less well prepared to deal with these people issues

Persuasion versus Influence

*“A man convinced against his will
is of the same opinion still”*

How to Win Friends and Influence People

Dale Carnegie

An Influencing Tool

The Universal Language of DISC

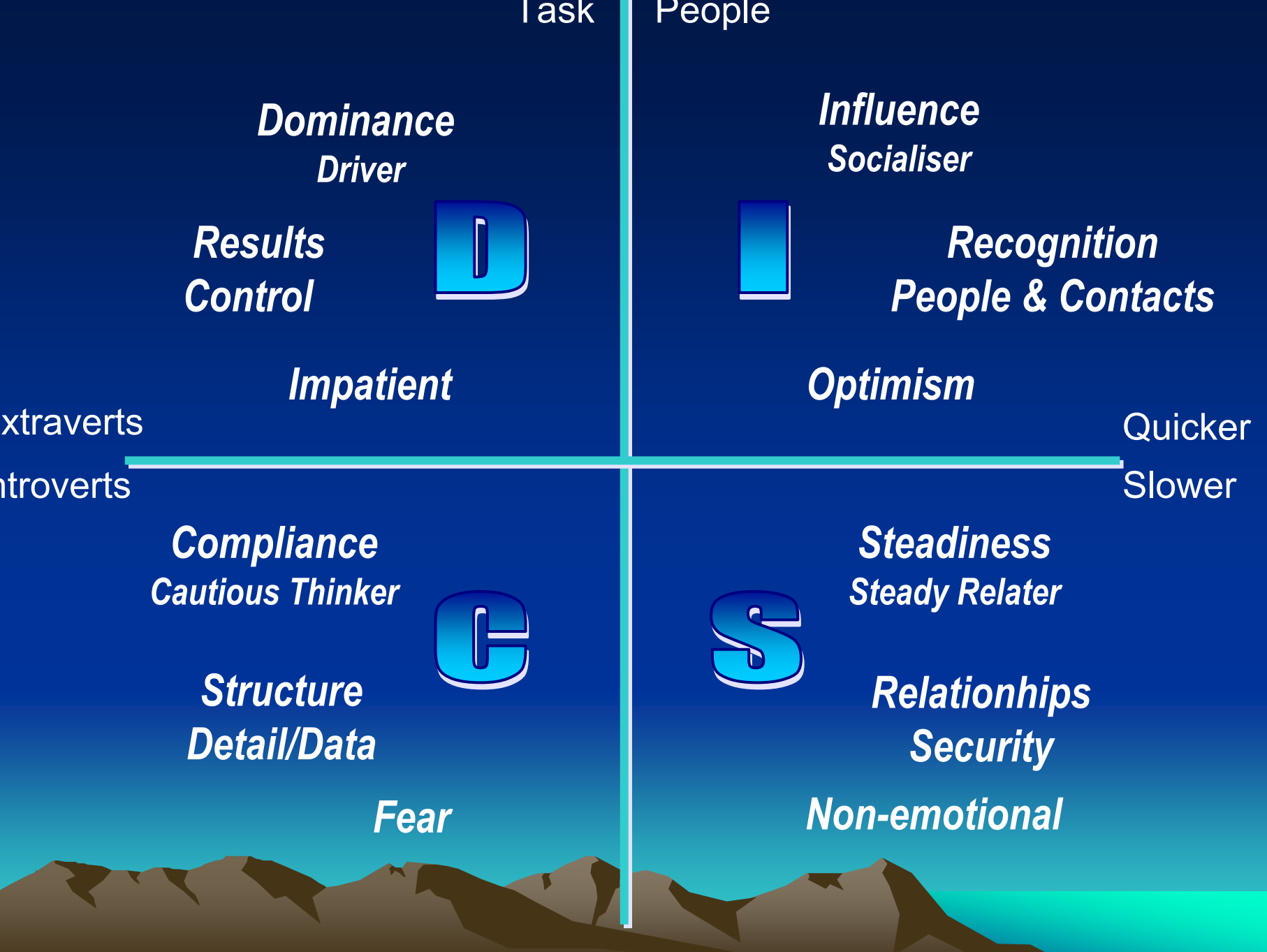
Behaviour and Emotions

D = Dominance: How we respond to problems and challenges

I = Influence: How we influence others to our point of view

S = Steadiness: How we respond to the pace of the environment

C = Compliance: How we respond to rules and procedures



Task

People

Dominance
Driver

Influence
Socialiser

Results
Control

D

I

Recognition
People & Contacts

Impatient

Optimism

Extraverts

Quicker

Introverts

Slower

Compliance
Cautious Thinker

Steadiness
Steady Relater

Structure
Detail/Data

C

S

Relationships
Security

Fear

Non-emotional

The Universal Language of DISC

Is an Observable Language

Is a Neutral Language

Is a Silent Language

Influencing Tool

You don't sell a product, service or
idea to someone

You influence them to buy

*You may never know
what results come from
your actions.*

*But if you do nothing,
there will be no result.*

Mahatma Gandhi



Profit is an outcome of having quality
people with a great attitude

david@breakthroughtraining.com.au

www.breakthroughtraining.com.au

02 6679 7313

