



COASTAL

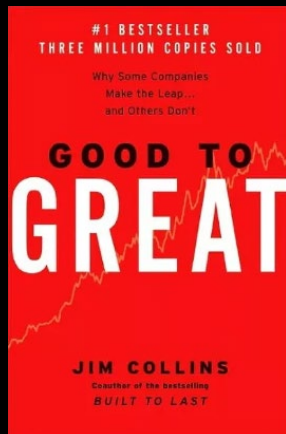
Connections

CONFERENCE



**Office
DEPOT®**

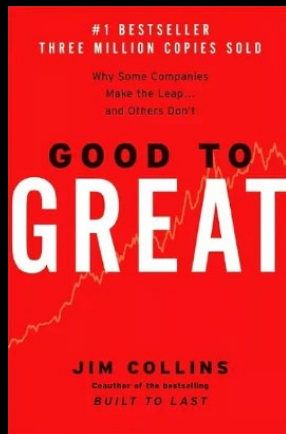
OfficeMax





**Office
DEPOT®**

OfficeMax



Crowder Bros.



Hardware

EST. 1955

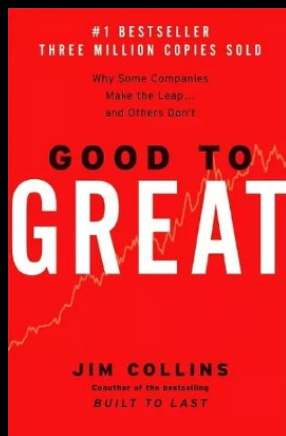


**BEST
PLACES
TO
WORK**



**Office
DEPOT®**

OfficeMax



Crowder Bros.



EST. 1955



**BEST
PLACES
TO
WORK**



Universal Studios

Myrtle Beach

Las Vegas

New Orleans

Key West

Hollywood

Nassau

Orlando

New York City









Engaged Employees work with *passion* and feel *profound connection* to their company. They drive innovation and move the company forward.





Not-Engaged Employees are essentially “*checked out.*”
They are sleepwalking through their workday putting
time, but not energy or passion into their work.





Actively Disengaged Employees aren't just unhappy,
they are busy *acting out their unhappiness*.
Every day these workers *undermine* what their engaged
coworkers accomplish.





According to Gallup, 85% of employees are either not-engaged or actively disengaged.

85%

29%

Engaged

52%

Not Engaged

19%

Actively
Disengaged



Loyal and psychologically committed . More productive; higher retention.

Productive , but they are not psychologically connected to their company. They miss more workdays; more likely to leave.

Physically present, but psychologically absent. They are unhappy and insist on sharing this unhappiness with others.

**Same boat, different engagement.
Some drive it, some jump off it.**



Who's job is it to improve employee engagement?





Seventy percent of team engagement is attributable to the manager.

70%



50% of your associate's waking life is spent in the culture that you create. How engaging is your culture?

50%



Did you feel stress a lot of the day yesterday?

44%



What would you change about the workplace to make it better?

41%

E n g a g e m e n t & C u l t u r e



Engagement & Culture

- Recognized for contributions
- More approachable managers
- More autonomy to be creative
- Learn to do new things
- Respect me more
- Fair chance at promotion
- Career goals and guidance



What would you change about the workplace to make it better?

28%

P a y & B e n e f i t s



Pay & Benefits

- Increase my salary because I work hard
- Pay employees on time
- Salary proportional to merit
- Gas reimbursement
- Cafeteria available
- Child Care
- Rewards for excellent results



What would you change about the workplace to make it better?

16%

Well Being



Well Being

- Communicate shifts well in advance
- Less overtime
- Work from home
- Longer breaks
- Health clinic
- Taking workers health seriously
- Place to relax

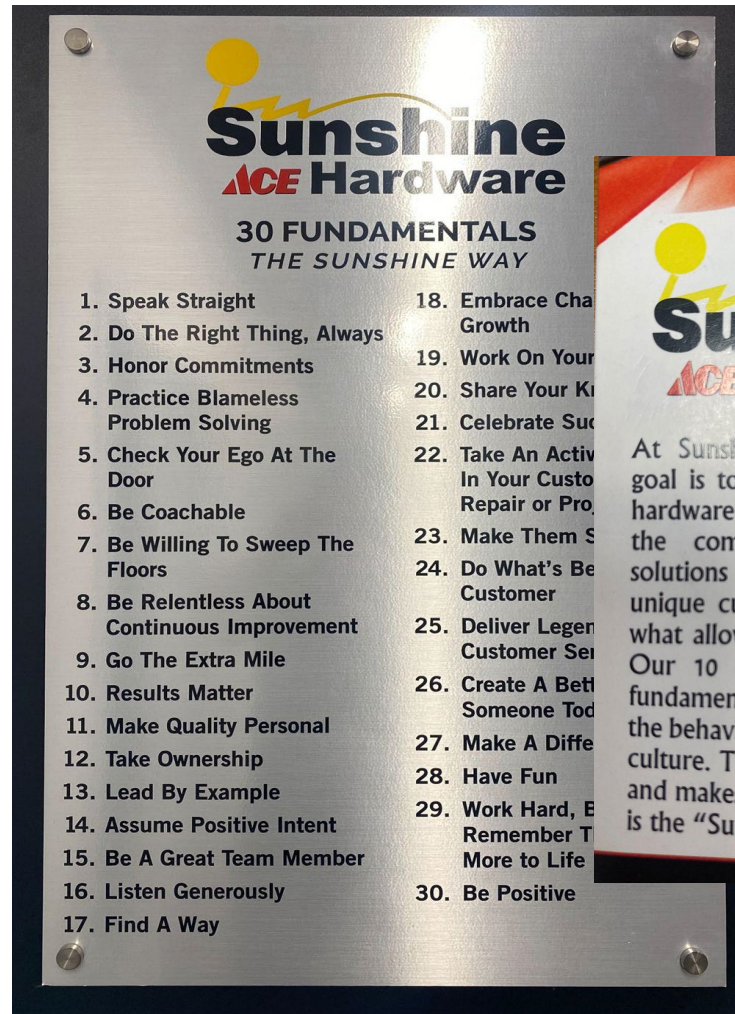


Sunshine's Employee Engagement Recipe

1. Define culture & standards
2. Hire for culture fit first
3. Regularly connect with your people
4. Keep a pulse on your team's engagement

Sunshine & Crowder Core Values the “Sunshine Way”

1. Love, Laugh, Work Hard
2. Create Solutions Through Imagination
3. Build Honest Relationships
4. Own It!
5. Drive Results
6. Deliver Sunshine
7. Be Humble
8. Support Each Other
9. Care For Your Neighbor
10. Inspire Confidence



Legendary Customer Service



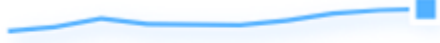
Overall Satisfaction

91.8

A line graph with a blue line showing a slight upward trend. The line starts at a low point, rises slightly, dips, and then rises again to end at a higher point, marked with a blue dot.

Assistance Received

83.8

A line graph with a blue line showing a slight upward trend. The line starts at a low point, rises slightly, dips, and then rises again to end at a higher point, marked with a blue square.



**In the first 90 days you will learn the culture that
is *celebrated, tolerated and unacceptable.***

**If you tolerate it, you accept it, if you accept it,
you should expect it.**



1:1

AND THE SURVEY SAYS...



GOOGLE FORMS



GALLUP


SurveyMonkey®

The 12 Elements of Engagement



GROWTH

Q12. This last year, I have had opportunities at work to learn and grow.

Q11. In the last six months, someone at work has talked to me about my progress.



TEAMWORK

Q10. I have a best friend at work.

Q09. My associates or fellow employees are committed to doing quality work.

Q08. The mission or purpose of my company makes me feel my job is important.

Q07. At work, my opinions seem to count.



INDIVIDUAL

Q06. There is someone at work who encourages my development.

Q05. My supervisor, or someone at work, seems to care about me as a person.

Q04. In the last seven days, I have received recognition or praise for doing good work.

Q03. At work, I have the opportunity to do what I do best every day.



BASIC NEEDS

Q02. I have the materials and equipment I need to do my work right.

Q01. I know what is expected of me at work.



Gallup has identified 12 elements of engagement that can be used to enhance individual performance and team growth.

Why Engagement Matters

Compared with business units in the bottom quartile of engagement, those in the top quartile realize improvements in the following areas:

Turnover is	Productivity is	Safety Incidents are	Sales are	Absenteeism is	Profitability is
59%	17%	70%	20%	41%	21%
LOWER	HIGHER	FEWER	HIGHER	LOWER	HIGHER



EE > CE



EE > CE

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Sunshine **ACE** Hardware

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ACE
Hardware

EST. 1955

CROWDER'S
Gifts & Gadgets
Unique Gifts Since 1955



Sunshine
ACE HANDYMAN
SERVICES™

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