

# Kristen O Shea

Tue, 7/27 4:40PM 24:31

## SUMMARY KEYWORDS

growth mindset, job, strengths, employee engagement, interviewing, manager, work, companies, expected, people, employees, clifton strengths, organization, studied, career, supervisor, opportunity, picture, book, share



00:15

Hey, everyone excited to spend some time with you today talking about tips on building a mentoring relationship with your manager and loving your job. I do strength coaching also talk a lot about employee engagement and well being with both individuals and teams. So let's jump in. I got to share my screen here. All right, what percentage of us employees are engaged in their jobs. So we're going to decide that an engaged employee is defined as someone involved in and enthusiastic about their work. They're productive and moving an organization forward. So I like to have people guess what percentage of us employees they think this is. So think about it in your head at the moment, I'm 33%. This is really sad to me. And this is why I do the work that I do. And why I'm so excited to speak to you today, too much of our population is in jobs that they're not excited about that they dread. And we all have too many talents, and spend too much of our time and energy in our jobs to not be fully engaged. So then we look at the stats for the non engaged employees. So they may be satisfied, but they're not necessarily emotionally connected. And they're not likely to put in that discretionary effort. That's about 51% of the US population, then we've got our actively disengaged employees. Some of you may work with someone like this before they're unhappy, and they've got to tell everyone while they're unhappy, and an employer hopes that they don't look like this, right. Alright, so employee engagement, who at work accounts for 70% variance in employee engagement? Can you guess, you got it? It's the manager, your direct supervisor, your boss, right? People don't leave bad companies, they leave bad managers. And so as you're navigating your early career stages, or even looking for a job, it's my advice to really interview, whoever's going to be that direct supervisor critically and determine whether or not they're going to be an engaging boss. So we're going to look through Gallup, Gallup polls has a lot of great research on employee engagement. And they've studied what

makes for the most engaged employees and the most engaged work groups and teams and organizations, and what are those factors that lead to that. So they found 12 elements that are proven to increase performance and engagement, and manager effectiveness? The first one, and they go on order of importance. So you can think of it a little bit like Maslow's hierarchy of needs, right? The bottoms, your food and shelter. So number one most important thing is do I know what's expected of me at work? Four out of 10, people will say that their job description and what they're actually expected to do when they walk in the door in the morning, on a Monday morning of the week is different. And so too often we don't know what's expected of us. This can be both formally and informally, right? So



03:25

something informal might be every the 31st of every month, someone cleans out the refrigerator. So whether or not you just put new salad dressing in there doesn't matter. Like, don't you just know that it's expected that you're supposed to clean your stuff out. And it takes a while to know that. But the more that a supervisor or an organization is really clear about what's expected of you and why you're at the job, the better. Let's talk through just a couple of things, since this is, number one, the most important. So first, the job description. Do you understand the priorities? So oftentimes, our jobs are filled with a plethora of activities that our supervisors would like us to do. But do we know what's most important when it comes to crunch time? What are you really supposed to be focusing on? And what what is allowed to get dropped once in a while? Does that supervisor connect your role to the bigger picture? So do you understand not only why you're there doing that job, but how that job fits into the team's bigger goals? Are you having are they suggesting that you will have ongoing purposeful conversation and feedback? You know, as you're there for your first three months? What is that going to look like? Are you going to know hey, two weeks in Am I still doing what's expected of me or has that changed now? Is the supervisor willing to talk about work and life you are a whole human being who's showing up to work and it's hard to completely compartmentalized who we are that that should be more harmonious and stuck together, shift from manager to coach. So are they more about managing you? Or coaching you to grow and develop? And then lastly, are they going to paint a picture of what that outstanding performance looks like? Again, so that you know what's expected of you at work? Tip number one or element number one and whether or not you'll be engaged and performing well on your job. Number two, do I have the materials and equipment I need to do my work, right? A lot of times we see this as Okay, I need a laptop, I need internet I need office supply. But it can also be information and empowerment. So I have access to this database. Or I have a chamber membership. So I can go and network and meet people for potential sales or even you know, I'm the marketing person and I'm supposed to do social media marketing. And I have a budget

that I can do ads for that marketing, right? Do you have what you need to do to perform well, number three, to have the opportunity to do what I do best every day. I mentioned earlier a little bit about gallops Clifton strengths or Strengths Finder. This book shows Clifton strengths for students strengths are, the definition is a natural way of thinking, feeling and behaving that can be productively applied. I do a lot of coaching around your strengths, you're going to have a better likelihood having high well being and high engagement and your job being productive, being happy if you're playing to your strengths, rather than always focusing on and trying to target your weaknesses. So that's the model of strength theory. And the more that you're getting to do what you do best everyday, the better you're going to be. So if you're just the type of person who loves to be around people, but you're in your own cubicle in the back and don't get to talk to people, you're going to start to suffer and your work may not even be as good. So do you have that chance to do what you do best. And as your manager eager to put you in situations where you're gonna get to do your best. Side note, that's kind of fun. Clifton strengths for students is a book used specifically on universities and campuses. It's the same assessment as Strengths Finder, 2.0 book that they would use in companies, but the introduction story, and that is actually about a girl named Kristen, who is me. And it's my experience on campus. So if you ran into that book during your undergrad, now you know who that's about. Number four, in the last seven days, have I received recognition for doing good work. This is more than appreciation, or, hey, I noticed you you're doing a good job, right recognition is targeted as feedback that will promote future behaviors. So anything we do in life, there's a consequence, right?



07:54

I eat 10 Oreos, My stomach hurts, right? And there's, there's consequences. So the more that you're recognized for doing good work, the better. So this could be something like, I noticed that today in staff meeting, you shared your opinion. And I want you to know that your perspective as a new employee to this firm, I, we value what you have to say, keep doing that. And so it reinforces that, okay, they want me to speak up, how can I continue to do that. And oftentimes, I think we feel funny for recognizing people or pointing out the obvious, but we all need it more than you think. Right? And so we're going to do something a little fun right now go and pull your cell phone and let's practice. It's never too late to recognize someone but the sooner the better. So even though we look for this in our direct super supervisor, as we join jobs, the more that you can do this for other people, it's a good practice to create. So I don't know if I was doing this right now, which I won't since I'm presenting, but I could, you know, send something to my husband about being appreciative of him initiating something that we had to do for around the house, right? And then it reinforces that, okay, that person, recognize that I did this. I'm going to

do it again in the future because it sends that dopamine and those good feelings. Okay, number four, number five, does my supervisor or someone at work seem to care about me as a person? So is it a safe space that you can experiment that you can talk about your dream goals, I had a supervisor when I first started my job, who I felt comfortable sharing her my career aspirations and goals, even if they weren't taking me into that company deeper. And that was a really cool feeling to know she cared about my entire career, not just what I was going to do for their organization right there in that moment, although I you know, I built the trust that she knew that was an important piece of it to this one, you can look strongly at well being Well being there's lots of different models, this one shows purpose Are you getting to do what you like every day in your vocation or job? Social? Do you have supportive and loving relationships in your life? Financial? Do you manage your finances in a way that reduces stress and increase the security community? Do you like where you live? Do you feel safe and have pride in it and physical? Do you have good enough health that you can do what you want to do every day, you could also see spiritual in there.



10:32

So



10:34

again, we're all beings that show up to work. And if one of these areas is suffering, then we're going to suffer in our jobs. And to have a manager who cares about this piece of you, and knows that your well being is essential to your performance at work is incredible. And that's definitely something that you need to look for. A part of this could be also seen as okay to the caring about me as a person. What about your flexibility and autonomy, which obviously, is becoming more and more popular? So here's some ways that it can show in the workplace. Are they collaborating with you and your scheduling? Is there flex time, right? If I come in at nine, because I like to do a 7:30am? workout? Can I stay later at night? Or work over lunch? Could you work partially from home? When you leave for a medical appointment? Can you do that without drawing vacation? Or is that part of having to draw sick leave? And the bottom note you'll you'll notice that put is it for real. Too often, companies talk about these perks, and they're a good thing. But what ends up happening is the office talk where it's like, did you know Sally left again at 12 noon on Friday to work from home? I didn't even get an email from her. And so people start to you know, that's Is it a part of the culture? Is that truly encouraged? Or is it just Oh, yeah, we do this, but it's still looked down upon. And so that's something that needs to be taken into consideration when you hear about those perks? Number six, is there someone at

work? who encourages my development? Does your boss is there? Are they interested in you growing and developing out of that role? Are they giving you opportunities to Hey, come and shadow with me, Hey, take on this new project, I realize it's going to expand your sense of responsibility, and it's going to challenge you, but I want you to grow and develop. So it doesn't always mean did I get that promotion? But do I have the opportunities to keep pushing the boundaries on my performance? Number seven, at work, to my opinion, seem to count. I love to tell undergrads or graduates, that when you're going to interview, make sure that you are asking questions to understand whether or not your opinion as a new hire as a millennial, as a Gen Z is going to count. So remember, you're interviewing them just as much as they're interviewing you. And any organization is lucky to have you. I was told that coming right out of college, but it was it was hard to realize my own value. Right. And I think we all go through that. So here's an example of a question you could ask. Give me an example of a time when a decision was made because of an employee's opinion. Oftentimes, companies will listen to employees opinions, but then that doesn't actually drive decision making. And I don't think that it always should. But there's a difference between encouraging opinions and hearing and listening to opinions. So check into that. Number eight, does the mission and purpose of my company make me feel like my job is important. I shared a post from a friend who works at a nursing home and she says this is why I love where I work. There's always something fun happening at Meadowlark today there was a Mardi Gras parade. We all want to be a part of something bigger than ourselves. And no matter where you're working, you know, even if it's more of a technical job, how are you impacting other people? Anything that comes to part of knowing some of your own mission and purpose. But the more that a company creates the atmosphere of mission and purpose, the better they're going to do at culture, right? So I told my friend who posted this like that was worth more than hundreds of dollars in ads for recruiting. Do you not think that people see that and think, well, I want to work where she works because obviously, it looks fun. And the mission and purpose is wonderful in terms of working with older adults. Alright, nine through 12. We're going to zip through these a little bit quicker. Are my co workers committed to doing quality work? It's challenging when you have a project and you do really well but the other part of it doesn't do well and then it comes Back to reflect on you. So a lot of times at job interviews, you have the opportunity to talk to some of the people who would potentially be your teammates. And I encourage you to do that and get their take on how much they care about the work they're doing. You can usually tell if someone's engaged or not, and their job. So make sure you're interviewing not only your direct supervisor, but the people that you'll be doing work with. Number 10, don't have a best friend at work. This one is strong language. But what it really means is there's someone you could trust someone you could vent to if you needed to, or maybe go to lunch, because you want to not because you have to.



15:37

The best workgroups truly have someone that they would consider their best friend at work, right? Maybe they text them off hours. And I don't know that you can necessarily scope for this while you're looking for a job. But know that creating those relationships once you're in the job is going to be important. Number 11 in the last six months, so someone talked to me about my progress. So again, I'm I continue to meeting expectations, what's expected of me now as organizations evolve as time moves on. So has someone continued to talk to you about that? And then number 12, in the last year, have I had opportunities at work to learn and grow? Again, do you do have the opportunity to read a new book? or attend a conference? But it could also be? Do you get to shadow in different meetings? Do you get to take a class at the library that's free? Have you had an opportunity to network with other people in similar roles in different companies just to learn more about the business? Do you have those opportunities, and are companies eager to provide you those or like they know it's a half two, we can usually tell. Alright, those are the 12 qualities that I encourage you to look for and attract manager and your next organization. Again, why there's a strong correlation between using your strengths, employee engagement and well being. And so they all go together, if your well being suffering, your engagement and strengths usage is likely to be less, if you're not able to use your strengths, your well being an engagement will suffer. If you're not engaged at work, your strengths don't look like strengths, and your well being suffers. And so that's my encouragement is to just think about those three things as the goal no matter where you're working, they thrive in all areas. Again, I just wanted to share a little bit more in depth about what the studies have shown for this, again, gaps got great information. You'll notice in the teal, the three things we just talked about. And they've actually been able to tie those two health outcomes, business outcomes and psychological outcomes. Again, look who makes a really big impact on all three of them, the leadership and the management of your company. I wanted to share a personal story. I when I was leaving, I went to Kansas State University, graduated five years ago. And when I was leaving, I interviewed and sent resumes and looked at just a plethora of different things. I felt like it was my full time job to find a full time job right. And I'm sure some of you can relate with that. One of the very many that I looked into was a scholarship to study peace studies in Ireland. And I made it all the way to stay interviews for this. And I went in confident and had practice, of course, all that good stuff. And they were like, wow, you interviewed perfectly. You asked all the right questions, you've done great things, and we can tell you're going to do great things. But you don't seem to know what you want to do. Go get some real word, real experience, and then maybe come back to us. Oh, this is what it felt like. This picture I just thought was so funny. Because this girl is like smiling as she's smacking the sky. And it's like, you're great. But no, it just feels like a punch in the gut. And you know, I remember crying and I'm sure so many of you can relate

to that you've looked at different options, different options. They all say have all this experience. And it can be really frustrating. So just want to say that I empathize. And you know, five years down the road, I've been through a plethora of my own job changes, and it all works out. It always does. Um, and with that, along with that I want to share a little bit about fixed first growth mindset as you're navigating this stage of life. fixed mindset, you know, and I journaled this if I had only known exactly what I wanted to do, I would have gotten it or like I'll never get anything because



19:58

yeah, I'm talented, but I don't know exactly what I want to do at age 21. So I'm just like, I'm just, like, out of luck with that kind of a thing. a growth mindset says, You know, I don't know yet. Not yet. And so we have to tell ourselves the growth mindset. I think sometimes we soft event, the fixed mindset, you know, let it out. But then how can we take in a growth mindset approach? So Carol Dweck has studied a lot about this growth, mindset and psychology. And she has shown that in schools rather than giving a student a grade of, I don't know F or something, why wouldn't Why couldn't say not yet. And it promotes more of a growth mindset that I can learn through this, I can get through this. It's not because of my limited ability, it's more about my effort. So here's another example. Now that I run my own business, this is a fixed mindset that I have to be careful not to fall into the trap. You can't run your own business, you aren't talented in sales. I don't enjoy sales, I never have I don't tend to think that I'm talented in that area. But a growth mindset says, You know what, I can learn what selling tactics work for me. And I have the ability to learn, even within my strengths, how I can grow in an area of not so much passion or interest or talent, right? So have a growth mindset towards everything you do. A little reminder from Sheryl Sandberg, careers aren't ladders, their jungle gems. I don't know how many friends I had start out in one job. And within the first year, a whole bunch of people have changed, right? So remember, no matter where you go, it's an opportunity to learn and nothing's forever, right. So three reminders to leave you with, when you meet your potential boss, you were interviewing them for your potential career coach, I love your job. Focus on your strengths, engagement and well being Take a chill pill, you can't go wrong. Having a growth mindset towards early career choices will help you out. This is my contact information. I'd love to be in touch with any of you. My website, my email, you can find me on LinkedIn, Instagram, and Facebook. I also have some resources for you books to read TED talks to watch. And finally references from some of the statistics that I shared today. So thanks so much for your time and go get them. And that's a wrap. Very good. Excellent job. Great. Thanks.



22:36

Were we on time went a little over, but we'll adjust and fit it in with another presenter where it works. So it's okay. Good stuff. Great. Okay, good deal. So, now we can do the little intro. And when it when you're ready, just go ahead and get started. If we need a second take to say take two and do it again.



23:04

Okay, sounds good. Because I was gonna say like I wrote it out, but I definitely haven't memorized and



23:10

you can actually read it because we'll take your picture and put it with the audio so it won't



23:16

Oh, it's just audio. Yeah. Okay. All right. Well, then let's, let's go for it. Right. So anytime,



23:29

so yeah. So anytime and again, what they'll do is edit it back in, they'll take your picture. They'll have they have a little banner they've developed around it with a play button on it. So they'll push it and then they'll see your picture and then tie in the audit. Okay, just take off again. You want to do it take two to say Take two.



23:52

Okay. Hi, I'm Christina Shea owner of O'Shea strengths coaching. I work with individuals and teams to have better jobs and lives. I'm a featured presenter and the sixth annual grad career festival. I'm going to share tips on how to love your job and interview to find a great manager. This will be your career launching pad as myself and 71 other career authors and coaches share our expertise. See their first take perfect, great. Does that work? Okay good.