

## Subject: News from People Possibilities

You're receiving this email because of your relationship with People Possibilities. Please [confirm](#) your continued interest in receiving email from us.

You may [unsubscribe](#) if you no longer wish to receive our emails.

### News from People Possibilities

July 2009



# The Power of People

## Greetings!

It's summertime and vacations are well under way. This year my husband and I had the pleasure of taking my nephew, Brian, on an adventure to Big Bend National Park. Brian is from northeast Ohio and is an avid outdoorsman. This was an experience of a lifetime as we trekked the trails in Big Bend in over 100 degree weather. A trip we will never forget.

If you are interested in viewing pictures, you will find them on my Facebook page. [CLICK HERE](#) to "friend" me.

My hope is that all of you enjoy time to play this summer. If you'd like to learn more about the transformative power of play, you will want to check out Dr. Stuart Brown's work at the National Institute for Play. [CLICK HERE](#) for his recent TED Talks "[Why Play is Vital ... No Matter Your Age](#)".

Sincerely,

Kathi



## Are We Losing Sight?

We've all seen the headlines.

## Times are Tough

### Unemployment Rises Again

#### The US economy is clearly in terrible shape

#### Distracted Congress Loses Focus on Credit Freeze

And we're all feeling the effects, whether directly or indirectly. If we have a job, we're working harder to do more with less. If we don't have a job, we're frustrated at the limited opportunities and the slow hiring process. And many are suffering financially as a result. If we are a business leader, we are shifting priorities and, in many cases, "waiting" to see which direction this tornado is going. Many are in a "freeze frame" not sure which steps to take next. This is new territory.

Last year I had the opportunity to attend the American Society for Training & Development (ASTD) Leadership Conference. The keynote was delivered by [Afterburner, Inc.](#), a company founded by James D. Murphy who wrote "[Flawless Execution](#)". The book teaches us how to use the techniques and systems of America's Fighter Pilots to succeed in business, no matter what the conditions. Murphy talks about how the better the individual executes, the better the company performs. Yet, he points out, the individual rarely acts alone. Individuals are part of a team. Teams require leadership; individuals on the team require missions and tasks. A team benefits from the individual execution of each of its members. So the goal of each individual is to flawlessly execute.

It's possible that your team is experiencing one of the biggest stumbling blocks to flawless execution that Murphy discusses in his book - *task saturation*, which is too much to do with not enough time, not enough tools and not enough resources to get the mission accomplished. There are three coping mechanisms for task saturation: quitting, compartmentalizing, or channelizing. Quitters shut down. They don't say much or do much. They come in late and leave early. They are generally easy to spot. Compartmentalizers act busy but do little. This can be dangerous as we don't notice the weak link until it's too late. The most common coping mechanism is channelizing (or target fixation). With multiple problems at hand, the channelizer picks one and focuses on it, to the detriment of any of the other problems. And, who knows, the channelizer may have picked the wrong problem to focus on.

The example that Murphy uses to demonstrate task saturation is the story of Flight 401. On December 29, 1972, this flight was inbound to Miami International Airport. There were three pilots to fly the plane. It was wintertime, a clear night - weather was not a factor. On the ten mile final approach, the first officer says to the captain: "Let's put the landing gear down." The captain looked at the copilot and says, "Roger"; he reaches up and grabs the gear handle and puts it in the down position. Only two of the three lights to illuminate the forward instrument panel go on. The nose wheel light does not go on. They pull out the emergency procedure and read it. The captain tells the copilot to check the lights.

## Upcoming Events

JUL 16, 2009

"Differentiate or Disintegrate: How To Use Your Personal B.R.A.N.D. To Get Ahead"

Facilitator

[Workshop Open to the Public](#)

AUG 4 & 11, 2009

"The Power of You in Action"

Instructor, The University of Houston  
[EmPOWER Leadership Certificate Program](#)

AUG 5, 12, 19 & 26, 2009

"Career 2.0: What's Next?"

Facilitator

[Workshop Open to the Public](#)

AUG 13, 2009

"Generational Differences"

Facilitator

[UH Lunch & Learn Series](#)

AUG 20, 2009

"Differentiate or Disintegrate: How To Use Your Personal B.R.A.N.D. To Get Ahead"

Facilitator

[Workshop Open to the Public](#)

## Quick Links

[People Possibilities Website](#)

[People Possibilities Blog](#)

This blog is about ... well ... people! We talk about people in careers, as leaders, how they behave, what motivates them, their personal brand ... you name

They are at 2,000 feet. The captain tells the copilot to put the plane on autopilot.

The copilot and the rest of the flight crew did not use their resources well. They were all so focused on fixing the light no one noticed that someone bumped the wheel and disengaged the autopilot! The jet had been in a slow descent. No one noticed - they had a light bulb to worry about. The sky was black. The water and everglades below were also black. No reference to a horizon. The light is finally fixed. At this moment the pilot expects to be at 2,000 feet. Instead he is at 100 feet! He has twelve seconds to react - but he's so task saturated, as are his two other crew members, that his pilot instincts are gone and in twelve seconds he and ninety-nine people die when the plane slams into the everglades.

[You can watch the video re-enactment "Fatal Distraction" on [YOUTUBE](#)]

So, in today's business climate, what can we learn from the lessons of Flight 401? First of all, assess yourself - are you in task saturation? If you are, it's time to re-focus. Are you using your resources well? Pull your team together to re-assess the mission for your company or department. What shifts do you need to make to adapt in the current environment? Rather than pulling back, where can you invest time, money or resources towards objectives that move the organization forward? Managing a stable business is a lot easier than leading through a crisis. As leaders, we need to be courageous. The biggest risk of all is to do nothing. This economy WILL turn around. What investments are you making in yourself and in your employees to be ready?

## Major Factors that Affect Employee Engagement

Wikipedia defines "Employee Engagement" as a concept that is generally viewed as "managing discretionary effort, that is, when employees have choices, they will act in a way that furthers their organization's interests. An engaged employee is a person who is fully involved in, and enthusiastic about, his or her work."

Gallup developed its Q12 benchmark specifically to correlate its measure of employee engagement to worker productivity, customer loyalty and sales growth. With 5.4 million responses, it is by far the largest employee benchmark available. Nationally, in 2005, Gallup found:

- 28% of the workforce is Engaged and works with passion. Because they feel a strong connection to the organization, they work hard to innovate and improve.
- 54% are Not-Engaged. These employees do the work expected of them, but do not put in extra effort.
- 17% are Actively Disengaged. In this case, employees aren't just unhappy, but are spreading their unhappiness to other staff.

In a recent Whitepaper entitled "Employee Engagement: A Silver Bullet", Lyle Potgieter, Chief Executive Officer, PeopleStreme, asks the question "why bother with employee engagement?" He notes that industry experts Becker and Huselid in "High Performance Work Systems and Firm Performance" that only 15% of organizational outcomes are due to strategy and 85% are due to execution (i.e., employee effort). Engaged employees make the largest contribution to organization outcomes and deliver more than disengaged employees.

New approaches are needed to shift employee engagement even a few percentage points, yet the factors that need to be addressed remain the same. They are:

1. Job Importance - an employee needs to know how their job is important to the organization.
2. Clarity of what is expected of them - an employee needs to be very clear on what their manager expects of them.
3. Career Advancement - employees want to know that there is a fair and equitable system for career advancement and that, if they perform, they will be considered for advancement.
4. Improvement and Reward - employees want to make improvements to the organization and if they do, would like to be rewarded where possible (remuneration and a thank you).
5. Regular Feedback - employees want to know when they, the department and the organization are doing well or not so well.
6. Good Relationship - employees want to communicate with their manager. Even if the news is not good.
7. Clear values - employees want to know the values and behaviors that will be looked upon favorably, they don't want to be left in a vacuum to guess.
8. Good Communications - "Tell me what is happening, I don't want to be the last to find out, I want to be included."

Potgieter outlines a solution that addresses each of the major factors identified above in his Whitepaper. [CLICK HERE](#) to obtain a copy.

If you would like to take a pulse on employee engagement in your organization and measure employees' personal and practical commitment to your company strategy, [contact People Possibilities](#). We have the tools to identify your most critical workforce issues and can identify which initiatives will best address them.



## "Career 2.0: What's Next?" A Workshop Designed for the Young Professional

it, if it's about people, we talk about it!

### [Careerealism Blog](#)

Why was it created?

Individuals are more confused than ever with respect to the smartest ways to find a job they enjoy. At the same time, Corporate America is struggling to understand how to make their work environments something worth committing to. We recognized a need to provide unique, interesting advice that could help readers find ways to achieve the success they desire. Instead of the same old content, we will be looking for ways to offer 'refreshingly real advice' that will inspire employees and managers to take control of their situations and make good things happen.

### About

At the heart of

People Possibilities is the belief that transitions are extraordinary opportunities for innovation, relationship building and growth.

We empower leaders to transform the workplace by

Creating Innovative Solutions for People at Work.

Building a bridge to a new way of thinking, People Possibilities

focuses on optimizing the power of transitions.

We partner with business leaders to implement unique human capital solutions that increase productivity and improve company results.

At People Possibilities we are

Changing the Culture of Business One Leader at a Time.

Learn more about our services by visiting our [website](#).

[Register now](#) for the next workshop beginning Wednesday, August 5th - four sessions - 6 to 9 p.m.

[CLICK HERE](#) to follow the Career 2.0 Blog

**Save  
\$50**

Register now for "Career 2.0: What's Next" Workshop!

Offer Expires: July 31, 2009

## 5th Annual Tour de Pink is September 13, 2009

Every year for the past five years I have volunteered for and participated in the Tour de Pink. Many of you know that I am an avid cyclist and it's especially rewarding to ride for a cause like the Pink Ribbons Project. Started by Susan Rafté and her sister Jane Weiner, the organization is dedicated to raising awareness and educating about breast cancer through its programming, and to providing mammograms to underinsured women in the greater Houston area.

The Tour de Pink is the first bike ride in Texas solely benefiting breast cancer. As Co-Captain of the Safety Mentors, I would like to invite you to volunteer to encourage other cyclists to ride safely and have fun. You can elect to be a Safety Mentor volunteer when you register for the ride.

For more information, visit [www.tourdepink.org](http://www.tourdepink.org).

If you would like to make a donation, [CLICK HERE](#).

### What Are You Curious About?

Is there a "people" topic you would like to read about in an upcoming newsletter or on our blog? If so, let me know. Email me at [k Crawford@peoplepossibilities.com](mailto:k Crawford@peoplepossibilities.com).

### Contact Information

Kathi Crawford, SPHR, IAC-CC  
People Possibilities LLC  
Phone/Text: 281-450-6316  
[k Crawford@peoplepossibilities.com](mailto:k Crawford@peoplepossibilities.com)  
Website: <http://www.peoplepossibilities.com>  
Blog: <http://peoplepossibilities.com/blog>  
Twitter: <http://www.twitter.com/kathilc>  
Linked In: <http://www.linkedin.com/in/kathicrawford>

#### Forward email

 [SafeUnsubscribe®](#)

This email was sent to [contact@peoplepossibilities.com](mailto:contact@peoplepossibilities.com) by [k Crawford@peoplepossibilities.com](mailto:k Crawford@peoplepossibilities.com).

[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

People Possibilities | 1909 Branard Suite E | Houston | TX | 77098

Email Marketing by

