

Beyond Engagement to Fulfillment: The New Employee Experience

Fulfillment → Engagement → High Performance → Retention

Research shows that fulfillment is a critical desire of 99% of employees, but only 20% of them are highly fulfilled today – leading to performance and retention gaps.

The **Beyond Engagement Experience** enables managers and employees to become more intentional, productive and resilient to challenges at work or home. This results in higher productivity, quality and retention of talent.



The Challenge

Employees are an organization's greatest asset – no employees, no product, no customers. Employees bring great value when they are fulfilled at work, meaning that they can achieve career goals and create a productive lifestyle that brings a sense of accomplishment, balance, impact and happiness.

Research shows that when employees are *aligned* with the goals, have the 'right' *capabilities*, and are *engaged*, performance soars and employees stay because they feel fulfilled at work. However, many work and non-work factors derail alignment, capabilities, and engagement, leading to more turnover and reduced long-term performance. In a world of increasing demands and stress, work-life balance is declining, employees are chasing higher expectations, and resilience to setbacks is insufficient to sustain long term performance.

The Solution

This skill-based learning process **aligns what matters to the organization to what matters to individuals**. It enables individuals to take responsibility to manage and integrate work and non-work components of their lives more effectively by:

1. Being intentional – syncing their career and life goals with the organization and become better at prioritizing.
2. Developing resilience skills to overcome obstacles within and across work boundaries – and embracing change.
3. Increasing self-engagement – from victim to advocate.

This benefits both employees and their employers by aligning individual and organizational goals and values, increasing critical capabilities needed to be successful in today's fast paced world, and leveraging the passion within people – *making choices by design and intention*, rather than by default.

Goals of This Program

Higher alignment, capabilities and engagement that drives fulfillment, performance, and retention:

- *Integration* of individual and organizational goals and priorities
- *Ownership* of development plans related to career, performance, and engagement goals
- *Mindfulness* at work and at home
- *Resilience* to setbacks and unplanned events – developing *Grit*
- *Adaptability* to effectively manage in an environment of continual change
- *Openness to risks in learning* new things – overcoming fear of failure
- *Stress, energy, and time management*, leading to more effective work-life integration

These skills lead to resilient employees who recognize the need to continuously upgrade their skills in order to stay relevant and actively manage their energy, time, and engagement.

Customized Solutions – Have It Your Way

Each organization is unique and faces different challenges within its culture and its type of workforce. Metrus offers multiple approaches to fit your needs.

While participant groupings can vary, below are a few effective ones:

- **Leaders** – The leader experience is designed for those managing or coaching others, providing both personal and mentoring skills, allowing their teams to be more effective.
- **Employees** – The employee experience is designed for personal learning with the outcome of individuals becoming stronger at managing their work and non-work lives, developing stronger skills to deal with change and increasing performance expectations, and taking responsibility for their own engagement.
- **Function or Work Teams** – Designed for smaller groups wishing to build capabilities in unison, this session also creates greater opportunities for team development and aspirational goals.

Our three most popular experiences include the following, but many other combinations are possible:

- **Fulfillment Action Learning Experience with Development Targets.** Includes: Individual self-assessments, facilitated learning sessions, workbook tools, a copy of *Fulfilled! Critical Choices: Work, Home, Life*, webinar check-ins, action plan and follow-up improvement measurement.
- **Fulfillment Tune-up.** Includes: Individual self-assessments, a facilitated learning experience, workbook tools, a copy of *Fulfilled! Critical Choices: Work, Home, Life*, and optional check-ins.
- **Taste of Fulfillment.** Targets selected topics (e.g., vision and goal alignment, resilience/grit, overcoming setbacks, managing risk/fear, time and energy management) with optional self-assessments.

All of these experiences come with options for **individual or team coaching**. We also offer a **Full Immersion**, which often involves one year of carefully designed cultural interventions to increase fulfillment and performance. Inquire for more detail.

While in-person sessions are most powerful for change because of visible commitments, social interaction, and shared ideas, these programs can be delivered via webinar or other learning modalities.

Program Outline

1 – Discovering: The Vision Process

- *Growing Your Value – Stay Relevant.* Understanding a world of increasing expectations
- *Discovering* or reconnecting with your values and a life vision
- Understanding your organization's *vision, mission, values and goals*
- Identifying the *gap* between current and desired goals (both career and non-work)

This step provides greater clarity regarding vision and values, increasing stakeholder expectations, and their connection to career and non-work priorities.

2 – Blueprinting: Aligning Organizational and Personal Goals

- *Aligning* personal and organizational goals
- Building a *life map* that integrates work and non-work elements of life
- Identifying key *success drivers and resources* for reaching goals
- Developing a job, career and life *Action Plan*
- Creating a personal balanced *scorecard* to measure progress and success

This step provides tools and processes to translate vision and goals into reality, and to align work and non-work sectors of life. By balancing different goals, identifying key success factors, creating a life and career path, and developing success metrics, individuals will learn how to actively manage the path to higher performance and fulfillment.

3 – Growing Capabilities: Managing Stress, Energy, and Time

- Mastering *energy* cycles – replenishing depleted energy
- Aligning *time* – rebalancing activities and priorities
- Managing *health* and wellness

4 – Growing Capabilities: Managing Perceptions and Learning

- Changing *what is* to *what could be* at work, home, and in life
- Replacing outdated beliefs and assumptions with a more *empowering belief system*
- Turning fear and failure into *stepping stones* instead of stumbling blocks
- Taking *risks* – seizing opportunities – and *learning*. Replacing risk with learning

5 – Growing Capabilities: Developing Resilience

- Understanding *resilience* and *grit*
- *Overcoming setbacks* – demonstrating grit and resilience in the face of adversity
- Anticipating and preparing for *potential problems* before they arrive

These three steps strengthen mastery skills in prioritization, time management, managing perceptions, and increasing resilience to life's inevitable challenges. Roughly 95% of people have major setbacks in their lives, but the most fulfilled people apply thinking and processes to get back on track quickly.

6 – Engaging and Embedding: Taking Greater Control of Your Performance, Life and Fulfillment

- *Connection* to work – how will you show up in a new way
- *Taking charge* of life’s “controllables”
- *Celebrating wins* – acknowledging both small and big steps on the road to fulfillment
- *Embedding* the life fulfillment process into work and personal life

This step focuses on engagement and how employees can take greater control of their own engagement and fulfillment by embedding key insights and lessons learned into action plans that will be tracked.

Fulfillment is the highest level of engagement. It is a step beyond that integrates work and non-work into a comprehensive plan to enable mastery and productivity over the multiple, competing areas of one’s life. But fulfillment doesn’t just happen – it requires a clear vision, the ‘right’ capabilities, and positive habits – in essence, employees who take greater control over their performance and development as well as an organizational culture that fosters effective work/life integration.



Created by Metrus Group with Marisa Harris

Act Now!

Learn how this highly effective program can work for your organization. Contact us!

Danielle Novotny
dnovotny@metrus.com
Brian Rushevics
Brushevics@metrus.com
908-231-1900

Read the Book!

This program is based on the book, *Fulfilled! Critical Choices: Work, Home, Life* authored by William A. Schiemann. Available on Amazon or Audible.

About Metrus Group

Metrus offers a unique combination of consulting, research, and skill development to organizations intent on aligning strategies, growing value and optimizing human capital investments.

metrus.com
908-231-1900
info@metrus.com

About Marisa Harris

Marisa Harris, former VP of Human Resources, The CIT GROUP, is currently a Life Mastery Consultant & Coach, and a stage 4 pancreatic cancer survivor

marisaharris.com
212-787-2115
solutions@marisaharris.com