

At Boeing Commercial Engineering, employee satisfaction increased 40% following the largest white-collar strike in US history. In this process we taught twenty teams our engagement principles and leadership practices.

- Widen the circle of involvement
- Connect people to each other
- Create communities for action
- Promote fairness

The leaders of the organization then said, "Work on things you think will improve the organization" ...and they did. Leaders engaged staff in the discussions about their current level of job satisfaction, what people cared about on the job and why, and how to remove barriers preventing organizational performance. By empowering the workforce to address critical business issues of importance to everyone, they resolved important problems, dramatically improved productivity, and healed wounds from the strike.

Are you sitting with engagement survey results, not sure what to do? We offer integrated employee engagement approaches and workshops that build understanding while increasing engagement skills. Our everyday engagement program improves productivity while spreading engagement throughout the whole organization. We also design customized programs. At Fraser Health Authority in Vancouver, BC, working with their internal staff, we designed a process that brought together multi-level teams from various parts of the organization. We reviewed the results and created actions to improve employee engagement in their part of the organization. As a result, the food service group redesigned their work while simultaneously improving employee satisfaction and efficiency. A team from a nursing home developed strategies for improving patient-staff relationships. Patient care and satisfaction dramatically improved. The resulting plan was recently featured at a medical conference in France. And, of course, this year's engagement survey results are better than last year's.

Contact us at
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Everyday Engagement™

Watch People and
Productivity Soar



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"Engaged organizations are 52% more profitable than their disengaged counterparts."

- MacLeod and Clarke 2009

Engagement is the Key to Extraordinary Performance

"The essence of competitiveness is liberated when we make people believe that what they think and do is important and then get out of their way while they do it."

Jack Welch—General Electric



"Coming together is a beginning. Keeping together is progress. Working together is success."

- Henry Ford

Our Services

We partner with you to develop effective ways to improve your team's performance. We offer an integrated set of services customized to meet your needs.

- Assessment and Goal Development
- Detailed Implementation Planning
- Conference Change Model
- Everyday Engagement™ Process
- High Performance Team Workshops
- Team Performance Assessments
- Embedded Engagement Training
- Executive Coaching

Our Team — Your New Partners

Our vision is to foster engagement to make a positive difference in the world. We have a 30 year history of success in helping small and large companies around the world improve their performance and the satisfaction of their employees at the same time. Our team has extensive experience in real world experience in change, consulting, coaching and leading.

Why Engagement?

Research has shown that companies with highly engaged employees create better bottom line performance. They earn more profits, have more satisfied customers, higher morale, better retention. Basically, any business metric that counts will improve. Even statistics like employee safety and absenteeism will improve with increases in engagement.

The data is overwhelming. High engagement = better results and more satisfied employees. So the question is not whether engage-

ment is important. The question is how do you get it, and how do you keep it?

We Deliver

We use a unique, systematic approach that can be applied to any size company or team environment. We call it Everyday Engagement because that's what it takes to create and maintain world-class levels of engagement.

It works because it's based on determining what is important to

each person and what gets them engaged and caring about their work. The other key concept we use is to empower teams to determine what needs to be done to improve their work and their work life. After all, who knows the work better than the people who do it every day? This creates an environment of ownership and leads to sustained improvements in a wide array of performance results and measures.

Our Value

Every improvement opportunity should be approached as an investment with confidence in a great return on that investment. We have over 30 years of experience working with large and small companies. We believe in teaching you "how to fish" so we focus on ensuring you know how to create and sustain your own extraordinary performance.

Engagement is the strategic foundation that drives performance improvements in every aspect of business measures, customer satisfaction, and employee satisfaction.



We are with you every step of the way

Our partnership with you begins with developing a shared understanding of your situation and goals. We then develop a customized solution that will help you achieve the results you want and need. We work with you and your team to develop your implementation plans, and then to engage your team and employees in creating an engaged work environment and extraordinary performance. After the implementation begins, we continue to support you with coaching and interventions if needed. We are unique in the industry in having a simple answer for how to significantly increase engagement and business results...and leaving you with the embedded knowledge and confidence to continue to do that on your own..