

Five Bad Habits of Employees that Destroy Their Productivity



Hi,

Unlike most people who think that high potential individuals are few and far between, I know that you have a treasure trove of potential already in your organization.

Unlock that potential to build lasting competencies for individual and organization excellence.

You can be confident that people in your organization can rise to any occasion, but you need to get started now. It just isn't going to get any easier.

Susan Jamison

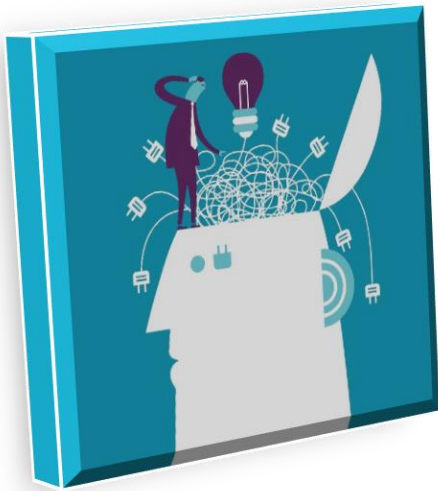
Founder
CLUE Institute
www.clueinstitute.com
susan.jamison@clueinstitute.com



Five Vital Reasons Unlocked Potential Matters

- 1. Everyone In Your Organization Has It**
- 2. In a VUCA Environment, Your Organization Needs It**
- 3. It's Part of the Solution to Un-Engagement**
- 4. Millennials Are Laser-Focused on Theirs**
- 5. It's Good for People and It's Good for Business**

1. Everyone in Your Organization Has It



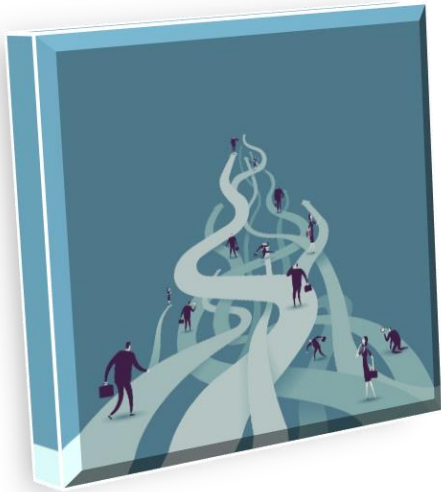
It's common for leaders in organizations to say that people are their most important "assets" or "resources." This is unfortunate terminology for valuable people since "assets" are depreciated and "resources" are used up. The people in your organization have virtually unlimited potential. It just has to be unlocked.

Potential is not accurately measured by degrees, certifications, and job experiences, which is how it has been identified for generations. It involves becoming aware of and unlocking the intellectual and creative faculties that enable one to think and unlearn ineffective habits that impede them.

Humans are wired to grow and designed to learn, yet most of us are the product of an education system that taught us to perform on standardized tests, acquire knowledge by rote memorization, and learn to become "good workers." Most people don't know what they don't know about potential. Since they don't understand it, they invalidate it and develop limiting beliefs about their own potential and that of others.

Before confidence in our potential can develop, we first have to be aware of it. Awareness of untapped potential leads to learning, understanding, openness, and well-being. Those who appear to be average performers now can actually be superstars once they are aware of their potential, understand it, and become confident about using it.

2. In a VUCA Business Environment, Your Organization Needs It



If you had a competitive advantage under normal circumstances, in order to sustain that advantage under volatile, uncertain, complex, and ambiguous (VUCA) circumstances, you need more from your organization and your organization needs more from employees. VUCA is already here and coming on even stronger each year, so prepare the people in your organizations to buckle up and think anew about the future.

Some of the drivers of VUCA are social, mobile, access to data, connectivity, artificial intelligence, machine learning, robotics, internet of things, autonomous vehicles, nanotechnology, 3-D printing, genetics, biotechnology, and smart

systems. Experts agree that the impact of the convergence of all these drivers is going to be unlike anything that humankind has experienced, in term of speed, scale, and scope. They are going to impact everyone directly or indirectly.

Operational efficiencies are being maxed out and automation is accelerating, and the formal education system and professional development are not equipped to provide massive up-skilling and re-skilling. One-size-fits-all training can't possibly address the uniqueness of each individual. Preparing people to take ownership of their own learning is essential. Developing untapped potential and understanding how to use it provides a solid foundation for handling the evolving disruptions.

3. It's Part of the Solution to Un-Engagement



Gallup says that employee engagement is strongly related to business outcomes and a company's financial success. Engaged employees have 22% more profitability and 25% less turnover. They have significantly better business results in the areas of productivity, customers ratings, new products and services, new customers, growth, revenue, absenteeism, safety, theft, quality defects, and healthcare costs. Last year, about 70% of U. S. employees were considered "Not Engaged" which accounted for about 70% of payroll!

Despite all the data collected about engagement and all the training dollars spent to improve it between 2000 - 2016, engagement changed very little. During that period, an average of 29% of US employees were engaged, 53% were unengaged, and 18% were highly disengaged. How can this be? More than 70% of payroll going to un- and disengaged people is a lot of opportunity cost!

In my blog entitled *How to Solve the Engagement Problem*, I suggested that the *engagement problem* persists because engagement is not really the problem; it's a *symptom* of a two-part problem: Unfulfilled organization capabilities and unfulfilled individual capabilities. The latter in particular has been neglected. When their highest potential is unlocked, people are intrinsically motivated and inspired to engage. And people who are fulfilling their potential tend to bring out the potential of others in the organization.

4. Millennials Are Laser-Focused on Theirs



Studies indicate that Millennials will comprise about 50% of the people in organizations by 2020 and many organizations are trying to figure out how to attract them and retain them. Data shows that their job turnover is 3x that of other generations, which is costing American organizations billions of dollars.

According to Gallup's report on Millennials, they are concerned about: My Purpose, My Development, My Coach, My Ongoing Conversations, My Strengths, and My Life. In other words, they want help with fulfilling their potential in their careers and they want clarity about how to do that.

Millennials are a product of the same education system and corporate culture of prior generations, programmed to be concerned about: My Paycheck, My Satisfaction, My Boss, My Annual Review, My Weaknesses, and My Job. Like prior generations, they must un-learn and replace ineffective habits and behaviors. Understanding the nature of their highest potential is a prerequisite to being able to fully leverage the specific plans, details, and opportunities they are seeking.

5. It's Good for People and It's Good for Business



An organization is just a collection of relationships between humans and the tangible and intangible elements of the organization. Everything depends on the capabilities of people in your organization to manage those relationships. Developing their highest potential and effectiveness helps people do their best work.

The people in your organization deserve the opportunity to become the best they can be. Something wonderful happens when people explore their potential. They become more confident and this initiates a self-reinforcing

cycle of increased communication, collaboration, and collective performance. People tend to be more loyal and committed to organizations that enable this.

As Ed Catmull (CEO of Pixar) said in his book, *Creativity, Inc.*, if you give a good idea to a mediocre team, they will screw it up; if you give a mediocre idea to a brilliant team, they will either fix it or throw it away and come up with something better. You can have “brilliant teams” by encouraging people to develop their highest potential and effectiveness and by removing the barriers that impede them.

In a Harvard Business Review article (November 2006) by Rosabeth Moss Kanter shared a story about a fabric company that was experiencing a yarn breakage problem. The breakage problem had become a competitive disadvantage so the top team was looking for big product innovations, possibly totally new materials. A new executive believed in searching for innovations from all employees. After a companywide meeting, a veteran factory worker approached the executive and shared an idea to end the breakage. It worked. The veteran employee, asked how long he had the idea, replied 32 years.

How many “breaking yarn” issues are under the radar in your organization right now? How well would your organization be performing if everyone expressed their potential and was able to fully contribute? What would this do for your organizations’ competitive advantage?