

I'm sharing specific items listed in two Gallup reports you can download here: [2013](#) and [2015](#). This page not for publication, redistribution, or sale, but simply to encourage you to download the material for yourself.

12 factors of engagement
10 performance factors
3 engagement accelerators
5 core management talents

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1. Select the right people
2. Develop employees' strengths
3. Enhance employees' wellbeing

State of the American Workplace, Gallup Report 2013

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1. **Motivate** every employee to take action and engage employees with a compelling mission and vision.
2. Have **assertiveness** to drive outcomes and the ability to overcome adversity and resistance.
3. Make **decisions** based on productivity, not politics
4. Create a culture of **accountability**.
5. Build **relationships** that create trust, open dialogue and full transparency.

State of the American Manager, Gallup Report 2015

12

1. I know what is expected of me at work.
2. I have the equipment and materials I need to do my work right.
3. At work I have the opportunity to do what I do best every day.
4. In the last 7 days I have received praise or recognition for doing good work.
5. My supervisor or someone at work seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees are committed to doing good work.
10. I have a best friend at work.
11. In the last 6 months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

State of the American Workplace, Gallup Report 2013

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Customer ratings, profitability, productivity, turnover, safety incidents, shrinkage (theft), absenteeism, patient safety indices, quality (defects)

State of the American Workplace, Gallup Report 2013