

## ASP 3Q GMM

### Creating Balance @ Work

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Sept. 22, 2017



## What we'll cover this afternoon

- Revealing insights from recent WTW research
- Balance - Personal Engagement & Corporate Engagement
- Power of Emotional Wellness to create balance
- Integration



## Our Premise

### Who I am precedes what I do!!

*People are impacted by who I am. My general behavior impacts others around me*

### Personal engagement precedes corporate engagement !

*How can I possibly be effective in my organization if I am not effective in leading my own life well*

### Making a choice

*Reshaping my personal mental landscape for better relationships that will impact productivity and performance*

## About our 2016 studies

### Global Talent Management & Rewards Study (TM&R)

#### Fielded April – June, 2016

- 29 markets globally
- 2,004 employer respondents representing >21 million employees
- 21<sup>st</sup> annual survey

#### Key topics covered:

- Attraction and retention drivers
- Talent mobility and challenges
- EVP and total rewards
- Leader and manager effectiveness
- Career management
- Performance management
- Pay for performance

### Global Workforce Study (GWS)

#### Fielded April – May, 2016

- 29 markets globally
- >31,000 employee respondents

#### Key topics covered:

- Attraction and retention drivers
- Drivers of sustainable engagement
- Leader and manager effectiveness
- Career management
- Performance management
- Health, stress, wellness
- Communication

### 2016 Global TM&R Study



21%

- Asia Pacific
- EMEA

Number of participants  
GWS: 1,002  
TM&R: 149

**Major themes revealed from the findings enable us to develop new content that touches nearly every aspect of Talent & Rewards**

**Talent on the Move**

Attraction, Retention,  
Sustainable Engagement ,  
Job Security

**Compensation  
Uncovered & Pay for  
Performance**

Base Pay/STI, Pay Equity,  
Pay Ratio, Transparency

**Integrated  
Performance  
Management**

Seg/Diff, Manager Role,  
Communication, Agile  
Approach

**Manager  
Mismatches**

Manager Perception,  
Managers and Merit Pay,  
Performance Effectiveness

**Career Management**

Career advancement,  
development and training;  
Address skill gaps

**Future of Work**

Job vs. Work, Workforce  
Strategy, Talent  
Assessments, Skill Gaps

**Wellness Worries**

Making Wellness Work for  
Employers and Employees

**Leadership Matters**

Assessment, Competencies,  
Performance Effectiveness

**EVP and Total  
Rewards**

Enhance EVP and total  
rewards, ROI of getting it  
right

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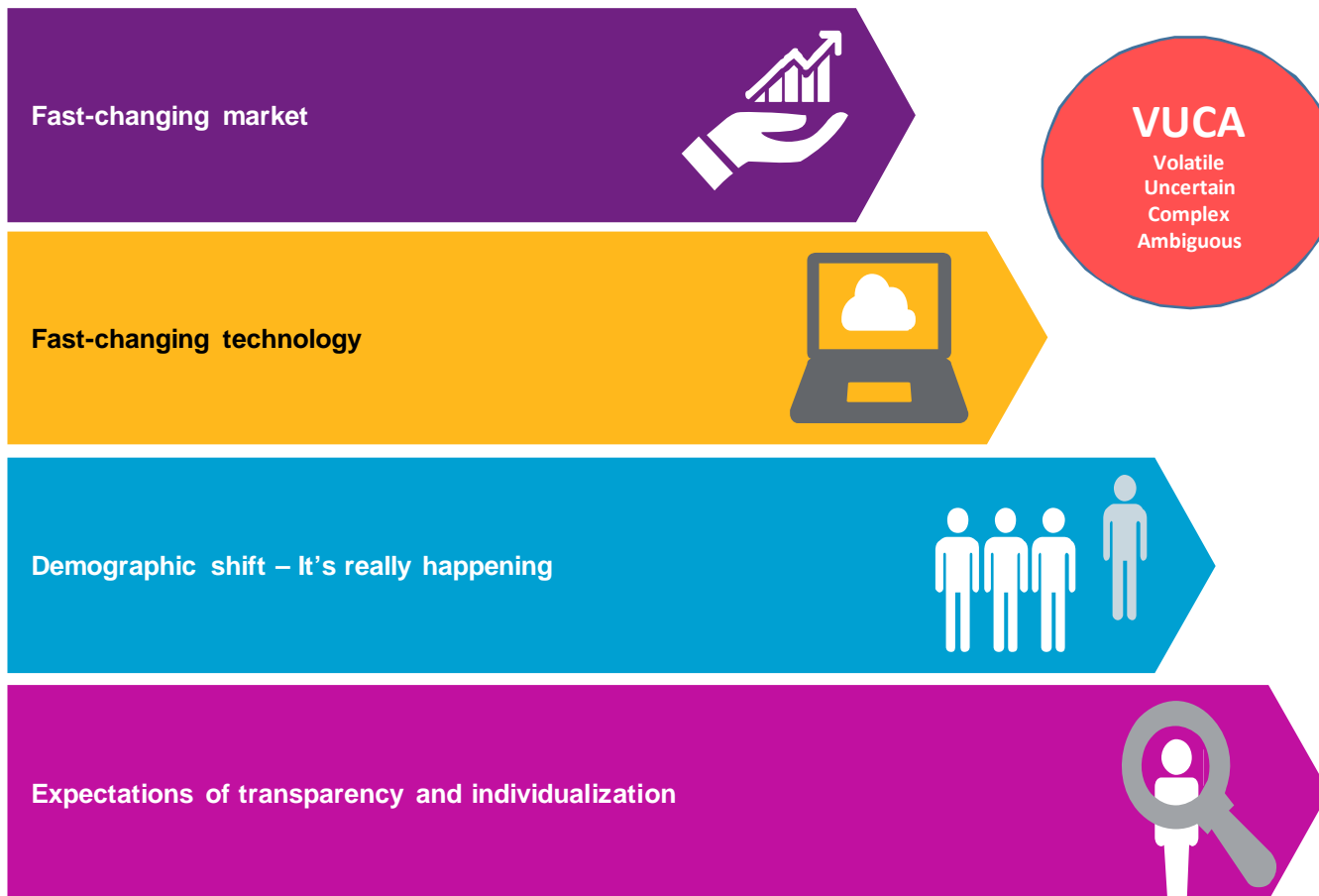
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Enhance EVP and total  
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## Modernization, relevance and what's at stake

Creates increased pressure and stress on the workforce and a whole new definition of what it means to be a leader

### Market trend/reality



## Why is there a need to revolutionize the way we THINK NOW ?

### **Our realities...**

- If Facebook were a country it would be the third-largest in the world
- Students today would have had 15 to 30 jobs before they reach the age of 40
- Percent of children entering school today who will end up in jobs that do not exist yet – 65%
- The number of text messages sent and received in one day exceeds the population of the planet
- Baby Boomers are retiring at the rate of one every 9 seconds between now and 2029



## Thoughts to Ponder On

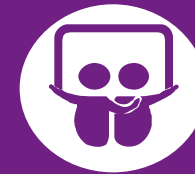


**Why Create Balance @ Work?**



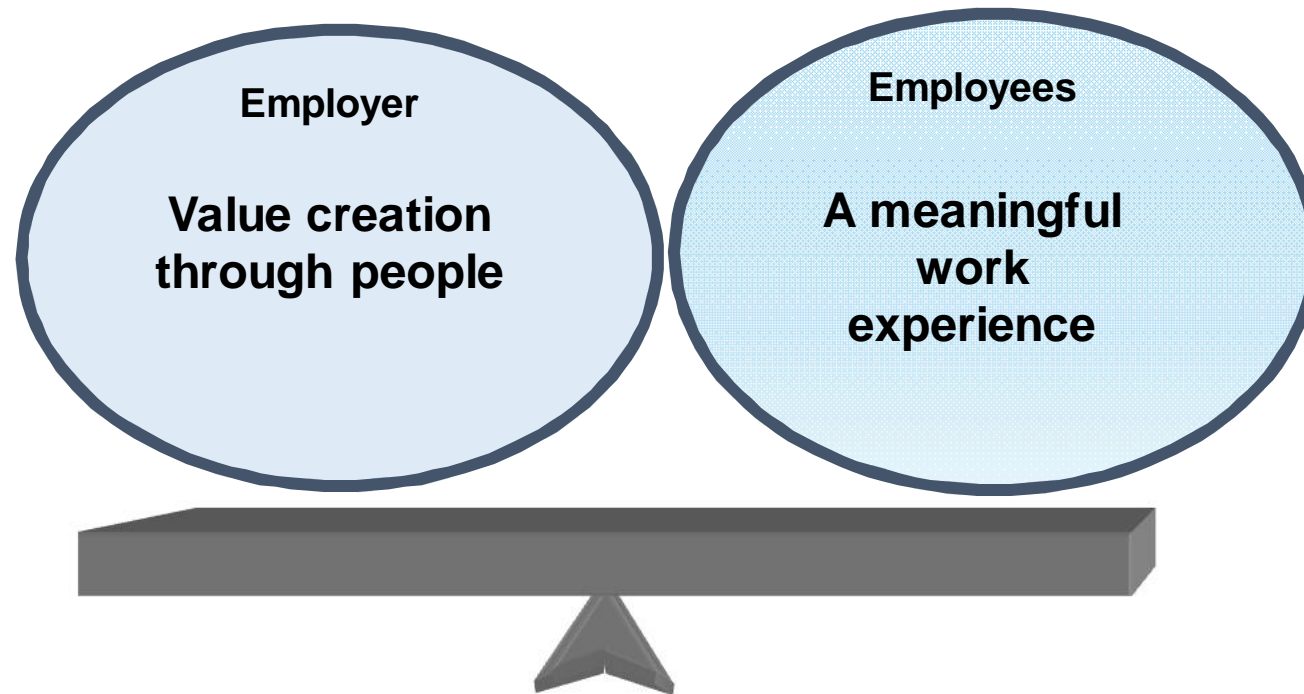
**Does Balance really matter in life ?**

**Does it make a difference?**

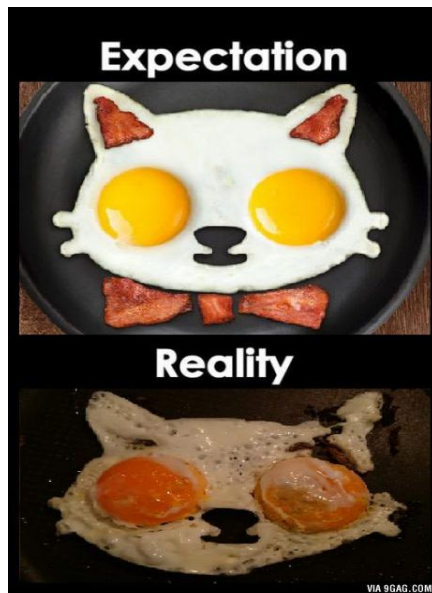


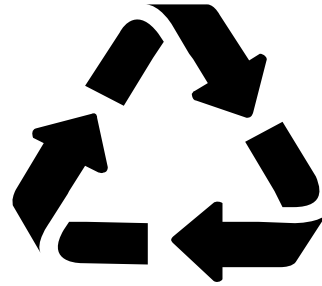
**How is balance relevant to my work, home, family and community?**

A compelling “Employment Deal” requires a win-win relationship . . .

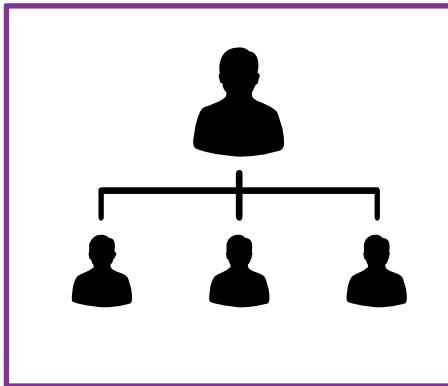


# Expectations vs Reality

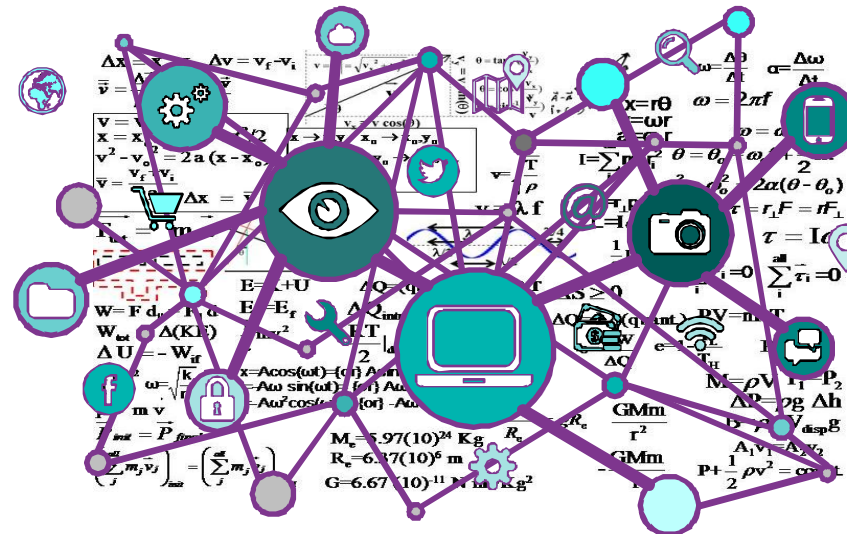




PROCESS



PEOPLE



PERFORMANCE



PARTNERS

# **CATEGORIES**

**HEALTH**

**EFFECTIVENESS**

**DECISION  
MAKING**

**QUALITY OF  
LIFE**

**INFLUENCE**

**RELATIONSHIPS**



## **WELL-BEING**



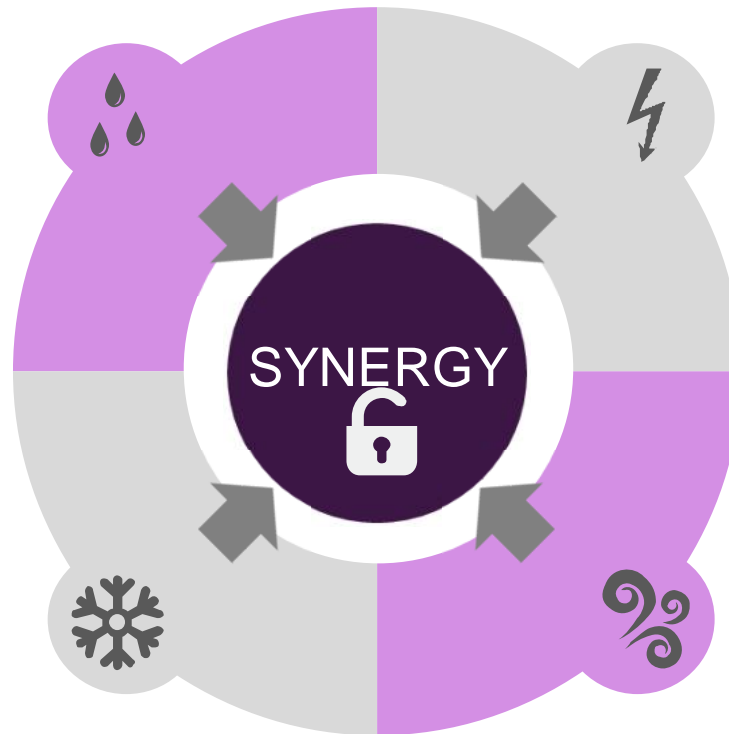
# Disciplines of SYNERGY

**COMMUNICATION**

**CONNECTION.**

**CONTRIBUTION**

**COMMITMENT.**



*Of the random issues your organization is facing, what percentage are tied to people / relationships and what percentage are tied to financial / technical issues?*



People & Relationships

\_\_\_\_%



Technical & Financial

\_\_\_\_%



# GETTING IT STARTED

HITTING THE CORE



**MANAGE  
ONESELF**

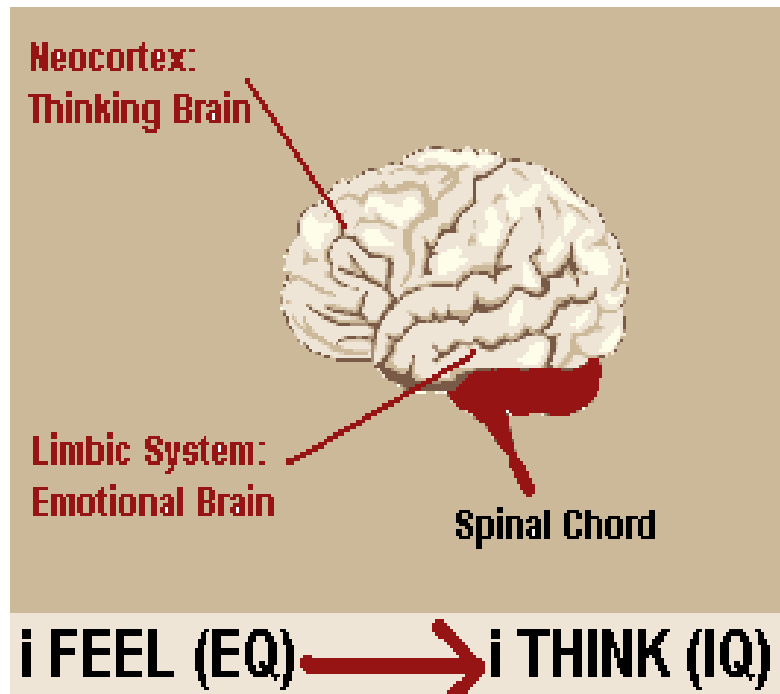
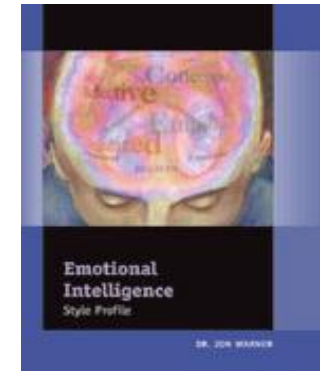


**MANAGE  
OTHERS**



**MANAGE  
WORK**

# TWO Brains



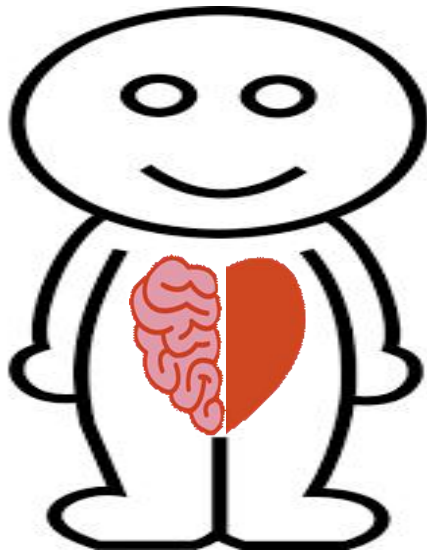
**Feeling Brain – Emotions (EQ)  
reside in the Limbic System**

**Thinking Brain - the Neo-cortex  
where cognitive abilities (IQ)  
resides.**



**Bigger question: What has my heart and my brain got to do  
BALANCE @ WORK ?**

**Engagement is...**



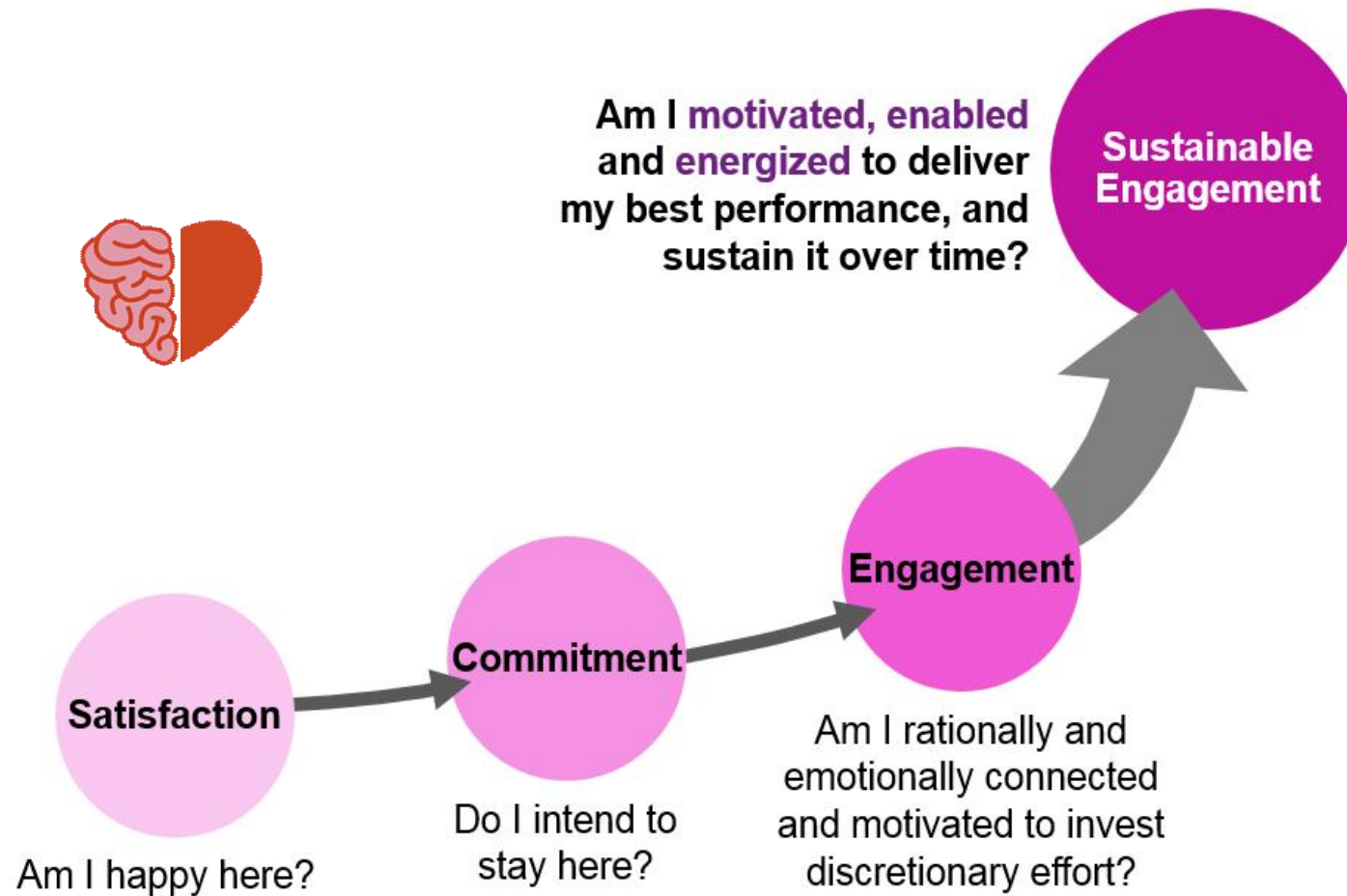
The extent to which an organization has captured the **“hearts and minds”** of its people.

“An employee’s commitment, work effort and desire to stay.”

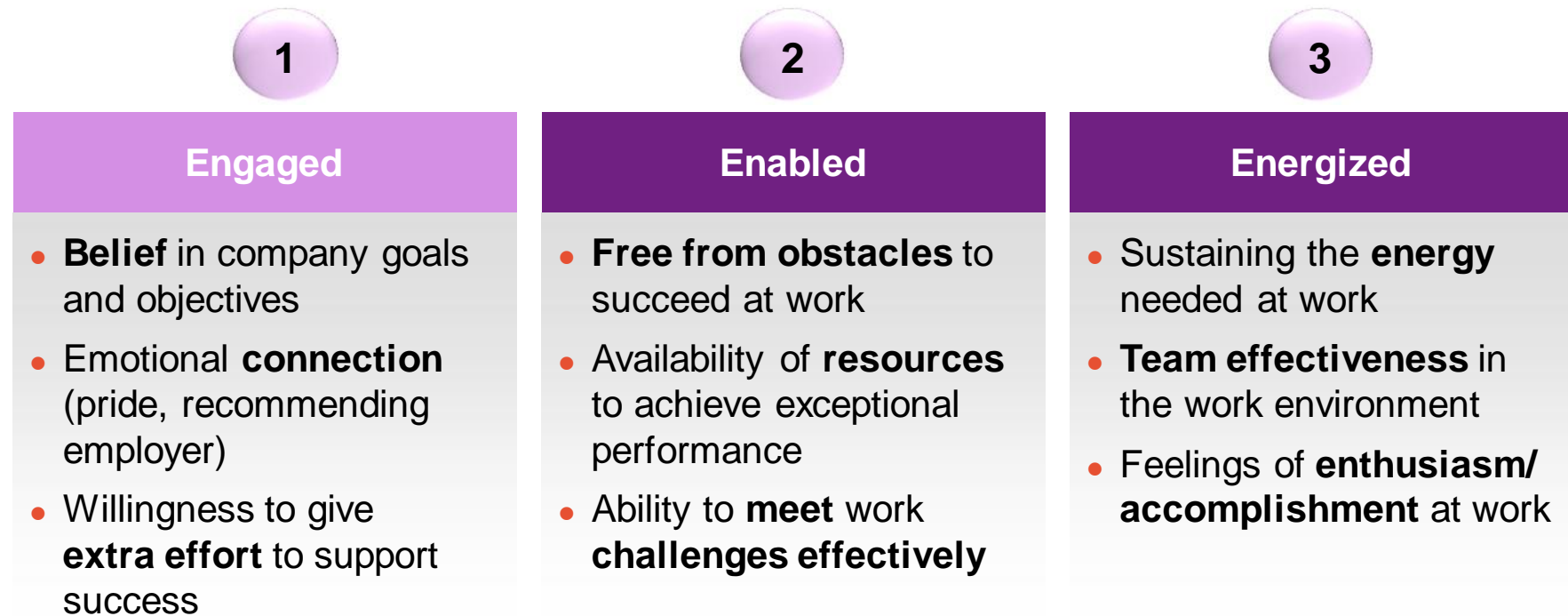
The creation of a working environment where employees feel **energized and enabled** to bring their assets to the table every day

# Sustainable Engagement Framework

## Evolution of employee engagement research to Sustainable Engagement

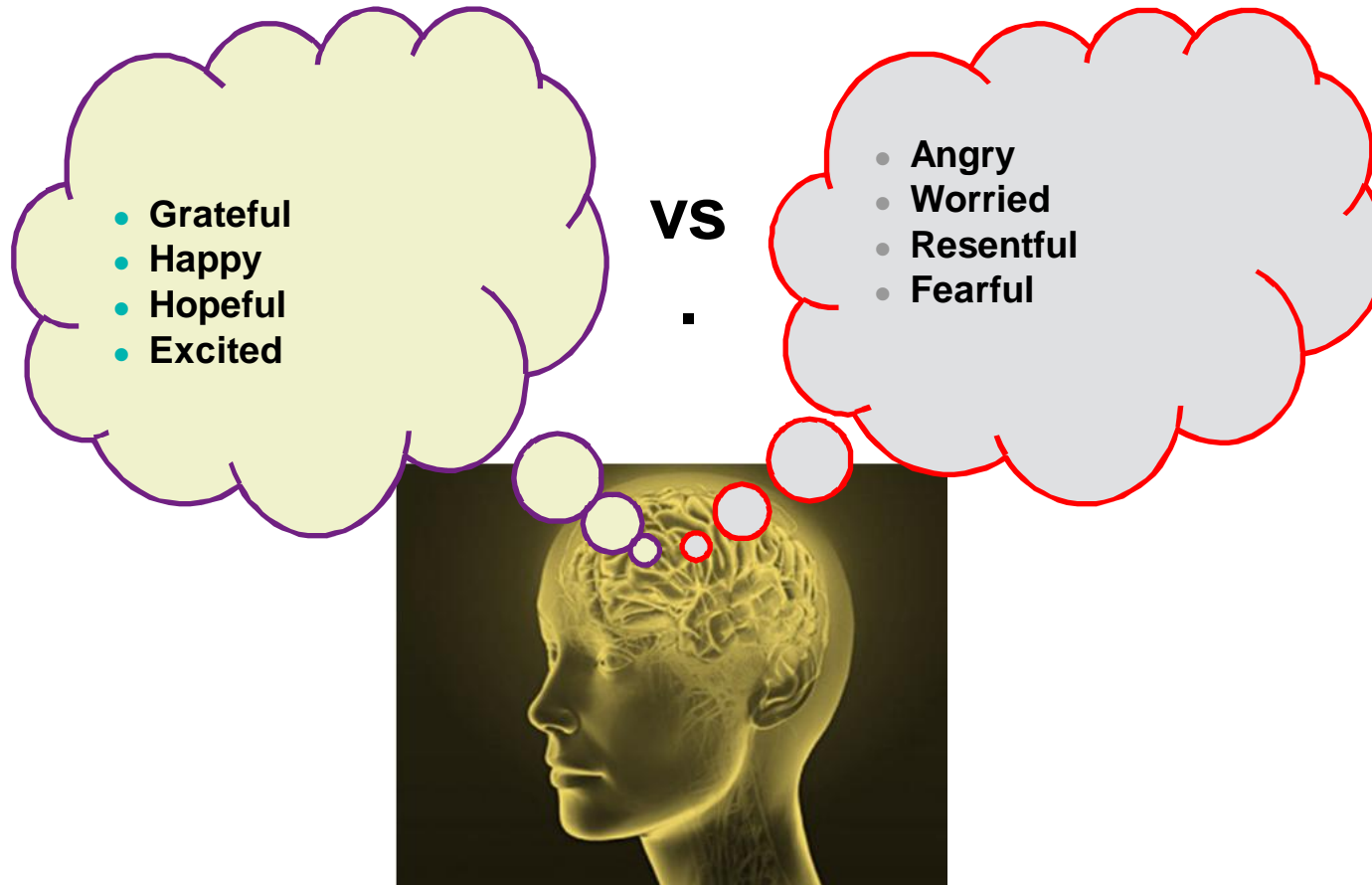


# Sustainable Engagement model



In a world where people are dispersed, sometimes isolated, working longer hours with fewer resources, full engagement is not possible without enablement and energy

Which state is helpful for us as to create **BALANCE**?



## Willis Towers Watson Competency Study

### Key Findings:

- Leadership is a key tool in driving employee engagement and business performance.
- Many companies are not well equipped to help emerging leaders develop the required skill set and competencies to lead in the future
- New skills and combination of competencies are required to lead on the new economy
- **Building an emotional connection with others is critical as a leader**





Do we **control** our emotions  
or do our **emotions** control us?

## Four Basic Emotions



anger



fear



sadness



happiness

***75% of how we feel every day can be potentially destructive!***

Anger is the worst emotion



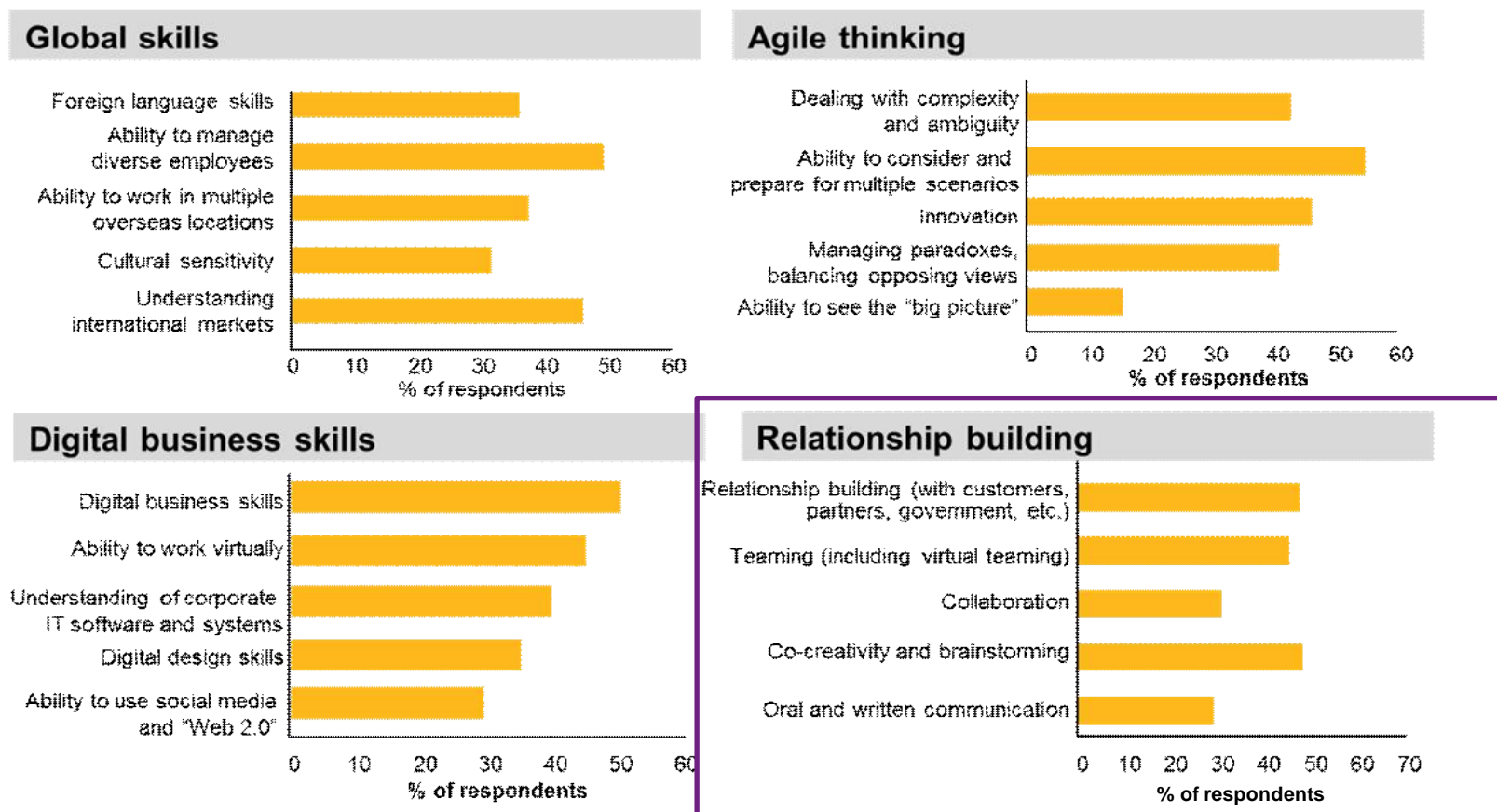
*Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned.”*

*Buddha*



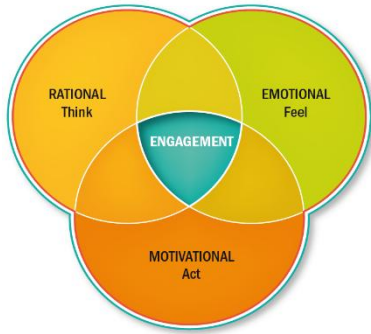
How are you in Managing your Emotions?

# The changing environment calls for new skillsets to stay relevant



Source: Willis Towers Watson and Oxford Economics, Global Talent 2021





How are your emotions affecting your life?

Health

Relationships

Quality of Life

Effectiveness

Influence

Decision-Making

What is the FOUNDATIONAL CATEGORY  
that if managed well will have a great  
impact into all the rest ?

## EQ & Retention

*The primary reason that people  
choose to leave their job is.....*



## EQ & Retention

*The primary reason that people  
choose to leave their job is.....*

*...because they have a  
poor relationship with their boss.*

Gallup Survey



## You also need to understand why employees would choose to leave your organization

### Comparing top drivers of retention

Rank	Employee view – Asia Pacific	Employer view – Asia Pacific	Employee view - Global	Employer view - Global
1	Base pay/salary	Career advancement opportunities	Base pay/salary	Career advancement opportunities
2	Career advancement opportunities	Base pay/salary	Career advancement opportunities	Base pay/salary
3	Physical work environment	Relationship with supervisor/manager	Physical work environment	Relationship with supervisor/manager
4	Ability to manage work-related stress	Ability to manage work-related stress	Job security	Ability to manage work-related stress
5	Relationship with supervisor/manager	Short-term incentives (e.g., annual bonus)	Ability to manage work-related stress	Opportunities to learn new skills
6	Trust/Confidence in senior leadership	Challenging work	Relationship with supervisor/manager	Flexible work arrangements
7	Retirement benefits	Opportunities to learn new skills	Trust/Confidence in senior leadership	Short-term incentives (e.g., annual bonus)

## Philippines

Length of commute and retirement are more important for Philippine employees

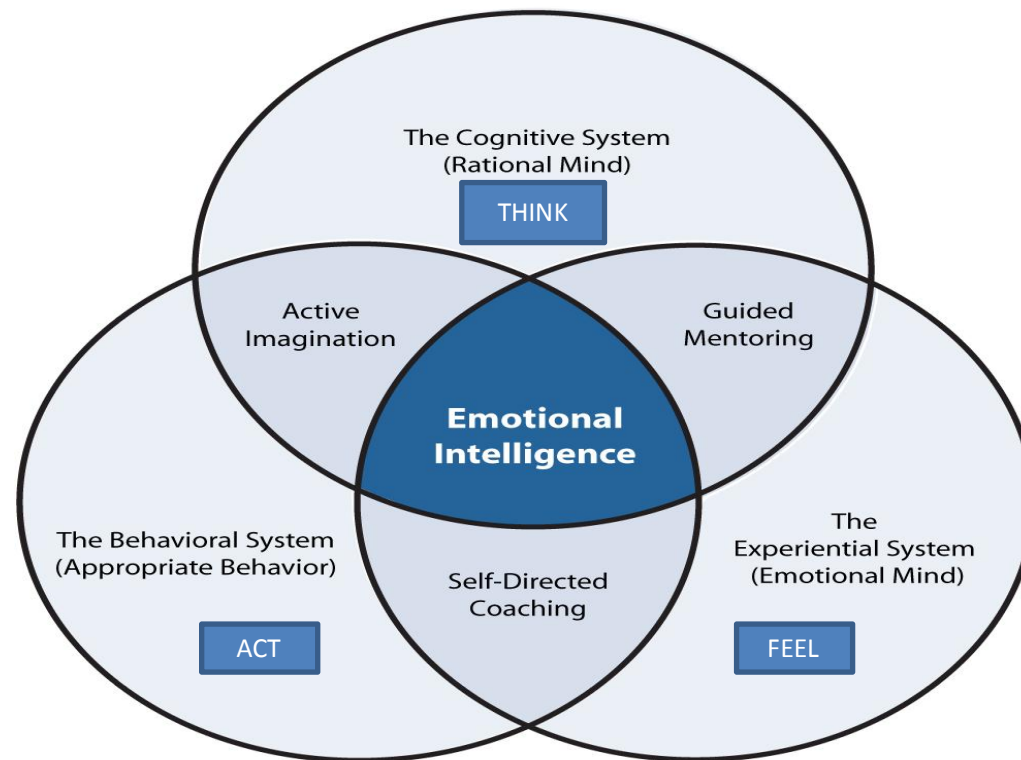
### Comparing top drivers of retention

Rank	Employee view – Philippines	Employer view - Philippines	Employee view - Global	Employer view - Global
1	Base pay/salary	Base pay/salary	Base pay/salary	Career advancement opportunities
2	Length of commute	Career advancement opportunities And	Career advancement opportunities	Base pay/salary
3	Retirement benefits	Relationship with supervisor/manager (tie)	Physical work environment	Relationship with supervisor/manager
4	Relationship with supervisor/manager	Ability to manage work-related stress	Job security	Ability to manage work-related stress
5	Job security	Benefits	Ability to manage work-related stress	Opportunities to learn new skills
6	Physical work environment	Flexible work arrangements	Relationship with supervisor/manager	Flexible work arrangements
7	Career advancement opportunities	Opportunities to learn new skills	Trust/Confidence in senior leadership	Short-term incentives (e.g., annual bonus)

## EMOTIONS & ENGAGEMENT

**EMOTIONS DRIVE PEOPLE  
PEOPLE DRIVE PERFORMANCE**

## EI – Philosophy Behind Engagement



# What is EQ Conceptually?

A little effort grows a lot!

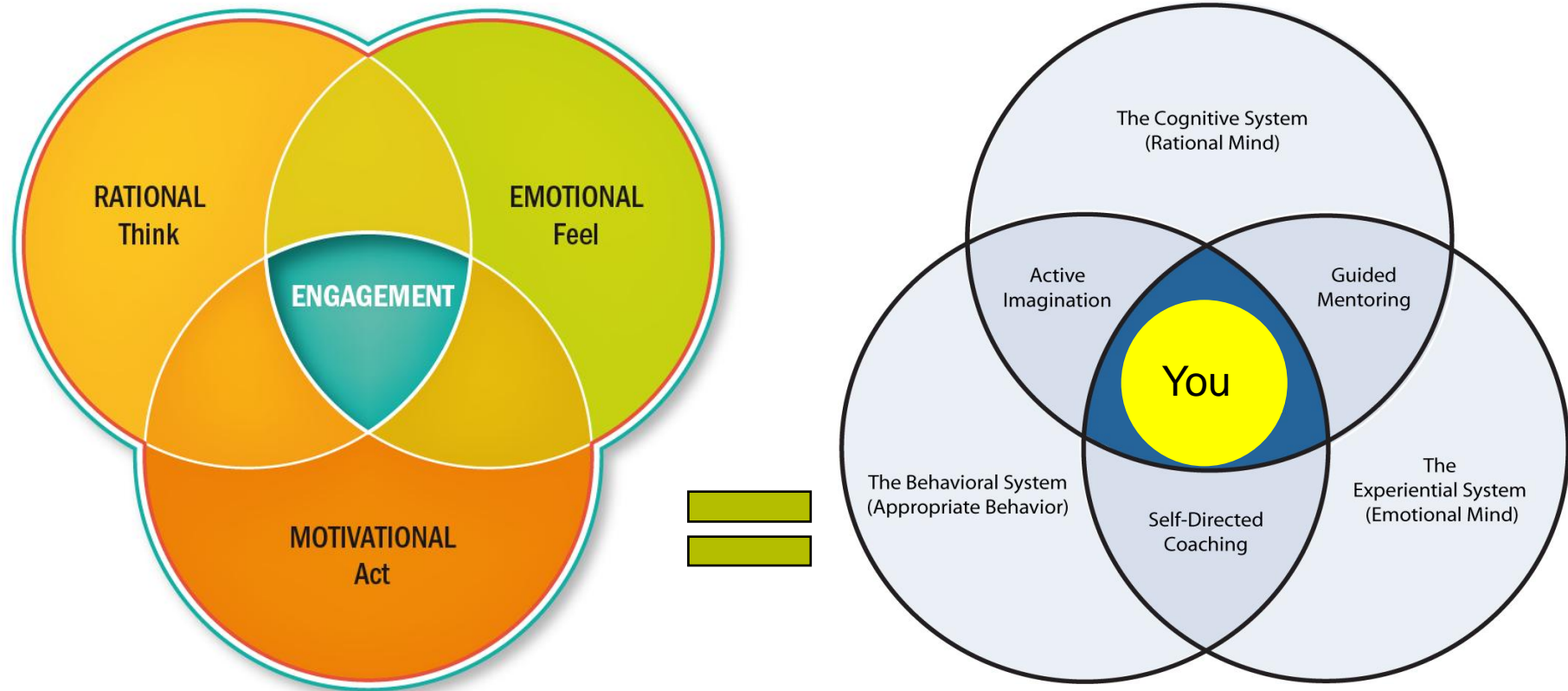


...the foundation  
for critical skills.



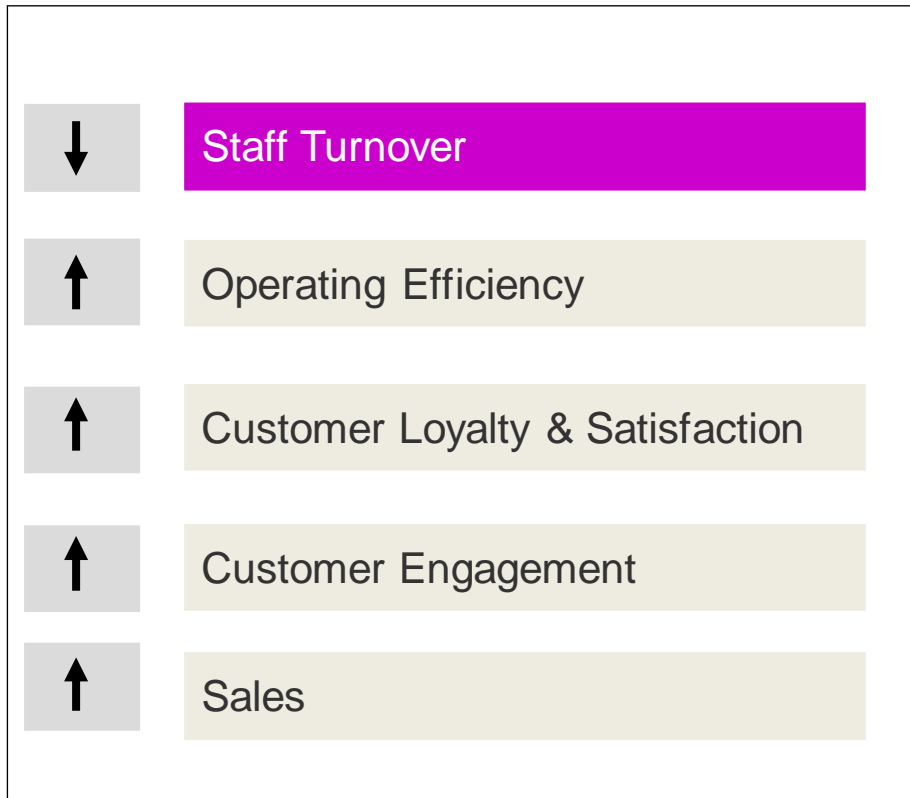


# Corporate & Personal Engagement

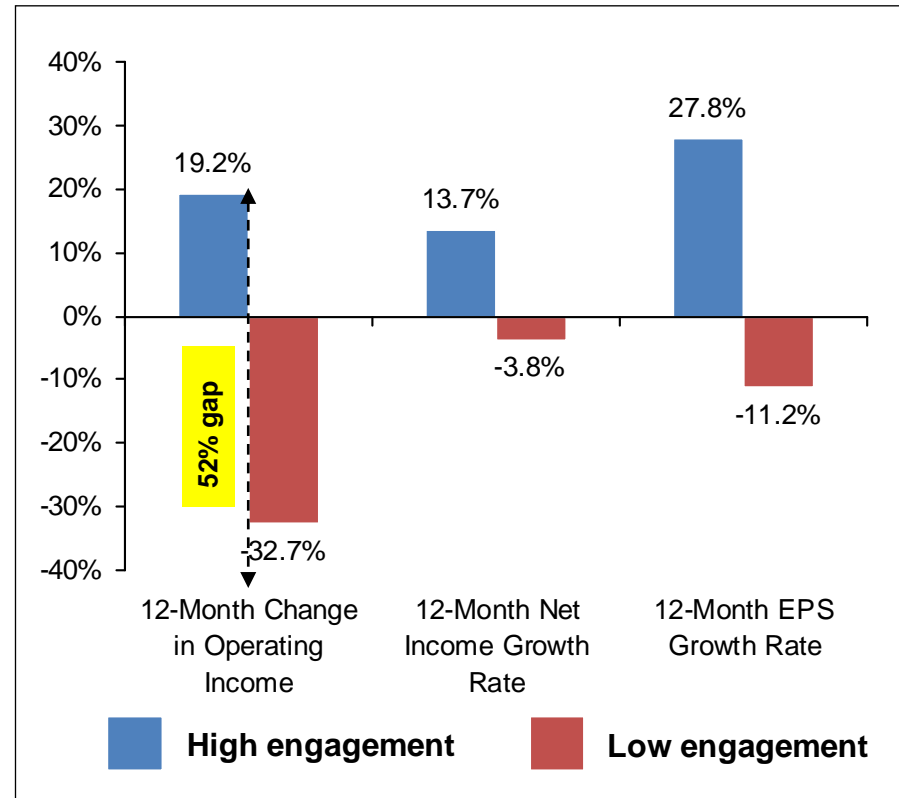


# Business Impact of Employee Engagement

Client research verify significant links to key metrics



A 12-month study across 50 global companies



## Categories Measured

Typical key workplace factors measured are:

**Leadership**

**Strategy & Direction**

**Supervision**

**Communication**

**Organizational Change**

**Working Relationships**

**Empowerment**

**Training**

**Work Tools and Conditions**

**Stress Balance & Workload**

**Engagement**

**Pay & Reward**

**Quality**

**Customer Focus**

**Organizational Culture**

**And many more.....**

## **Create a different kind of workplace..**

- Where leaders/managers are mentors and colleagues are friends
- Where communication is credible and collaboration and connection is the norm
- Where creativity is encouraged and diversity is celebrated
- Where bullies are not tolerated
- Where emotional intelligence is evident and enthusiasm is rampant
- Where they are listened to, encouraged, appreciated and rewarded

## GETTING IT STARTED

HITTING THE CORE



# SELF AWARENESS



**MANAGE  
ONESELF**



**MANAGE  
OTHERS**



**MANAGE  
WORK**



# SELF CORRECTION

***“Knowing others is intelligence  
Knowing yourself is true wisdom  
Mastering others is strength  
Mastering yourself is true power.”***

**Tao Te Chine**

