COMPLIANCE VS ENGAGEMENT
WHICH ONE DO YOU WANT?

NMA Conference – November 13th, 2013
HIGHLIGHTS
OUR HISTORY

TIME LINE
- SF&S Production
- Small Lot Specialist
- Express Service
- Chemical Ops

PRODUCTS
- Cycoloy + Cycolac (ABS products)
- Lexan (Polycarbonate)
- SF&S Lexan and Ultem
- Valox + Xenoy (PBT)

Rich History
Diverse Products
Service Culture
SOME QUESTIONS FOR YOU
I KNOW HOW TO PUSH A BUTTON

1. Yes
2. No
3. What is this thingy ma-gadget?
I KNOW WHAT IS EXPECTED OF ME AT WORK

1. Agree 33%
2. Disagree 33%
3. Sometimes 33%
I HAVE THE MATERIALS AND EQUIPMENT I NEED TO DO MY JOB RIGHT?

1. Agree
2. Disagree
3. I kinda do
AT WORK, I HAVE THE OPPORTUNITY TO DO WHAT I DO BEST EVERYDAY.

1. Agree
2. Disagree
3. Maybe
IN THE LAST SEVEN DAYS I HAVE RECEIVED PRAISE OR RECOGNITION FOR THE WORK THAT I DO.

1. Agree
2. Disagree
3. I don’t think so, or at least I don’t remember
MY SUPERVISOR, OR SOMEONE AT WORK, SEEMS TO CARE ABOUT ME AS A PERSON

1. Agree
2. Disagree
3. Care?

1. Agree: 33%
2. Disagree: 33%
3. Care?: 33%
AT WORK MY OPINIONS SEEM TO COUNT

1. Agree
2. Disagree
3. Not sure

1 2 3
33 % 33 % 33 %
THERE IS SOMEONE AT WORK WHO ENCOURAGES MY DEVELOPMENT

1. Agree
2. Disagree
3. Not sure
THE MISSION OR PURPOSE OF MY COMPANY MAKES ME FEEL MY JOB IS IMPORTANT

1. Agree
2. Disagree
3. Didn’t know we had a mission or purpose?

33 %
33 %
33 %
MY ASSOCIATES OR FELLOW EMPLOYEES ARE COMMITTED TO DOING QUALITY WORK

1. Agree
2. Disagree
3. Most do, some don’t
IN THE LAST 6 MONTHS SOMEONE HAS SPOKE TO ME ABOUT MY PROGRESS

1. Agree
2. Disagree
3. Not sure who’d that be

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THIS LAST YEAR, I’VE HAD OPPORTUNITIES AT WORK TO LEARN AND GROW

1. Agree
2. Disagree
3. Not interested in that any more 2 weeks till retirement.
THE EMPLOYEES IN MY BUSINESS ARE ENGAGED

1. Agree
2. Disagree
3. There is work to do
THE PROBLEM IN CANADA

84% OF EMPLOYEES ARE DISENGAGED
MEET THE COACH
MEET THE EXECUTIVES
THIS BEHAVIOUR DRIVES COMPLIANCE
I’m always told what to do
No One Asks Me What I Think
I got 10 things right and 1 thing wrong, all I hear about is the 1
COMPLIANCE VS ENGAGEMENT

TARGET

Compliance  Engagement  Target
DISCRETIONARY EFFORT
THE OPPORTUNITY IN CANADA ARE NOT ENGAGED BUT WANT TO BE
BEHAVIOUR MANAGEMENT TECHNIQUES
THANK YOU

ANTECEDANT

BEHAVIOUR

CONSEQUENCE

DISCIPLINE

REINFORCING

R+  R−

P+  P−

PUNISHING OR PENALTY
Management responsibility

Our Job is to Help People Realize Their Potential and Their Value. Help People Feel Strong and Confident.
OUR EMPLOYEES AND BIP PROJECTS
USE OF SAFETY GLOVES

BRANDON SWAYNE
PROJECT:
CHANGING THE BEHAVIOUR OF
WEARING PROPER SAFETY GLOVES
USE OF SAFETY GLOVES

- **Wrong usage**
- **No usage**
- **Proper usage**

### Activities
- **Water Bath**
- **Skid Handling**
- **Working With...**
- **GOBS**
REPORTING SIMPLIFIED
Making close call reporting easier

Levi English
PROJECT:
IMPROVING CLOSE CALL REPORTING
ENTERING A CLOSE CALL IS EASY

Yes: 40
No: 60

I’VE ENTERED A CLOSE CALL IN THE LAST MONTH

Yes: 90
No: 10
REPORTING SIMPLIFIED

Old process

New process
RESULTS – MONTHLY AVERAGE

Before BMT: 14
After BMT: 23
WRAP UP
“WE WOULD PUT OURSELVES AT GREAT RISK FOR OUR COMPANIES IF WE KNEW OUR COMPANIES WOULD PUT THEMSELVES AT GREAT RISK FOR US”

SIMON SINEK
SOURCES AND ACKNOWLEDGEMENTS FOR TALK


Reaching Results – Dr. John Austin – Behaviour Management Techniques
www.reachingresults.com

Simon Sinek – Love Your Job
http://www.youtube.com/watch?v=jDIZS4IQLQk

Bob Chapman - Truly Human Leadership
http://www.youtube.com/watch?v=njn-lIEv1LU
http://www.trulyhumanleadership.com/