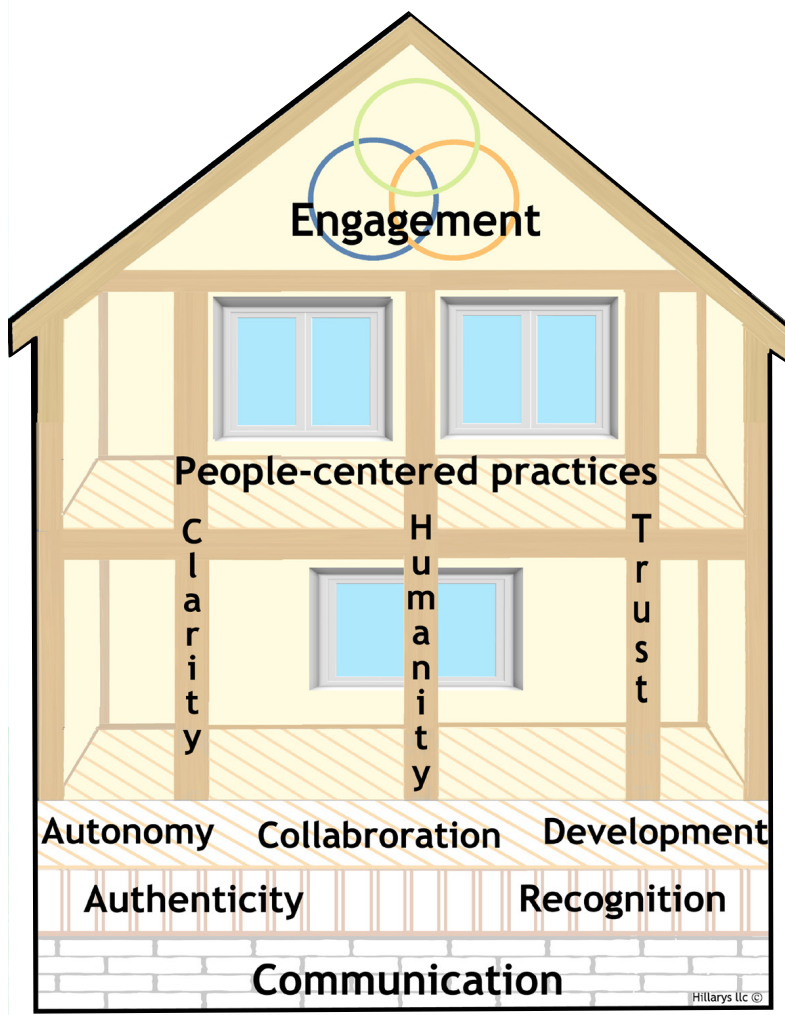




Hillary's

A CULTURE OF ENGAGEMENT

Creating the employee experience



KEY TENANTS

Communication

- Consistent message
- Frequent delivery
- Regular – established communication

Recognition

- Meaningful and relevant
- Conveys your voice, message and brand
- Timely

Authentic

- Knowing your team beyond direct reports
- Establish rapport that enables 2-way communication
- Walk the walk – expect others to do the same

Autonomy

- Provided needed resources
- Set expectations
- Get out of the way

Collaboration

- Across departments/business units
- Vertically
- Yes and environment

Professional Development

- Cross train
- Understand workforce personal objectives
- Help them understand path to personal objectives

KEY PILLARS

Clarity

- Understanding the big picture
- How their work contributes to the big picture
- Ownership thinking - Tell me/show me/involve me

Humanity

- The “not do” list – minimize overwhelmed
- Patience/yes and environment – actively invite ideas
- Bridging communication gaps – active listening

Trust

- Consistent watering
- Crunch times matter
- Earned