

Q03. At work, I have the opportunity to do what I do best every day.

Know Me

The most powerful benefit a manager can provide employees is to place them in roles that allow them to apply the best of their natural selves — their talents — as well as their skills and knowledge every day.

Regardless of role, having the opportunity to develop one's strengths is more important to success than the description of the role, a title or even pay. Managers whose employees' talents are aligned with their job demands have more sales, greater profits, fewer unscheduled absences and lower employee turnover.

People who focus on using their strengths are six times as likely to be engaged in their jobs.

People who receive feedback on their strengths have 7.8% greater productivity.



Three Ways to Help an Employee Appreciate and Use Their Strengths

- 1 Name It!** Help each person gain awareness of and keep in mind their individual talents and strengths.
- 2 Claim It!** Help each team member appreciate the value and opportunities their talents and strengths offer.
- 3 Aim It!** Help each team member intentionally invest in the development of their talents and strengths.

Engaging Conversation Starters

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A team's ability to achieve excellence and get the most out of each member's natural talents connects to the team's understanding, appreciation and use of this information. Asking employees the right questions ensures that they understand and appreciate how each person contributes to the team's success.

Quick Connect Conversation

A Quick Connect is a one- to 10-minute conversation to stay connected with employees and their short-term work.

Questions to Ask	Sharpen Your Approach
What aspects of your work do you think you do well? What do you like about your work, and how often do you get to do it? What are things that you do well that you wish you could do more often each day?	Listen for the activities that motivate team members, and consider if there are opportunities to do more of these activities. Reinforce team members' talents and strengths by celebrating their successes.

Team Check-In Conversation

A team Check-In is a 10- to 30-minute conversation to discuss team successes and current needs while still keeping a focus on the team's future work.

Questions to Ask	Sharpen Your Approach
What are our team's strengths? How do these strengths help us provide service to our internal and external customers? When are we at our best as a team? What do we do that makes us successful as a team in our organization? What distracts us from being as productive as we could be?	Use this team conversation to help team members understand and appreciate one another's strengths and contributions. Identify new opportunities for partnerships and success.

Individual Developmental Conversation

Developmental conversations are typically 10 to 30 minutes. They help assess and identify employees' engagement needs.

Questions to Ask	Sharpen Your Approach
What do you look forward to doing at work each day? When are you at your best? What gets in the way of you being at your best every day? How could you do more of what you do best every day? Are there parts of your role that you find difficult? What could I do to make it easier for you?	Listen for what energizes this employee. How can you adjust this employee's role for them to do more of these things and use their strengths more often every day?