



Employee Engagement



Miranda Chatziioannou@GE Healthcare, Athens, March 15, 2012

General Electric today

290,000 employees world-wide, Operating in more than 150 global locations, **\$150 billion** revenue in 2010

GE Energy



GE Healthcare



Aviation



Transportation



GE Capital



Home & Business Solutions, Media



GE Healthcare

\$17 billion global business unit of GE

53,000 employees worldwide

\$1 billion+/year investment in R&D

Core strengths in bio-sciences,
technology, business

What Matters to *You*?

- What about your job makes you want to jump out of bed in the morning? What makes you press the snooze alarm?
- If you were to win the lottery & resign, what would you miss most about GE?
- What one thing, if changed, would make you want to leave GE?
- In your ideal job, you would...



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Engagement Is About...

How employees:

...*feel* about GE

...*think* about GE

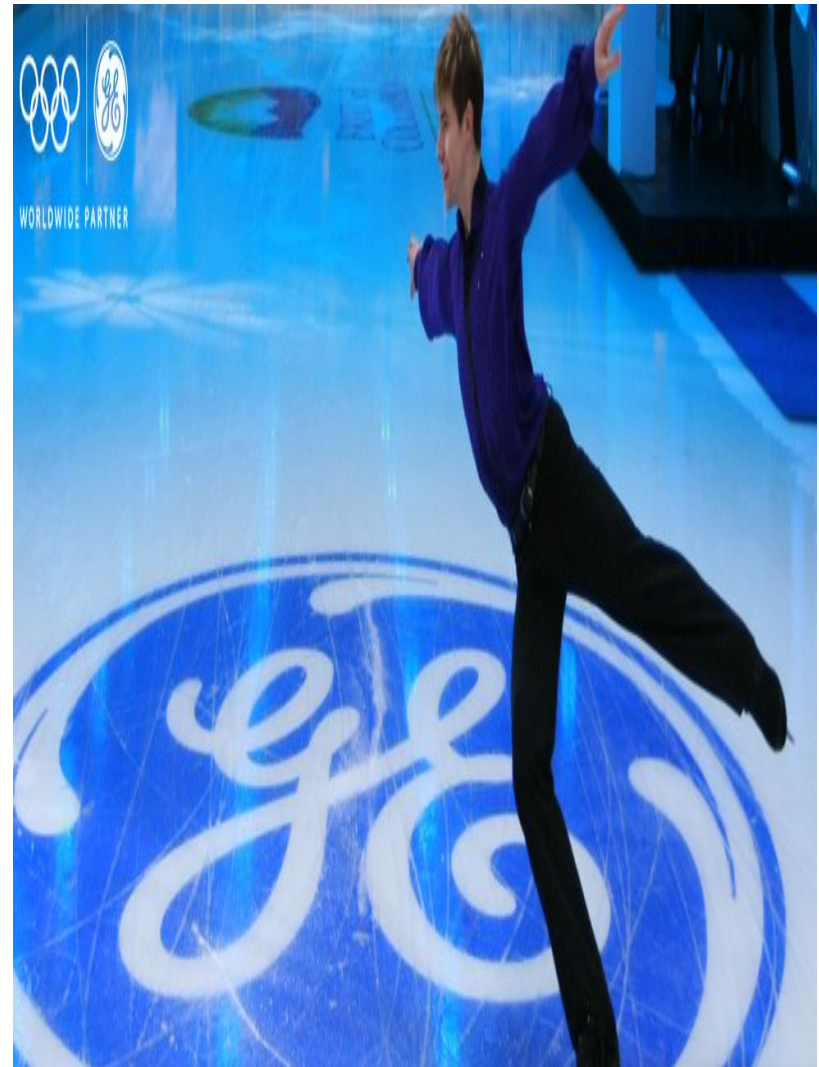
...*behave* within GE

...*represent* GE



... and is also connected to Bottom Line

- **ROI...** “21% of variation in Sales Growth can be explained by the level of employee engagement” – *Hewitt & Associates*
- **Productivity...** “engaged employees can yield up to 57% more discretionary effort” – *Corporate Leadership Council*
- **“Employee behavior influences customer behavior...Customer behavior directly affects revenue growth & profitability”** – *Towers Perrin*



Engage me...

“Know me ...Grow me ...Tie me to the vision”



Know me...

What do Employees Like MOST about GE?

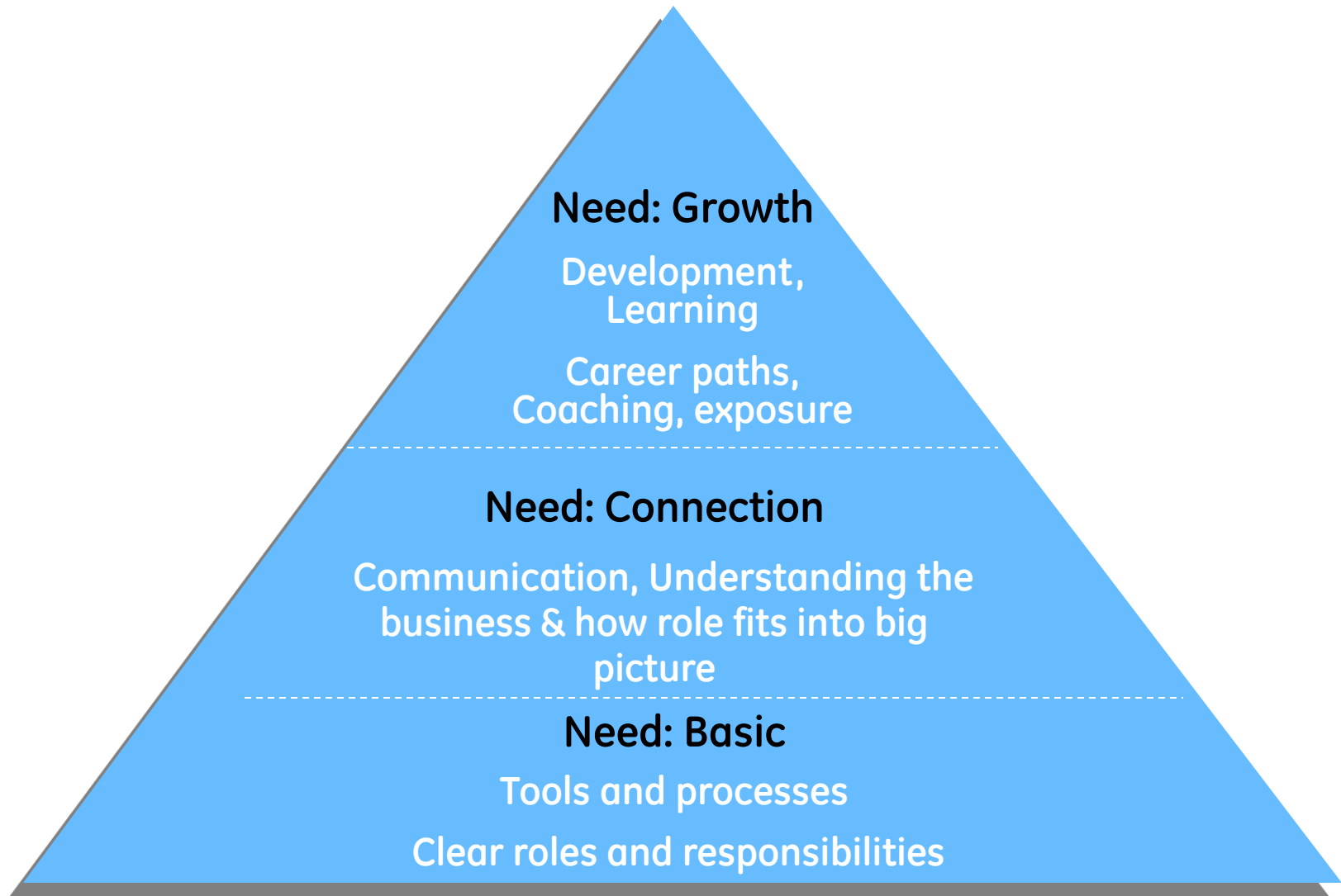


Know me...

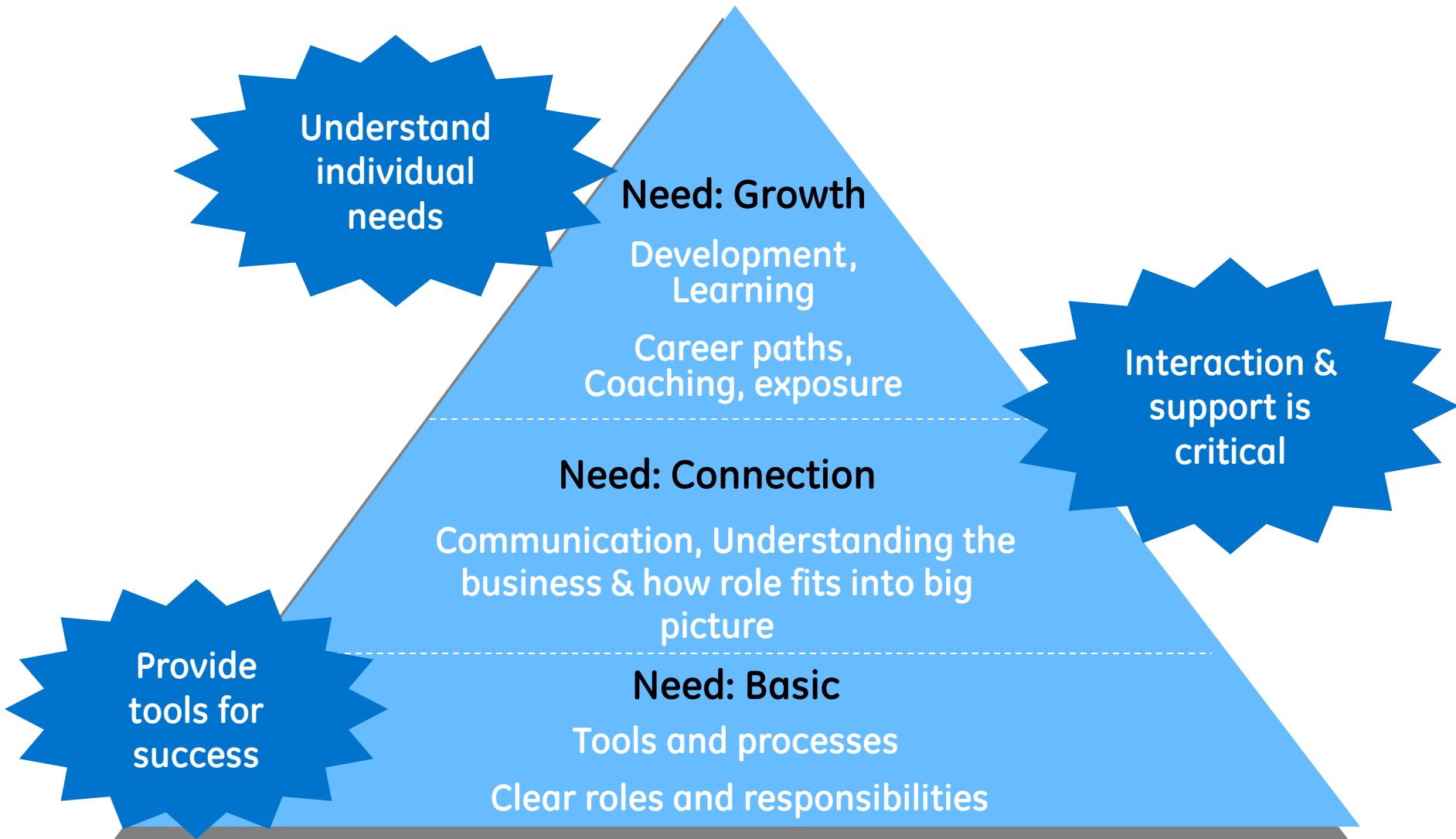
What do Employees Like LEAST about GE?



Grow me...



Grow me...



Tie me to the vision

Know Your Employees...

Connect....

Coach....

Empower...

Appreciate...



Tie me to the vision

Know Your Employees

Know what matters most to employees
Know their needs and aspirations

Connect

Connect employees to the business
Connect with your employees through discussions
Ask for input and listen to their ideas

Coach

Provide effective, honest and constructive feedback
Manage difficult conversations

Empower

Continuously challenge and excite your employees
to their highest levels

Appreciate

Say “thank you”...Recognize...Celebrate. Have Fun!

Engaging... in Action

Pictures from our GE engaging events

Engaging... as One Team

Pictures from our GE engaging events

Engaging... through People development

Pictures from our GE engaging events

Engaging... with our Families

Pictures from our GE engaging events

Engaging...through Recognition

Pictures from our GE engaging events

Engaging...through Shaping the vision together

Pictures from our GE engaging events

Who Drives Engagement?



You!