

THE IN-STORE ADVANTAGE



FSI WEBSITE

THE SMART CART

SUBSCRIBE

Monday, January 15, 2024

Volume 29 #689

"Embrace what you don't know, especially in the beginning, because what you don't know can become your greatest asset. It ensures you will absolutely be doing things different from everybody else." » Sara Blakely

MVP Acknowledgements

Up until last week, I was not a big fan of Tennessee Titans' running back, Derrick Henry.

Sure, I was aware of him. He was even the NFL's Offensive Player of the Year a few years back.

But he plays for a divisional rival of the Houston Texans, so I wasn't exactly a member of his fan club.

That changed after the Titans last game of the season.

As productive as he remains, the NFL salary caps make it impossible to keep everyone they'd like on a roster. Also, the changes in the way the game is played have seemed to devalue running backs.

After what many believed to be his last game played for the Titans, Henry gave one of the most inspirational postgame talks I've ever heard.

Well, he gave two, actually. One was on the field postgame where he thanked the Tennessee fans for years of support.

That was a nice moment and I suppose anytime fans cheer your name as you leave work, that's a pretty good day.

Engaged Chats

Over the course of a few days recently, I had conversations with bank leaders from different organizations about the ongoing challenges of employee engagement.

Each conversation was unique, yet they all shared common threads.

I found myself reminding them—without disclosing any names—that their challenges were not isolated.

There's a tendency to read interviews with bank leaders of other organizations and assume that others must be firing on all cylinders.

That's to be expected. No one goes on the record and says things like, "We have a lot of folks on our payroll who don't seem to want to be here."

Employee engagement remains a continual challenge for all organizations, both banks and nonbanks, regardless of their size.

I believe this is important to recognize for a simple reason.

If engagement is a challenge across an industry with such disparate company sizes, salary structures, career paths, and more, it suggests that the driving causes of disengagement often lie outside the normal areas of focus.

It was during the postgame press conference that Henry did something impressive and instructive.

He began thanking the behind-the-scenes support staff of the Titans.

However, he went beyond the usual 'Thanks to the trainers, equipment guys, etc.'

He began acknowledging folks by name. There was no script, and he wasn't reading from any list.

But he thanked cooks by name, security workers by name, janitors by name.

He even detailed some of the specific ways these individuals had helped him over the years. (He really appreciates the cooks.)

I watched the replay of the press conference and thought, "This is one of the best 'exit interviews' ever."

Here's a guy who has been the face of the organization. Yet, he will likely have to play elsewhere...for less money... next year.

Instead of showing annoyance or negativity toward the organization, he took the time to publicly acknowledge people who had likely never been recognized in that way.

By the time he was done, I was convinced that he was the kind of player, leader, and human that you want on your team.

Most of us will never find ourselves in the exact situation Henry was in at the press conference.

However, opportunities to acknowledge and thank our 'behind the scenes' individuals who assist us - yet often remain unrecognized - are always there when we decide to look for them.

How many behind the scenes MVP's can you acknowledge this week?

I've consistently observed that a primary one is team members feeling unseen and unheard.

These individuals often feel that they are valued by their team or organization solely for the tasks they are currently assigned, rather than as integral members of the team.

When I mention this to leaders, I make sure not to do so in an accusatory manner.

It's important to note that feelings do not always reflect reality.

Indeed, most leaders genuinely value and respect their teams.

However, many leaders assume that their appreciation and respect are more evident to their teams than they actually are.

The most successful and respected leaders I've encountered engage with and speak about their teams more frequently than others.

They ask questions, even when they already know the answers, to foster engagement.

And...they listen.

These leaders make a concerted effort to publicly acknowledge their teams' successes, and when things don't go as planned, they reflect on what they - not just their teams - can do differently.

Employee surveys are useful and beneficial.

However, personal chats and encouraging words across all levels of the organizational chart can be even more impactful on employee morale and engagement.

Who will you chat with today?

"Anything that is measured and watched improves." » Bob Parsons

Dave Martin, author of The In-Store Advantage, has become one of the most prolific writers in the banking industry. His keynote presentations, seminars, and podcasts have an authenticity and humor that brings teams of all sizes and seniority levels together.

For more info about having Dave or an FSI Consultant speak to your group, email Tina Coleman, tcoleman@SupermarketBank.com or call 800-992-4978.



Financial Supermarkets, Inc. • fsi@supermarketbank.com

383 Clarkesville Street • PO Box 1450 • Cornelia, GA 30531 • (800) 992-4978

[Click Here to Unsubscribe](#)