

The Culture to Engage, the Spirit to Perform

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Issue #2

November 2007

Add these together: perfect autumn weather, downtown Philadelphia, the majestic Convention Center, and the [Medical Group Management Association](#) (MGMA) Annual Convention. I can't think of what could make me happier.

I was there just to present a 75-minute session. But you already know how what I do. So I repeat, not much could me happier.

Room 108-A was set for 200 attendees. Into my workshop, we had an additional I did not mind that my workshop's [title](#) overflow. And you already know I don't audience!

That afternoon I flew home on Southwest Airlines, through Nashville and New Orleans. Those 6 hours I had the wonderful feeling of having more than 200 new friends.

It is still a real [feel good](#).



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PS I hope you will visit my [Culture to Engage](#) blog. If you go there, I hope you'll leave a [comment](#) or two. The best ideas are the ones we share.



breakout
much I love
have made

Five minutes
50 SRO-ers.
drew the
turn down

Feel-Good Quotient and Engagement Culture



Monday in Philadelphia, 20 minutes into my [KAPOW!](#) workshop, I invited pandemonium. I asked everyone to find a partner, and I turned the 200+ participants loose for a 2-minute Success Share activity. They were beautiful. Lots of noise. Even more laughter. Tremendous energy.

They finished and I explained why we'd done the exercise. I asked them how they felt during the 2 minutes. I encouraged them to recall sharing a success, hearing another's success, receiving warm response to what they said, and giving warm response to someone else.

Then I offered: *If you write this on your Take Away page to take back to your practices, remember this: when you [feel good](#), you make the cause of that feel-good continue; when you feel bad, the bad continues.*

That was an idea I'd never shared before.

So I repeated it: *when you feel good, you make the cause of that feel-good continue; when you feel bad, the bad continues.*

I really liked seeing **dozens of folks** nod agreement. I heard from the 2nd row, "That's right!" at the same time someone way back in the room raised her voice, "Amen!"

That's when I knew the power of the **Feel-Good Quotient**.

The link between enjoying one's work and [engaging](#) in it is pretty clear. The link between engaging in work and striving to do it better ([performance improvement](#)) is obvious also.

I am not saying it's the manager or leader's job to make employees feel good. You need not be either entertainer or care giver to your people. But if you want to take on the effort to manage for [greater engagement](#), then you may consider ways to increase the Feel Good Quotient (FGQ) in your organization.

- *Talk success to elevate the Feel-Good Quotient.* You, as manager, can create opportunities where it's OK (not bragging) for people to talk about what they did well, do well, and will well tomorrow. A round-table scenario, where everyone is talking success, makes it easy. Do it frequently and regularly to make it part of your Engagement Culture.
- *Share from your Feel-Good Quotient.* Saying to a staff member, "I feel good and appreciate your being so attentive to that last patient..." may not be your managerial style. But adopting it will provide feel-good opportunities for you to give to your staff. (Do you know anyone who doesn't appreciate a valid compliment? I don't.)
- *Provide Feel-Good Quotient tools.* Make it easy for your people to pay attention to their feel-good and to what makes them feel good. A [calendar](#) or [notebook](#) and familiarity with how to use it as a feel-good motivator may do the trick.

I know for sure that the feel-good idea's finding its own way into my MGMA presentation upped my FGQ. And working it into this month's **Culture to Engage, Spirit to Perform** newsletter has bumped my FGQ up even more.

Thank you for your engagement!

Let's Get Engaged!

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I offer a full-day Leader/Manager Retreat. It has one purpose: *to help your leadership team build and keep a culture of engagement in your organization.*

The Let's Get Engaged retreat is a proven success. (Ask me for satisfied clients!)

It is all-inclusive. All you have to do is select where you want it and what food you want served, if any. The rest is up to me.

Click to read more detailed information about [Let's Get Engaged Leader/Manager Retreat.](#)

QUOTEWORTHY

Happiness is when what you think, what you say and what you do are in harmony.

~ ~ ~Mahatma Gandhi

TIPS OF THE ICEBERG

Here are some additional tips for increasing the Feel-Good Quotient (FGQ) among your staff and throughout your organization.



Why? To increase engagement!

1. [Agend-ize Sharing.](#) The better staff members know one another the more likely they are to enjoy one another. Enjoying one another's company can lead to enjoying the company itself. Consider starting staff meetings with two-minute shares.
2. [Ask and Answer.](#) Make conversation about FGQ commonplace. Thinking about one's FGQ brings focus to the feel-good. It's difficult (OK, not impossible, but difficult!) to talk about something without thinking about it.
3. [Team the FGQ.](#) Community motivates. Appreciating what causes feel-good among team members brings attention to one's own FGQ. It also ramps up that FGQ. When I see my team feel good and ways I (can) contribute to that FGQ, I will feel gooder....er, better.

Manager's Academy

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Discount
with this
Coupon**

OK, you have ve established your Engagement Culture.

Now, you want your managers and supervisors to direct and develop their people in ways completely congruent with the Engagement Culture.

Our Manager's Academy sees to that. It is practical. It is productive. It is fun.

And it can happen just about anyway you want it to. Click [Manager's Academy](#) for more information.

Final Word

Thank you to the wonderful people who ran and attended the MGMA Annual Convention. It was a real feel-good.

Feel free to recommend and share this newsletter with your friends and associates.

Don't hesitate at all to contact me: phone (512-372-9933) or e-mail (tim@wrightresults.com).

With best intentions,



Tim Wright, Chief Everything Officer
Wright Results



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