Analytics thru the Lens of Wholeness

Jeremy Scrivens
Today, no leader can afford to be indifferent to the challenge of engaging employees in the work of *co-creating the future*

Engagement may have been optional in the past, but it’s pretty much the whole game today

Gary Hamel
## Gallup Global Engagement Report

**Regionally, Engaged Employees Most Common in the U.S. and Canada**

More than one in three workers in the Middle East and North Africa region are actively disengaged.

<table>
<thead>
<tr>
<th>Region</th>
<th>Engaged</th>
<th>Not Engaged</th>
<th>Actively Disengaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States and Canada</td>
<td>29%</td>
<td>54%</td>
<td>18%</td>
</tr>
<tr>
<td>Australia and New Zealand</td>
<td>24%</td>
<td>60%</td>
<td>16%</td>
</tr>
<tr>
<td>Latin America</td>
<td>21%</td>
<td>60%</td>
<td>19%</td>
</tr>
<tr>
<td>Commonwealth of Independent States and nearby countries</td>
<td>18%</td>
<td>62%</td>
<td>21%</td>
</tr>
<tr>
<td>Western Europe</td>
<td>14%</td>
<td>66%</td>
<td>20%</td>
</tr>
<tr>
<td>Southeast Asia</td>
<td>12%</td>
<td>73%</td>
<td>14%</td>
</tr>
<tr>
<td>Central and Eastern Europe</td>
<td>11%</td>
<td>63%</td>
<td>26%</td>
</tr>
<tr>
<td>Middle East and North Africa</td>
<td>10%</td>
<td>55%</td>
<td>35%</td>
</tr>
<tr>
<td>South Asia</td>
<td>10%</td>
<td>61%</td>
<td>29%</td>
</tr>
<tr>
<td>Sub-Saharan Africa</td>
<td>10%</td>
<td>57%</td>
<td>33%</td>
</tr>
<tr>
<td>East Asia</td>
<td>6%</td>
<td>68%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Only 13% of the world’s workforce is Engaged.
Do we deploy the digital & analytics technologies with a Compliant workforce or one that is Contributing?

**The Contributors**
- Passionate
- Feel they belong
- Give more than they get
- Self motivated
- Collaborate
- Co-create & Innovate
- Work to who they are

**Culture of Positive Disruption**
*Engaged Intrinsically*

**The Compliant**
- Luke warm to cool
- Don’t feel they belong
- Give when prompted
- Supervised
- Hold back
- Resistant to change
- Work to a job role

**Culture of Problem Solving**
*Engaged Extrinsically*

**The Subversives**
- Cold to freezing
- Try to stop others belonging
- Steal at every opportunity
- Dragged kicking and screaming
- Fight
- Sabotage change
- Work when forced

**Culture of Terror**
*The Dark Side*
Contributors & Collaborators & Innovators are Engaged Like This

Inside Out

- How
- What
- Why
- Who
The Abundance Bridge

Grow from Strengths
Manage Good not Bad
Practice Open Business
Engage People Inside Out
Collaborate & Innovate from Wholeness

Positive Ecosystem

The Industrial Organisation

Adapted from Sarah Lewis
Positive Psychology at Work
Two Very Different Approaches to the use of Analytics

**Micro**

**Problem Solving**
- Define the problem
- Break down and isolate
- Analyse what isn’t working (gaps)
- Go to the solutions manual
- Fix weaknesses and close gaps

**TECHNICAL FIX**

**Macro**

**Appreciative Inquiry Summits**
- Select a Positive Topic
- Engage the whole system
- Identify strengths
- Ask – what is possible?
- Concentrate & extend strengths

**INNOVATION**

Reverse the 80/20 trend
Why Does Experience of Wholeness...

- Bring out the best in human beings?
  - Propel innovation?
  - New life?
  - Eclipse old patterns?
- So easy?
What gives life to human systems?

The Positive Core

Social Construction

Everyone’s story plus data

Innovation from the Whole

Analytics to extend the Whole

Social to continue the connections
Appreciative Inquiry to Innovate & Grow from Strengths in a Digital Age

An Abundance of Data on a Foundation of Wholeness
The experience of Engaging a Workforce to Innovate from Wholeness

Inside Out at the Mushroom Farm
Taking the Future of Work from who we are - Inside Out

SOCIAL - Sustain & Grow Ecosystem
- ESN’s
- Mobile Apps

INNOVATION - What’s Next?
- Digital
- Analytics

FUTURE STORY - What’s Possible
- Contribution
- Social Good

STRENGTHS - Our Best
- Individual
- Enterprise
- Wholeness