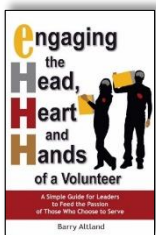


# Meaningful Interactions to Deepen Engagement and Drive Performance

Suncoast Association for Talent Development (ATD) ASCEND Conference  
Friday, September 22, 2017



Barry Altland, Facilitator  
Head, Heart and Hands Engagement Collective  
Winter Garden, FL  
<http://HHEngagement.com>



Touching  
Leadership  
Development  
in the  
organization(s)  
you support?



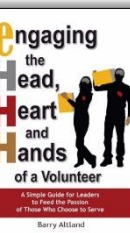
# A “Culture of Conversation?”



# Only Two Types of Motivation



pp. 11-13, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.



# Players in the Game

Team Members (Learners)



Organization

Leadership

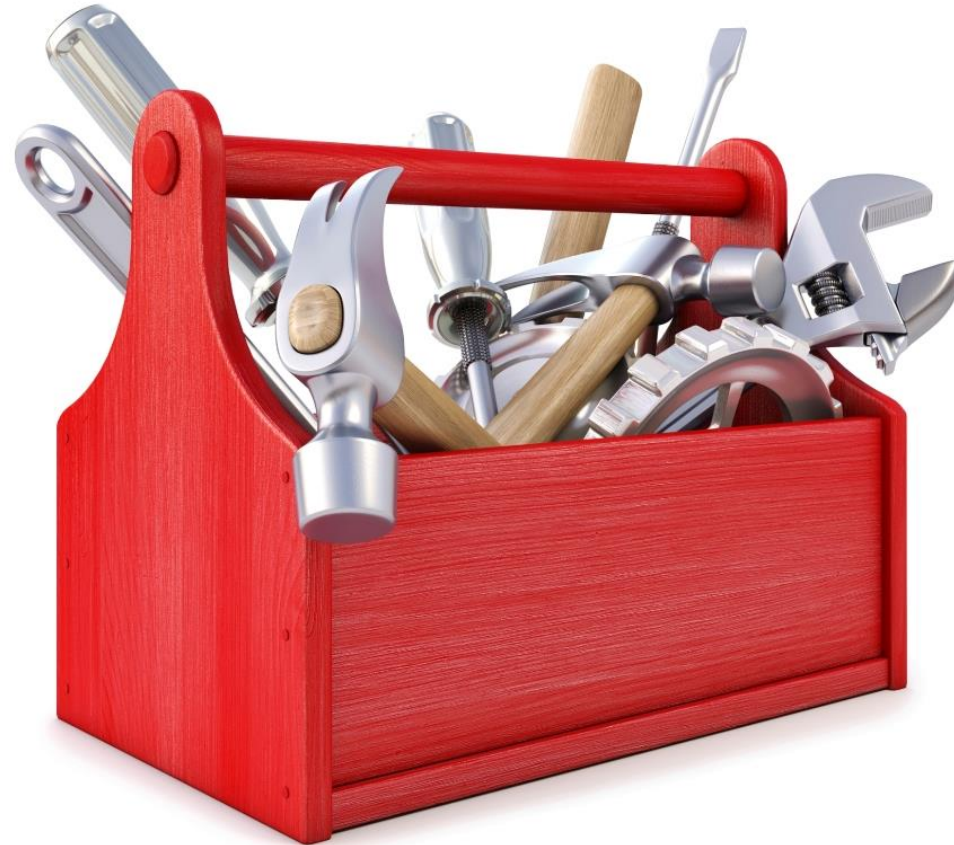
Talent Development  
(Learning Leaders)

Question #1)

Discovering  
Intrinsic Motivators



# What Can Learning Leaders Do?



# Discovery: Asking the Right Questions



pp. 61-66, "Engaging the Head, Heart and Hands of a Volunteer," *The Peppertree Press*, 2015.



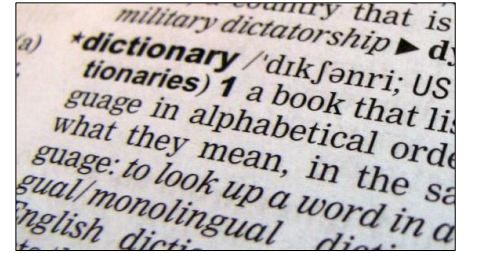


## Question #2a)

Key Words  
that  
Define  
Feedback



# Feedback Defined



**Feedback** is  
*a series of informal, on-the-spot interactions with others to acknowledge work performance for the purpose of recognition or improvement.*

pp. 106-114, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.



## Question #2b)

Reaction to  
Feedback on  
Performance  
and Behavior



# What Can Learning Leaders Do?



# R-B-I/B-I-F Feedback Model

When delivering feedback for *recognition*:

Recognition

*Capture attention with a superlative word*

Behavior

*Describe the behavior*

Impact

*Explain the impact of the behavior*



When delivering feedback for *improvement*:

Behavior

*Describe the behavior*

Impact

*Explain the impact of the behavior*

Future

*Provide guidance/recommendations*

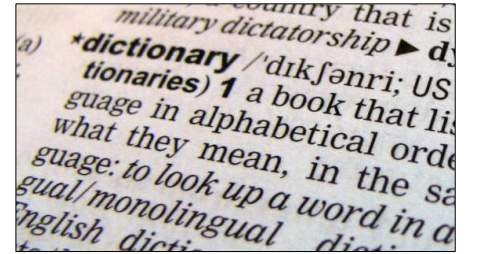


## Question #3a)

Key Words  
that  
Define  
Coaching



# Sustainment: Continuous Sharing to Keep the Passion Alive



Coaching is

*Conducting regularly scheduled  
one-on-one discussions  
between the leader and the team member  
that are focused  
on performance and development.*

p. 115-121, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.



## Question #3b)

# The Value of Meaningful Conversations Between Leaders and Team Members





# What Can Learning Leaders Do?



# Head, Heart and Hands . . .



*Engagement happens  
one person at a time.*

p. 68, "Engaging the Head, Heart and Hands of a Volunteer," *The Peppertree Press*, 2015.



Question #4a)

Making  
Learning  
Stick



Question #4b)

Talent  
Development's  
Role in  
Learning Outcomes



# Players in the Game

Team Members (Learners)



Organization

Leadership

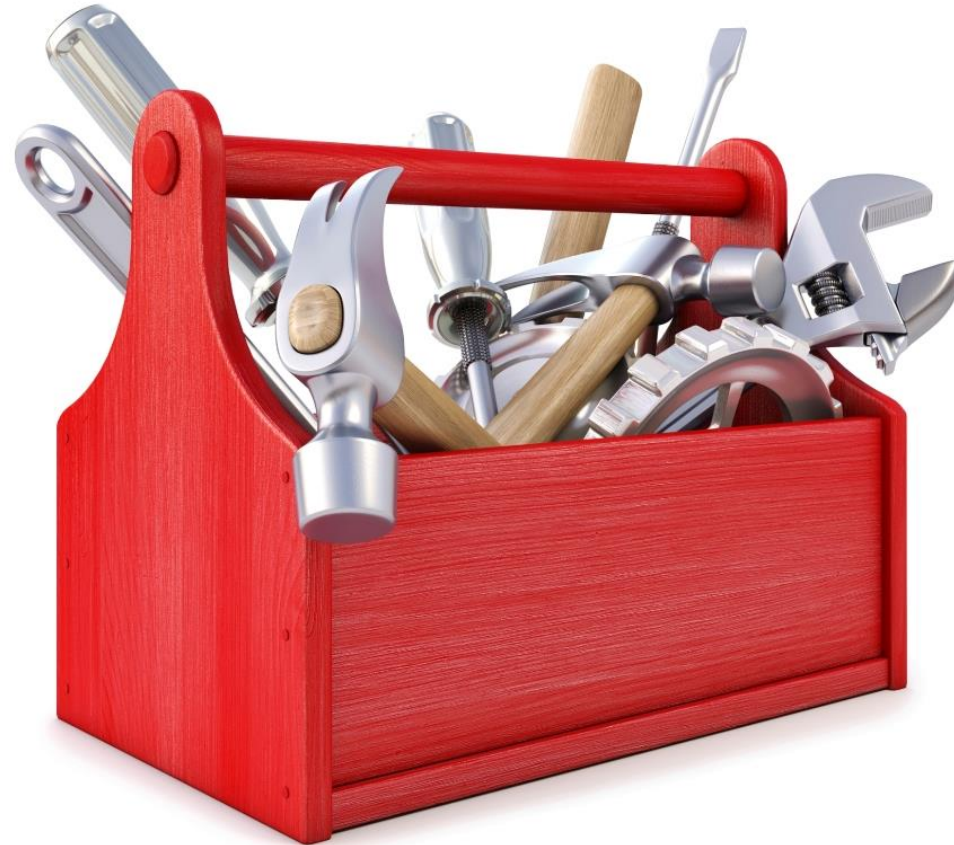
Talent Development  
(Learning Leaders)

# Talent Development's Role in Learning Outcomes

Barbara Carnes, "Making Training Stick," Second Edition, 2012	Before Learning	During Learning	After Learning
Leader			
Learning Leader			
Learner			

Barry Altland, <i>Roles in Learning Application</i> , 2016	Before Learning	During Learning	After Learning
Leader			
Learning Leader			
Learner			

# What Can Learning Leaders Do?



# Head, Heart and Hands . . .



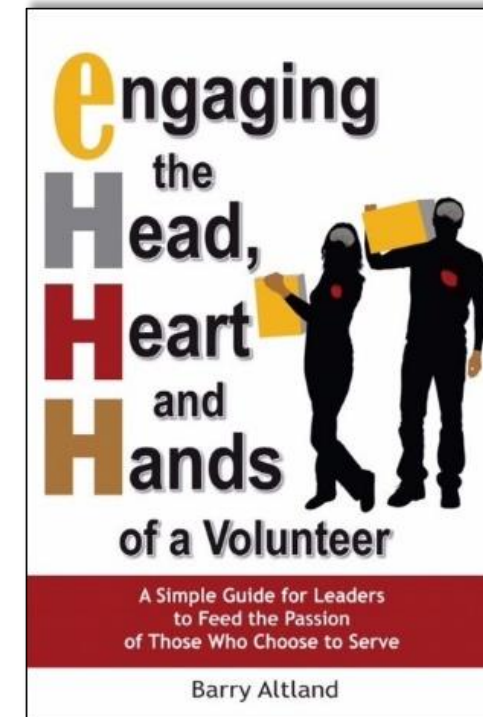
*Engagement happens  
one person at a time.*

p. 68, "Engaging the Head, Heart and Hands of a Volunteer," The Peppertree Press, 2015.





*Signed books  
currently available  
at the discounted  
conference rate  
of \$15.00*



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