



KION Pulse 2021

Team Dialog master presentation



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Instructions for managers

This is a guideline on
how to prepare your
KION Pulse Team Dialog!



Before this meeting:

- Have a look at **your team results** prior to your first KION Pulse Team Dialog. Please find instructions how to download your results from the Glint platform in the notes on [slide 6](#) and detailed explanations in the “Manager Enablement” document in the download section on [My.KSI](#).
- Go through the results and decide **which insights you would like to share** with your team and integrate this content in this presentation (please see a template on slides [6](#), [7](#), [8](#) and choose the relevant content for your team from the Glint platform).
- Get a better understanding of **your role** in this process (see slide 3).
- Include this KION Pulse Team Dialog on the agenda of a regular team meeting or set up an additional meeting – save at least **30 minutes** to run your KION Pulse Team Dialog.
- Please use the **Team Dialog template** (see slide 11) during the KION Pulse Team Dialog and fill it out together with your team.

During this meeting:

- Encourage **open feedback** from your team members, but respect data protection and confidentiality.
- Use the [template](#) (see slide 11) to work on the results together with your team and **decide together which measures** you would like to prioritize and work on as a team.
- Involve your team in developing the right **action** measures based on your results.

After this meeting:

- Create an action plan in the Glint Platform and **document key actions** for you and your team (to obtain suggestions for possible actions, please have a look at the Glint platform as described in the “Manager Enablement” document). Please be aware that your actions are displayed to everyone at KION who has access to the platform.
- Schedule time during a regular team meeting for **ongoing check-ins** (e.g. every first team meeting in month) and use the [guideline](#) (see slide 15) to work on the achievements and next steps.

Your **role** in the KION Pulse follow-up process is to facilitate the conversation and drive the follow up process – you do not need to own all action items yourself.

Your role as a manager:



- **Coach:** Show confidence in your team's abilities, provide direction and keep them on track. Role model what you expect from your team.
- **Facilitator:** Provide guidelines for prioritization and decision-making, seek out differing opinions and ensure that all voices are heard.
- **Roadblock remover:** First line of escalation to help overcome roadblocks and navigate organizational boundaries to drive change.
- **Connector:** Foster a continuous improvement mindset by regular check-ins and adjustments as needed. Connect to other groups with similar challenges.

Today we are here to...



Acknowledge
where we are.



Collaborate
on where we
want to go.



Take one step
forward.

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Let's have a Team Dialog!

This is an opportunity for us to give each other **feedback**, **agree** and **commit** to small changes we all can make to improve our experience at work.



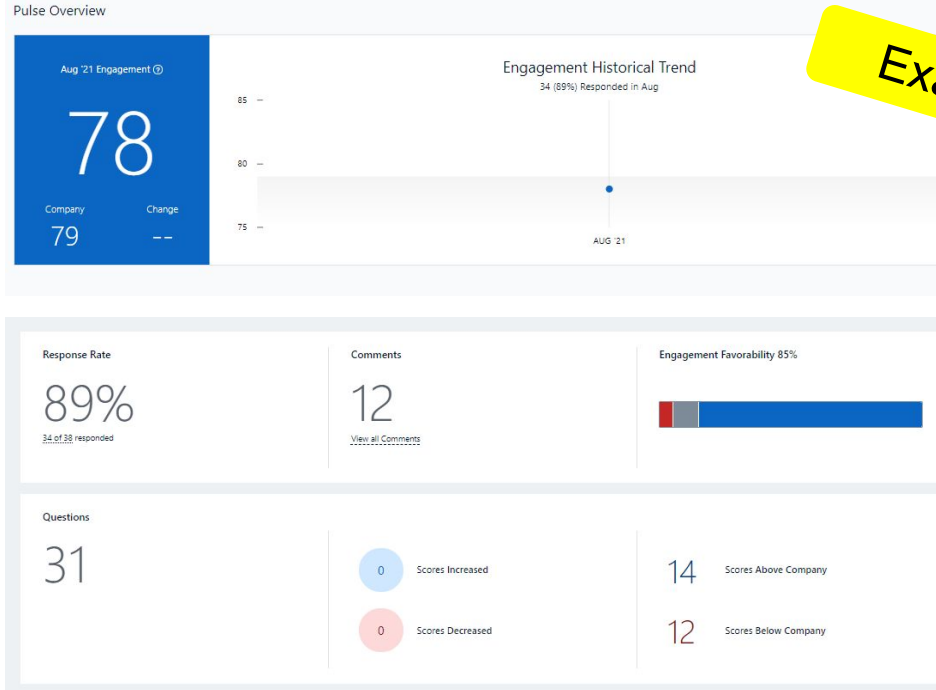
Let's start and have a look at **our KION Pulse team results!**

KION Pulse Team results

Template



Please insert your team results you want to share with your team



Example

KION Pulse Team results

Template



Please insert your team results you want to share with your team

Example

Scores Ungrouped

Name	Sco... ↓	vs Company	Chan...	Impact	% Favorable	Comments	Question
<u>Manager - Strategy Implementation</u>	85	+6	--	Medium	97%	0	My direct manager takes the right actions to implement KION ITS EMEA successfully. Aug 2, 2021
<u>Empowerment</u>	84	+5	--	Very High	88%	0	I feel empowered to make decisions regarding my work. Aug 2, 2021
<u>My Work - Strategy Implementation</u>	83	+4	--	Low	85%	1	I understand how my work contributes to the successful implementation of KION ITS EMEA. Aug 2, 2021
<u>Purpose</u>	82	+3	--	Medium	88%	1	The work that I do is meaningful to me. Aug 2, 2021

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Team results

Template



Please insert your team results you want to share with your team

Example

Strengths and Opportunities ●

Ranked using comparison with Average Question ⓘ and impact on Engagement

RELATIVE STRENGTHS	RELATIVE OPPORTUNITIES
<ul style="list-style-type: none">● Team ⓘ I am satisfied with my work team.	<ul style="list-style-type: none">● Career ⓘ I have good career opportunities at Thrive Engage. View Focus Area
<ul style="list-style-type: none">● Prospects ⓘ I am excited about Thrive Engage's future.	<ul style="list-style-type: none">● Communication ⓘ My company does a good job of communicating with employees. Take Action
<ul style="list-style-type: none">● Leadership ⓘ I have confidence in the leadership team.	<ul style="list-style-type: none">● Recognition ⓘ I feel satisfied with the recognition or praise I receive for my work. Take Action

Show more



1

What **surprises** you when you see the results?

2

What are the most **important strengths** we should keep up?

3

What are the **biggest opportunities** we see in the results?
Where do we need to **improve**?



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Which **topic** should we
focus on first to
improve over the next
few weeks?



What should we **start doing** to improve in this topic?
What should we **stop doing**?
What should we **continue doing**?

Let's have a  **Team Dialog!**
Agree on one focus topic

Template



Topic: [Insert focus topic here]

Next review on [Insert date here]

Start

- [Take some notes]

Stop

- [Take some notes]

Continue

- [Take some notes]

Let's have a  **Team Dialog!**
Agree on one focus topic

Example



Topic: Communication

Next review on: Nov. 21, 2021

Start

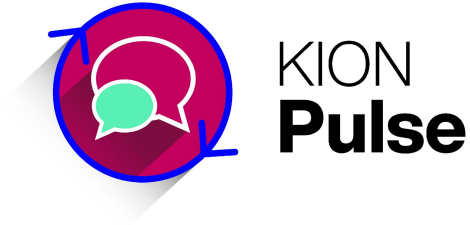
- Have team meetings every two days for a short update in the team (Susi)
- Celebrate the completion of successful projects
- Have an ongoing conversation about the KION Pulse results and how we could further develop from here (Michael)
- ...

Stop

- Stop skipping our team jour fixes because of other important meetings

Continue

- Honest and timely communication
- Share constructive and timely feedback on work products
- Expectations regarding deadlines are clearly expressed
- ...



**What is one small thing each of us will do
as a result of our discussion today?**

We will **continue** our Team Dialog during the next couple of months in **regular meetings**.

Thank you for your openness and commitment to improving together!

This is a guideline on how to maintain an ongoing KION Pulse Team Dialog!

What happened?

In your **next KION Pulse Team Dialog** meeting, each team member might share what he/she was able to change in his/her day-to-day work.

Relate to your start / stop / continue commitments

Relate to your commitments you agreed on in the last KION Pulse Team Dialog to start / stop / continue. What changes did you notice, individually and as a team?

What's next?

Has the topic been satisfactorily addressed? Did the topic **change for the better**?

Stick to this topic

Move on to the next topic

“Not enough”: Continue working on this topic for another few weeks.



Stick to this topic: Go back to the template on slide 11, review and adapt your commitments and goals.

“Yes”: Agree on another topic you have identified based on your KION Pulse team results.



Move on to the next topic: Choose another topic you and your team would like to see some change, go through the process again from the beginning.

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