

WHAT IS

# QUIET QUITTING

and what can I do about it

Watch the recording at  
[LifeEngineering.com/webinars](https://LifeEngineering.com/webinars)



# WHAT IS QUIET QUITTING

The most universal problem facing organizations today



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# DISENGAGEMENT

An official occupational phenomenon

World Health Organization

LANDSCAPE OF PEOPLE  
**PERFORMANCE**

**PEAK PERFORMANCE (RESULTS)**

**ACTIONS**

WHAT WE DO WITH OUR TIME AND TALENT



**PERFORMANCE**



LANDSCAPE OF PEOPLE  
**PERFORMANCE**

**PEAK PERFORMANCE (RESULTS)**

**PERFORMANCE**

**SATISFACTION**

**ENGAGEMENT**



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**ACTIONS**

WHAT WE DO WITH OUR TIME AND TALENT



**TIME**



**TALENT**



**ENERGY**

**EMOTIONS**

THE SENTIMENT WE HAVE FOR THE WORK WE DO

LANDSCAPE OF PEOPLE  
**PERFORMANCE**

**PEAK PERFORMANCE (RESULTS)**

We give them this



We expect this

We hire for this



**ENERGY**

When they're full of this



LANDSCAPE OF PEOPLE  
**PERFORMANCE**

**PEAK PERFORMANCE (RESULTS)**

The Performance Gap

20% of their  
total performance capacity



LANDSCAPE OF PEOPLE  
**PERFORMANCE**

**PEAK PERFORMANCE (RESULTS)**

**ACTIONS**

WHAT WE DO WITH OUR TIME AND TALENT



**ENERGY**

**EMOTION**

THE SENTIMENT WE HAVE FOR THE WORK WE DO

# WHAT IS QUIET QUITTING

The most universal problem facing organizations today



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This period is being called

## The Great Resignation

More people exiting the workforce than ever before

But the problem isn't just people who quit and leave... it's people who quit and stay.

# DISENGAGEMENT



# WHAT IS QUIET QUITTING

The most universal problem facing organizations today



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## A MOVEMENT

WITH MOMENTUM

### “THE GREAT RESIGNATION”

Those who quit and leave



### “QUIET QUITTING”

Those who quit and stay

## ECONOMIC

ENABLEMENT

### TIGHT LABOR MARKET

Employees can get away with it

"With layoffs and firings at a record low... people have unprecedented job security, And so the risk of termination is lower.

And that's also why the incentive to work harder is reduced. The consequences of being found to shirk have become much smaller.

One, because companies can't afford to fire people. And two, because there are so many alternatives out there if you do lose your job."

**Julia Pollak**

Chief economist, ZipRecruiter

# QUIET QUITTING

Why it's likely to get worse before it gets better



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## A MOVEMENT

WITH MOMENTUM

### “THE GREAT RESIGNATION”

Those who quit and leave



### “QUIET QUITTING”

Those who quit and stay

## ECONOMIC

ENABLEMENT

### TIGHT LABOR MARKET

Employees can get away with it



### UNPRECEDENTED TOLERANCE

No to low cost for under-performance

## TECHNOLOGICAL

ENABLEMENT

### High opportunity transparency

& near frictionless re-employment



### HIGH EMPLOYEE CONFIDENCE

That they can easily go elsewhere

# HOW BIG IS THIS PROBLEM

The most pervasive problem facing organizations today



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## ENGAGED

EMOTIONALLY INVESTED

## NOT ENGAGED

NO EMOTIONAL INVESTMENT

## DISENGAGED

NEGATIVE EMOTIONAL INVESTMENT

36%

2020

50%

2020

14%

34%

2021

50%

2021

16%

32%

2Q 2022

50%

2Q 2022

18%

Gallup Engagement Report

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# HOW BIG IS THIS PROBLEM?

The most universal problem facing organizations today



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# 68%

of workers were not engaged or actively disengaged

Gallup Engagement Research

## An official occupational phenomenon

World Health Organization

# DISENGAGEMENT

## HOW BAD IS IT?

IS INCREDIBLY EXPENSIVE TO AN ORGANIZATION



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A disengaged employee only performs at about

**20%**

of their total performance capacity

A disengaged employee costs an org up to

**34%**

of their annual salary

Gallup

A disengaged employee has

**37%**

Higher Absenteeism

A disengaged teams have

**15%**

Lower profitability

Gallup

DISENGAGEMENT EVEN IMPACTS

# CUSTOMER SATISFACTION

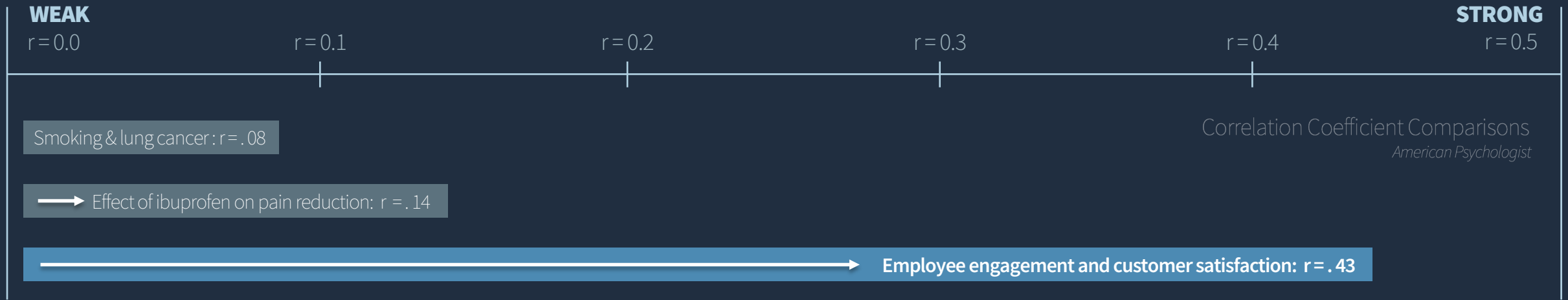


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*Journal of Occupational and Organizational Psychology*

A 3-year study measured the correlation between

## EMPLOYEE SENTIMENT = CUSTOMER SENTIMENT



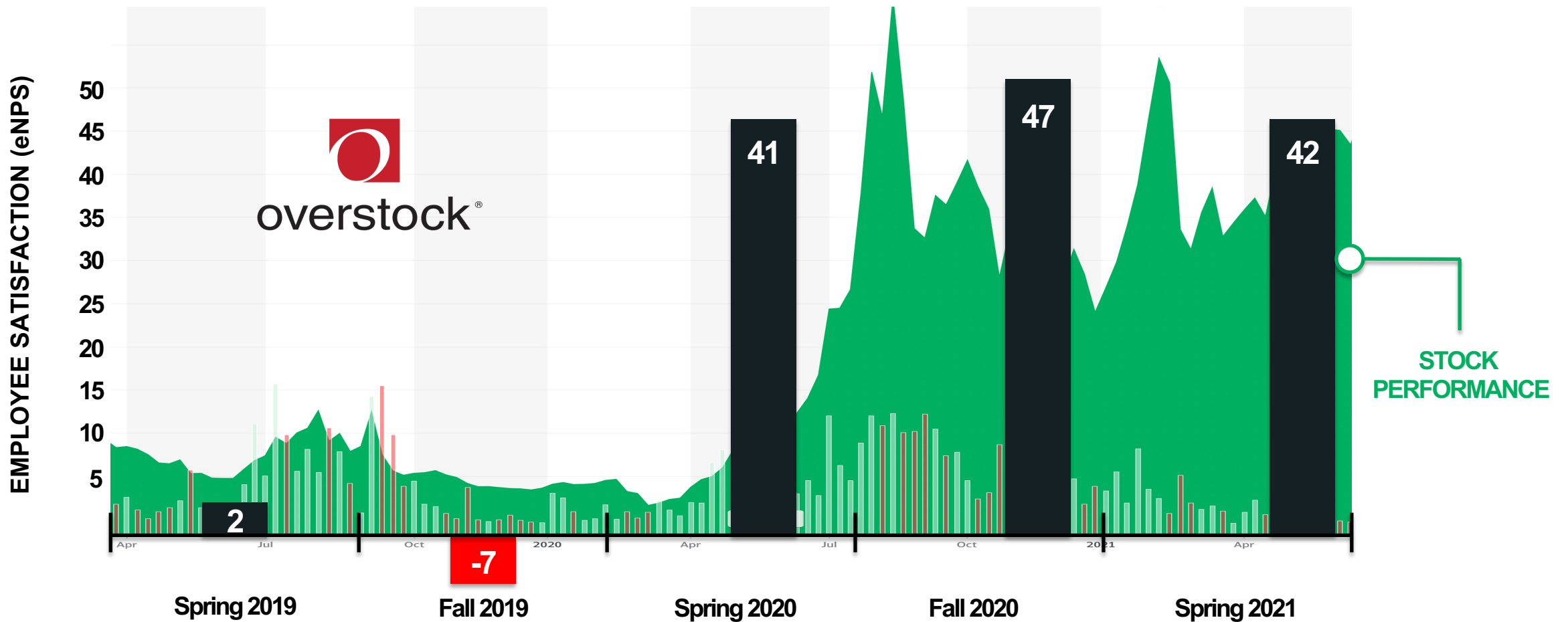
Disengagement even impacts

# CUSTOMER SATISFACTION



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As illustration, Overstock, an online retailer, saw their employee satisfaction scores were low, and decided to go all in on driving up employee satisfaction and engagement... the outcome is clearly seen in the market.





The **ORBIT**<sup>(TM)</sup>  
of **ENGAGEMENT**

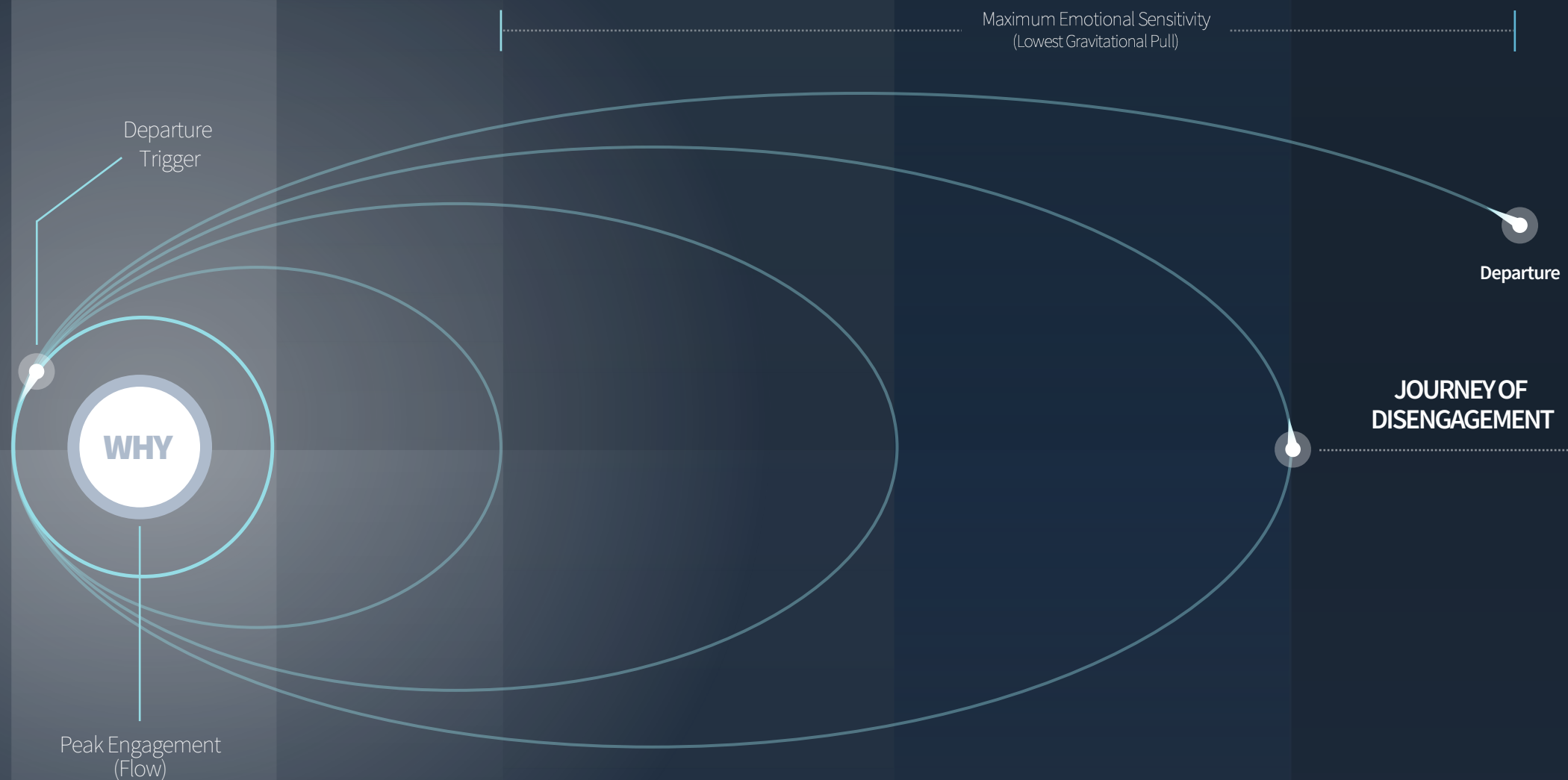
PEAK  
ENGAGEMENT

EMOTIONAL  
DISTANCING

SOLIDIFYING  
RESOLVE

CRYSTALLIZATION  
OF DISCONTENT

ESCAPE  
VELOCITY



**JOURNEY OF  
DISENGAGEMENT**

Departure

Peak Engagement  
(Flow)

**WHY**

Departure  
Trigger

# THE SCIENCE OF ENGAGEMENT



**Pe**  
Perspective  
The Narrative

**Id**  
Identity  
Knowledge of Self

**Ob**  
Objective  
A Destination

**Pl**  
Plan  
A Way Forward

**Re**  
Relationships  
Connection(s)

**Mo**  
Momentum  
The Energy of Motion

**Sp**  
Space  
The Means To Move

**Im**  
Impact  
Making A Difference

**In**  
Investment  
Skin In The Game

**Me**  
Mentor  
A Guide

**Gr**  
Growth  
Mastery & Progress

**Al**  
Alignment  
Stay On Course

**En**  
Environment  
An Ecosystem

**Rn**  
Renewal  
Balance & Restoration

**Va**  
Value  
Reward From Effort

**Sc**  
Score  
Measure Progress

## 16 ELEMENTS<sup>(TM)</sup> of individual, leadership, and organizational achievement

*The building blocks of high performing people, teams, and organizations.*



The **ORBIT**<sup>(TM)</sup>  
of **ENGAGEMENT**

PEAK  
ENGAGEMENT

EMOTIONAL  
DISTANCING

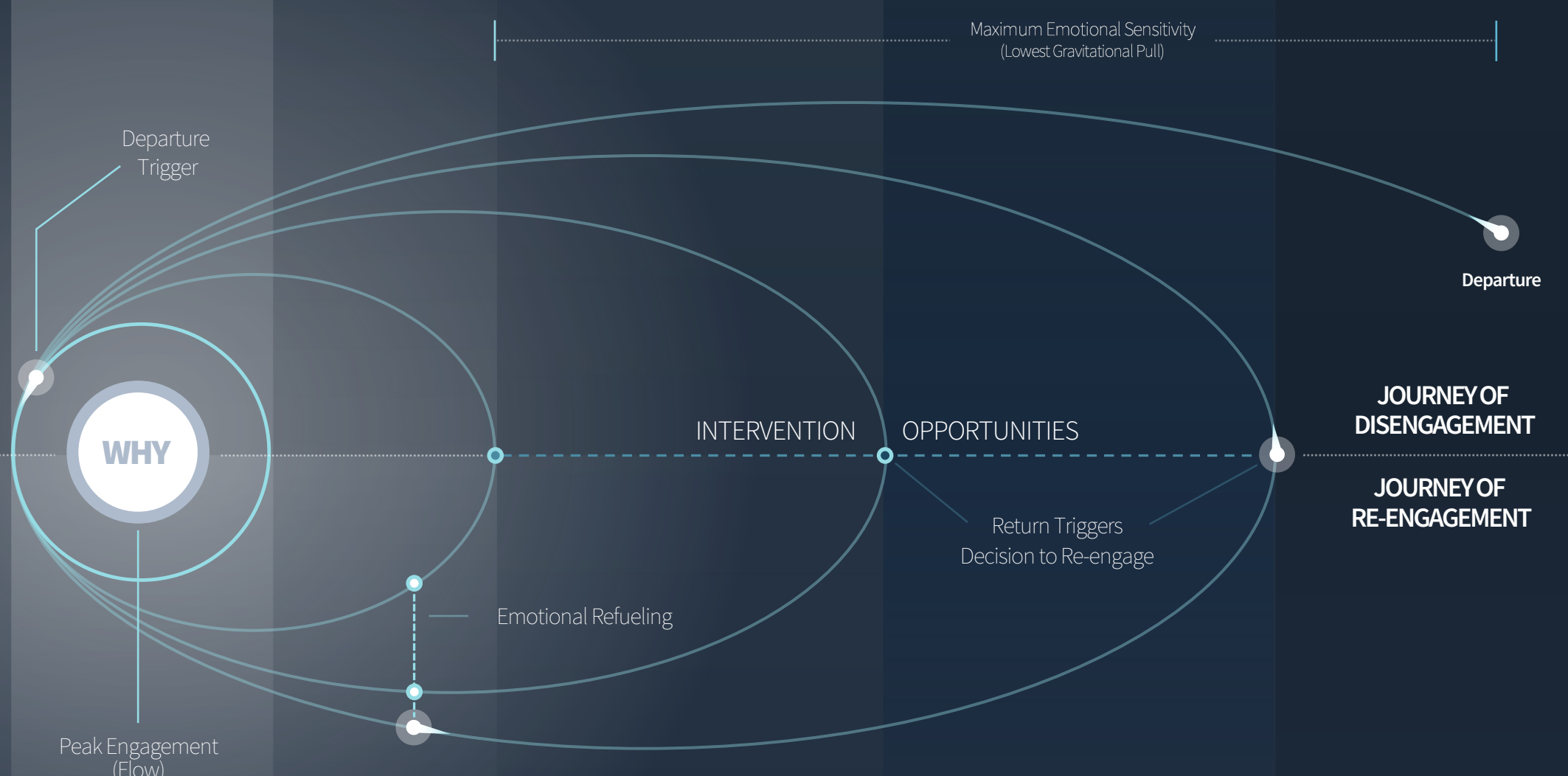
SOLIDIFYING  
RESOLVE

CRYSTALLIZATION  
OF DISCONTENT

ESCAPE  
VELOCITY

**SYSTEMS**  
Diagnostic Solutions

**RECOVERY**  
Treatment Solutions



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The **ORBITS**<sup>(TM)</sup>  
of **ENGAGEMENT**

ENGAGED  
(OPTIMAL ORBIT)

EMOTIONAL  
DISTANCING

SOLIDIFYING  
RESOLVE

CRYSTALLIZATION  
OF DISCONTENT

ESCAPE  
VELOCITY

**PROMOTERS**

**NEUTRALS**

**DETRACTORS (PASSIVE)**

**DETRACTORS (ACTIVE)**

**SATISFACTION**  
(NPS / ENPS)

10

9

8

7

6

5

4

3

2

1

**ENGAGEMENT**

**ENGAGED**

**NOT ENGAGED**

**DISENGAGED**

JOURNEY OF  
DISENGAGEMENT

Departure

**ENGAGEMENT**

**HIGH-IMPACT INTERVENTION OPPORTUNITIES**  
(LEADERSHIP)

**EXTREME INTERVENTION**  
(HUMAN RESOURCES)

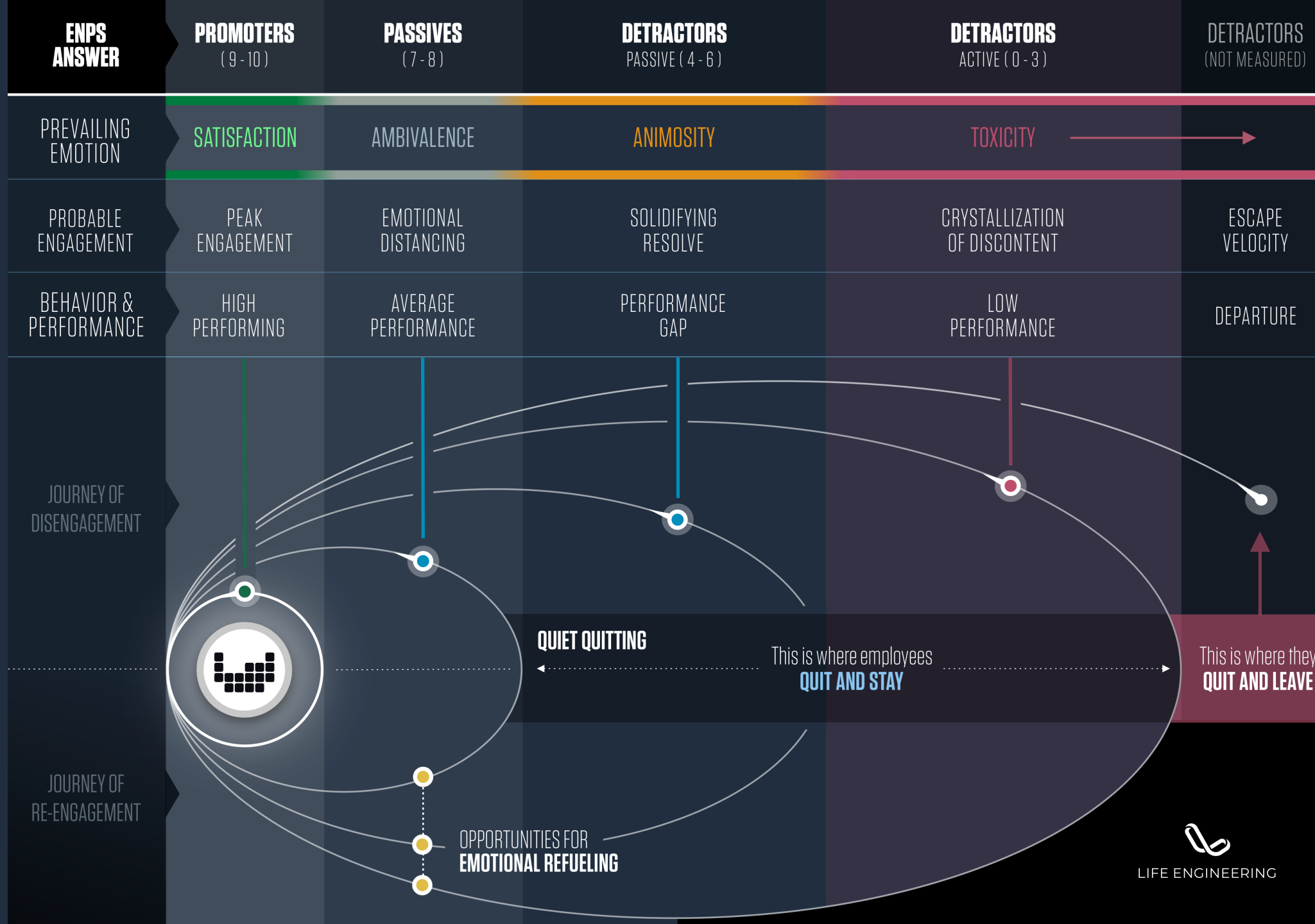
**DISENGAGEMENT  
DIAGNOSTICS**

**RE-ENGAGEMENT  
SOLUTIONS**

JOURNEY OF  
ENGAGEMENT



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# ASSESSMENT ENGAGEMENT INDEX

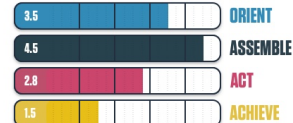
## EMPLOYEE ENGAGEMENT INDEX



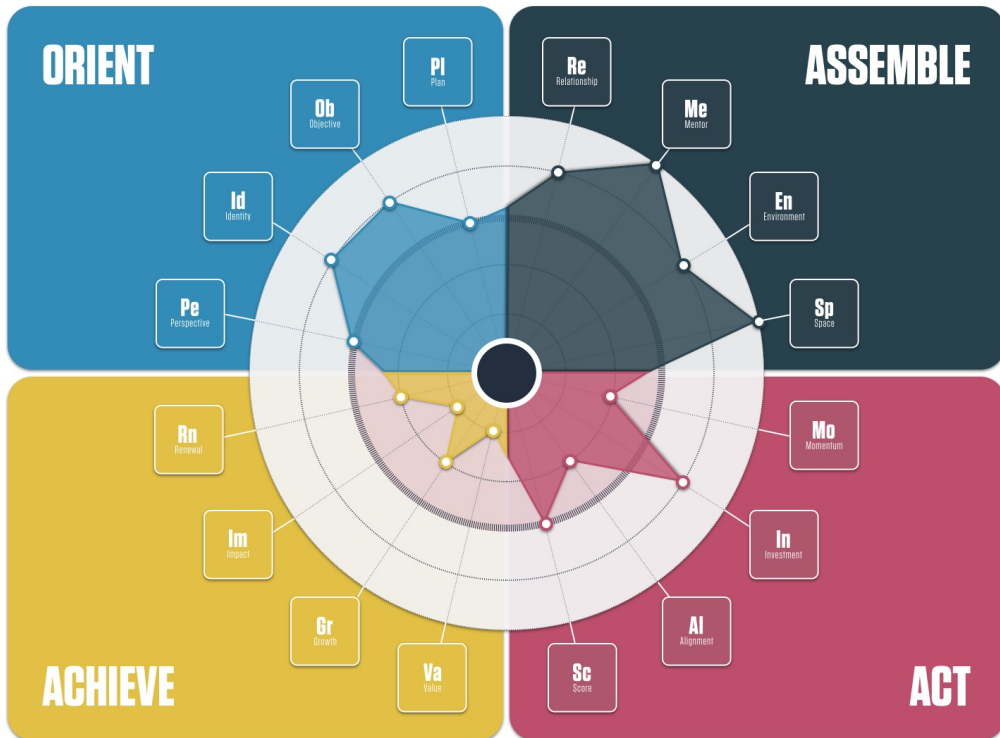
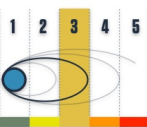
**Joseph Gonzalez**

TEAM  
**MARKETING**

### ACHIEVEMENT PROCESS



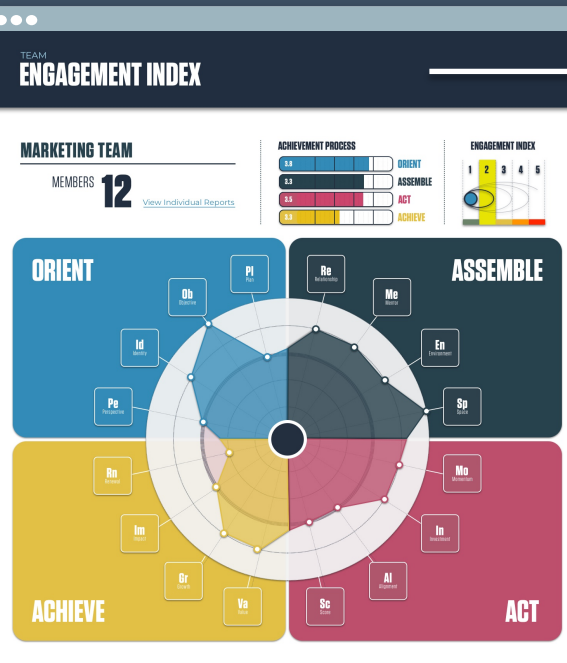
### ENGAGEMENT INDEX



## EMPLOYEE ENGAGEMENT INDEX

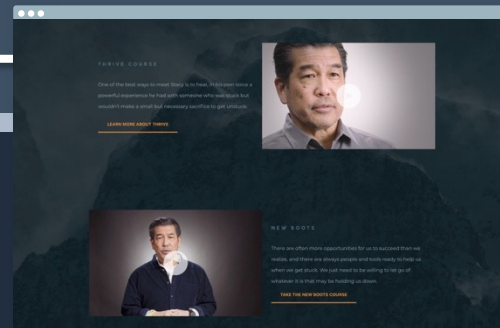
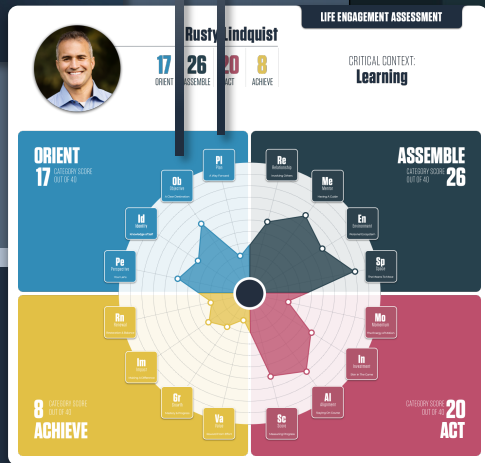
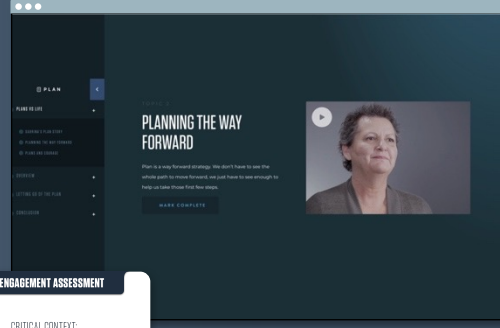
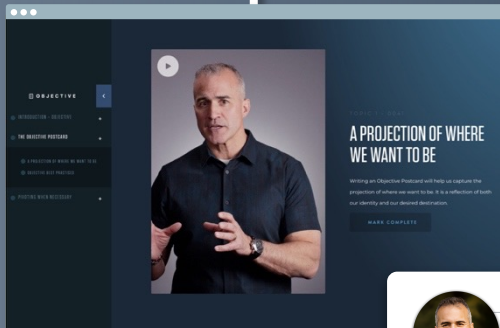
Based on the science of the 16 Elements, the Life Engineering Engagement Assessment allows a leader, an executive, or an entire organization to track engagement at a very granular level.

Now you can have detailed optics on how engaged each team member is, and specifically what elements are either driving engagement, or creating disengagement, so you can take targeted action to create the most engaged, and highest performing team.



## TEAM ENGAGEMENT INDEX

Roll-up reports allow executives to see what engagement looks like in a given segment, like by department by team, by tenure, by geography, by gender, or other relevant segments. This allows you to see which problems may be systemic and require different treatment.



## EMPLOYEE ACHIEVEMENT ACADEMY

Each of our Assessments are actively linked to world-class courses and content in our Online Academy. Here employees can go to learn more about the science of the 16 Elements, the process of engagement and disengagement, and how to use these principles to increase engagement, satisfaction, and achievement both at work, and in life.

## LEADERSHIP ACHIEVEMENT ACADEMY

Leaders have access to hours of additional leadership development content to help them build highly-engaged, high performance teams.

## PERSONALIZED LEARNING PATHS

Each assessment is linked to a series of recommended courses based on the results of that individual or team, allowing for a highly focused path of learning on content that will have the biggest impact.



# LIFE ENGINEERING

POWERING HUMAN ACHIEVEMENT

INDIVIDUALS | LEADERS | ORGANIZATIONS