[The real damper on employee engagement is the soggy, cold blanket of centralized authority. In most companies, power cascades downwards from the CEO. Not only are employees disenfranchised from most policy decisions, they lack even the power to rebel against egocentric and tyrannical supervisors.](http://www.brainyquote.com/quotes/quotes/g/garyhamel528700.html" \o "view quote)

[**Gary Hamel**](http://www.brainyquote.com/quotes/authors/g/gary_hamel.html)

[Employees who believe that management is concerned about them as a whole person - not just an employee - are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.](http://www.brainyquote.com/quotes/quotes/a/annemmulc424887.html)

[**Anne M. Mulcahy**](http://www.brainyquote.com/quotes/authors/a/anne_m_mulcahy.html)

[Understanding your employee's perspective can go a long way towards increasing productivity and happiness.](http://www.brainyquote.com/quotes/quotes/k/kathrynmin541219.html)

[**Kathryn Minshew**](http://www.brainyquote.com/quotes/authors/k/kathryn_minshew.html)

1. **“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”** *-Simon Sinek*
2. **“Your number one customers are your people. Look after employees first and then customers last.”** *-Ian Hutchinson, author of People Glue*
3. **“The way your employees feel is the way your customers will feel. And if your employees don’t feel valued, neither will your customers.”** *- Sybil F. Stershic, Taking Care of the People Who Matter Most: A Guide to Employee-Customer Care.*
4. **“Culture is about performance, and making people feel good about how they contribute to the whole.”** *-Tracy Streckenbach interview,* [*Clear Goals Matter More than Mission*](http://www.nytimes.com/2012/09/02/business/corner-office-goals-matter-more-than-mission.html)*, The New York Times*
5. **“Engaged employees stay for what they give (they like their work); disengaged employees stay for what they get (favorable job conditions, growth opportunities, job security).”** *-Blessing White’s The State of Employee Engagement 2008*
6. **“Always treat your employees exactly as you want them to treat your best customers.”** *-Stephen R. Covey*
7. **“It’s sad, really, how a negative workplace can impact our lives and the way we feel about ourselves. The situation is reaching pandemic heights – most people go to work at jobs they dislike, supervised by people who don’t care about them, and directed by senior leaders who are often clueless about where to take the company*.”****-Leigh Branham and Mark Hirschfeld,* [*Re-Engage: How America’s Best Places to Work Inspire Extra Effort in Extraordinary Times*](http://www.amazon.com/Re-Engage-Americas-Places-Inspire-Extraordinary/dp/0071703101)
8. **“Highly engaged employees make the customer experience. Disengaged employees break it.”** *-Timothy R. Clark, The 5 Ways That Highly Engaged Employees are Different*
9. **“Dispirited, unmotivated, unappreciated workers cannot compete in a highly competitive world.”** *-Francis Hesselbein,* [*Hesselbein on Leadership*](http://www.amazon.com/Hesselbein-Leadership-Institute-Drucker-Foundation/dp/0787963925)
10. **“Research indicates that workers have three prime needs: Interesting work, recognition for doing a good job, and being let in on things that are going on in the company.”** *-Zig Ziglar*
11. **“Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They’re absolutely free and worth a fortune.”** *-Sam Walton*
12. **“I consider my ability to arouse enthusiasm among men the greatest asset I possess. The way to develop the best that is in a man is by appreciation and encouragement.”***-Charles Schwab*
13. **“The only way to do great work is to love what you do.”** *-Steve Jobs*

[](http://www.clairegriffintalent.com/wp-content/uploads/culture-transformation-quotes-2.png)

***If you want to learn about a culture, listen to the stories. If you want to change the culture, change the stories.”****~* [Michael Margolis](http://www.getstoried.com/about/team/), Founder of Get Storied, Speaker,  Business Coach, Storyteller,

1) Greg Harris, Quantum Workplace: Engaging the hearts, minds, and hands of talent is the most sustainable source of competitive advantage. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22Engaging+hearts,+minds,+and+hands+of+talent+is+the+most+sustainable+source+of+competitive+advantage.%22+@gregoryharris+http://hub.am/1apjTIs))

2) Dan Satterthwaite, Dreamworks Animation: Engagement requires choice. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22Engagement+requires+choice.%22+@DWAnimation+http://hub.am/1apjTIs))

3) Jack Welch: No company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22No+company+can+win+w/o+energized+employees+who+believe+in+the+mission+and+understand+how+to+achieve+it.%22+@jack_welch+http://hub.am/1apjTIs))

4) Doug Conant, Campbell Soup: To win in the marketplace, you must first win in the workplace. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22To+win+in+the+marketplace,+you+must+first+win+in+the+workplace.%22+@DougConant+http://hub.am/1apjTIs))

5) Zappos: To make customers happy, we have to make sure our employees are happy first. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22To+make+customers+happy,+we+have+to+make+sure+our+employees+are+happy+first.%22+@Zappos+http://hub.am/1apjTIs))

6) Jason Lauritsen, Talent Anarchy: Engagement is a renewable decision daily that is voluntarily given when the company has proven worthy of it. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22Engagement+is+a+renewable+decision,+voluntarily+given+when+the+company+has+proven+worthy+of+it.%22+@JasonLauritsen+http://hub.am/1apjTIs))

7) Kip Tindell, The Container Store: You can build a much more wonderful company on love than you can on fear. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22You+can+build+a+much+more+wonderful+company+on+love+than+you+can+on+fear.%22+@ContainerStore+http://hub.am/1apjTIs))

8) Laszlo Bock, Google: We want to understand what works here rather than what worked at any other organization. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22We+want+to+understand+what+works+here+rather+than+what+worked+at+any+other+organization.%22+@google+http://hub.am/1apjTIs))

9) Richard Branson, Virgin Group: When you lavish praise on people, they flourish. Criticize, and they shrivel up. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22When+you+lavish+praise+on+people,+they+flourish.+Criticize,+and+they+shrivel+up.%22+@richardbranson+http://hub.am/1apjTIs))

10) Howard Schultz, Starbucks: We will never—and I mean never—turn our backs on our employees. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22We+will+never—and+I+mean+never—turn+our+backs+on+our+employees.%22+@Starbucks+http://hub.am/1apjTIs))

11) Rick Fererico, P.F. Chang’s: You have to be a place that’s more than a paycheck for people. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22You+have+to+be+a+place+that’s+more+than+a+paycheck+for+people.%22+@PFChangs+http://hub.am/1apjTIs))

12) John Mackey, Whole Foods Market: If you are lucky enough to be someone’s employer, then you have a moral obligation to make sure people do look forward to coming to work in the morning. ([Tweet this quote](https://twitter.com/intent/tweet?text=%22You+have+a+moral+obligation+to+make+sure+people+look+forward+to+coming+to+work+in+the+morning.%22+@wholefoods+http://hub.am/1apjTIs))

“You can’t sell it outside if you can’t sell it inside.”   
― [Stan Slap](http://www.goodreads.com/author/show/3402756.Stan_Slap)

“Your company really has to work for you before you’ll really work for your company.”   
― [Stan Slap](http://www.goodreads.com/author/show/3402756.Stan_Slap)

“When rewards come from an external source instead of an internal source, they’re unreliable, which means they’re dangerous if you grow to depend on them.”   
― [Stan Slap](http://www.goodreads.com/author/show/3402756.Stan_Slap)

“Imagine a world where what you say synchs up, not sinks down.”   
― [Stan Slap](http://www.goodreads.com/author/show/3402756.Stan_Slap)

**"Coming together is the beginning, keeping together is progress. Working together is success." -** *Henry Ford*

**"It is behavior of your company and its people that form your reputation, and your reputation is your brand." -** *Dave Allen*

