

# Employee Engagement – Beyond the Buzz Word



*Presented by:*

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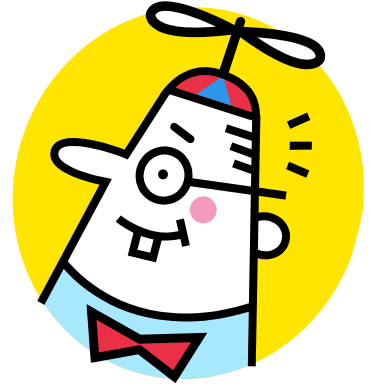
*Based on the work by Blessing White*

**Professional & Workforce Training**



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# What does Employee Engagement look like?



# Engaged Employees

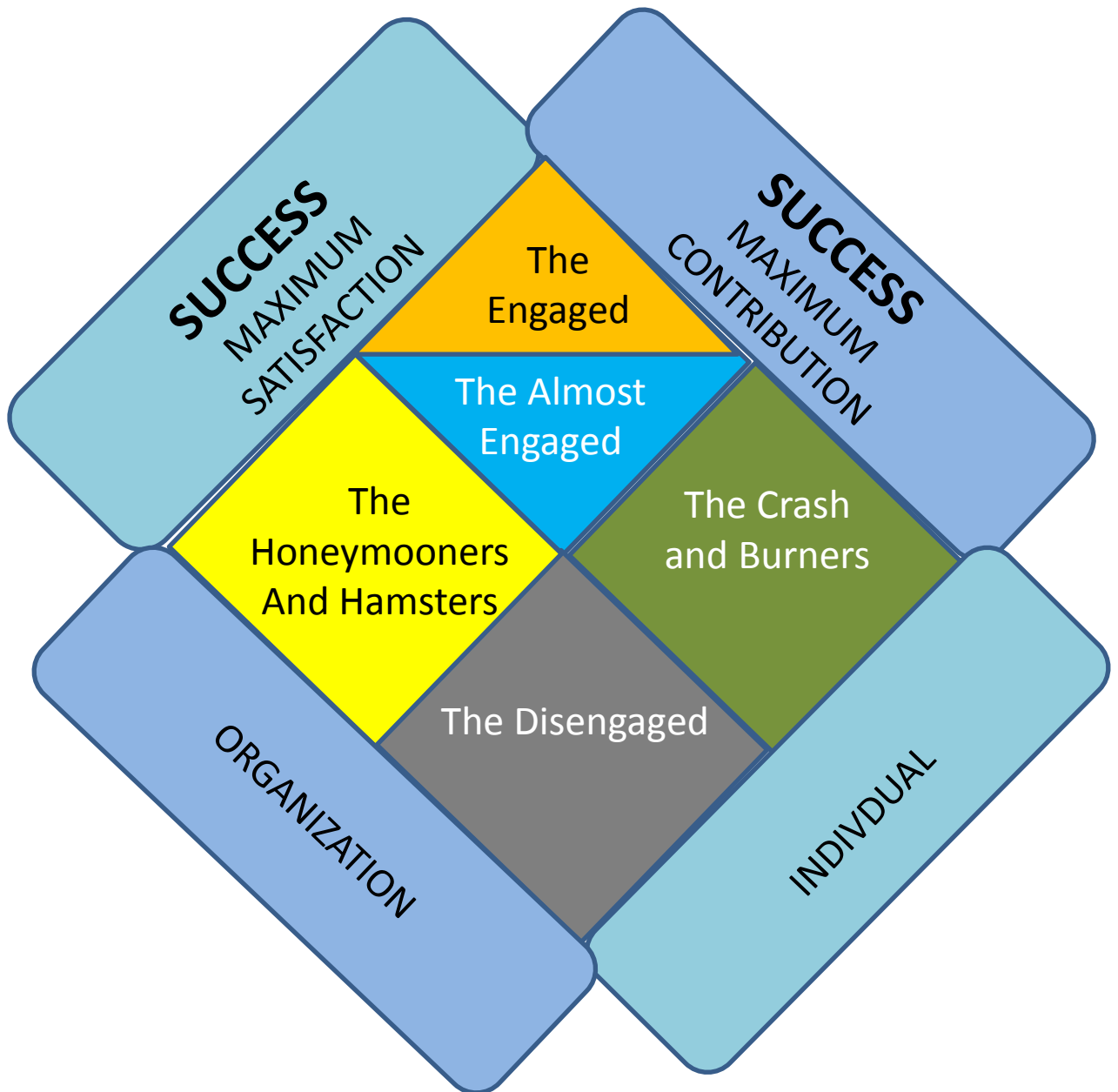
- Self-motivating
- Committed to the organization
- Strong sense of loyalty
- Drives much satisfaction from the job
- Role model for others
- Consistently goes above and beyond
- Contributes new ideas
- Adapts to change
- Optimistic about their work goals
- Passionate about their job and the quality of their work
- PROUD to be working at the organization

# Business Outcomes

- ROE – Return on Engagement
- Improved Customer satisfaction
- Greater retention
- Reduced absenteeism
- Enhanced reputation
- Increased profit
- Sustainable growth



# Employee Engagement





# **Levels of Employee Engagement**

- 1. The Disengaged**
- 2. The Honeymooners and Hamsters**
- 3. The Crash and Burners**
- 4. The Almost Engaged**
- 5. The Engaged**

# **What can a Manager do?**

## **Seven Manager Actions to Build Employee Engagement**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

# Engagement Conversation

Purpose

Tips



# **Engagement Conversation**

A large, empty rounded rectangular box with a blue border, intended for notes or a transcript of the conversation.



# Action Plan



*With whom and when I will have an engagement conversation...*