

Enhancing Employee Engagement

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Engagement in the Workplace

- What is employee engagement?
 - **Inspired:** “I want to do this”
 - **Committed:** “I am dedicated to the success of what I am doing”
 - **Fascinated:** “I love what I am doing”
- Why is engagement important?

Engagement in the Workplace

- Canadian statistics (Towers Perrin Global Workforce Survey)
 - 17% of Canadians are highly engaged
 - 66% of Canadians are moderately engaged
 - 17% of Canadians are actively disengaged

Engagement in the Workplace

- Does engagement really make a difference?

In good times, employee engagement is the difference between being good and being great. In bad times, it's the difference between surviving and not.

Engagement in the Workplace

- What drives engagement?
 - Being part of a winning organization
 - Working for admired leaders
 - Having positive working relationships
 - Doing meaningful work
 - Recognition and appreciation
 - Living a balanced life

What can leaders do to increase engagement?

- Connect
- Career
- Clarity
- Convey expectations
- Congratulate
- Contribute
- Control
- Collaborate
- Credibility
- Confidence

Engagement in the Workplace

- How do you measure engagement?
 - Gallup Q12 Survey
(<http://gmj.gallup.com/content/811/Feedback-Real.aspx>)

The 12 Elements of Great Managing

To identify the elements of worker engagement, Gallup conducted many thousands of interviews in all kinds of organizations, at all levels, in most industries, and in many countries. These 12 statements – the Gallup Q¹² – emerged from Gallup's pioneering research as those that best predict employee and workgroup performance.

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my work right.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

What can you do?

- Leadership – enhance
- Employees – assess
- Make the hard decisions
- Survey, communicate, follow up, take action, and survey again and again and again

Sources

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- www.iveybusinessjournal.com
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- www.quantumworkplace.com

- Questions/Comments