

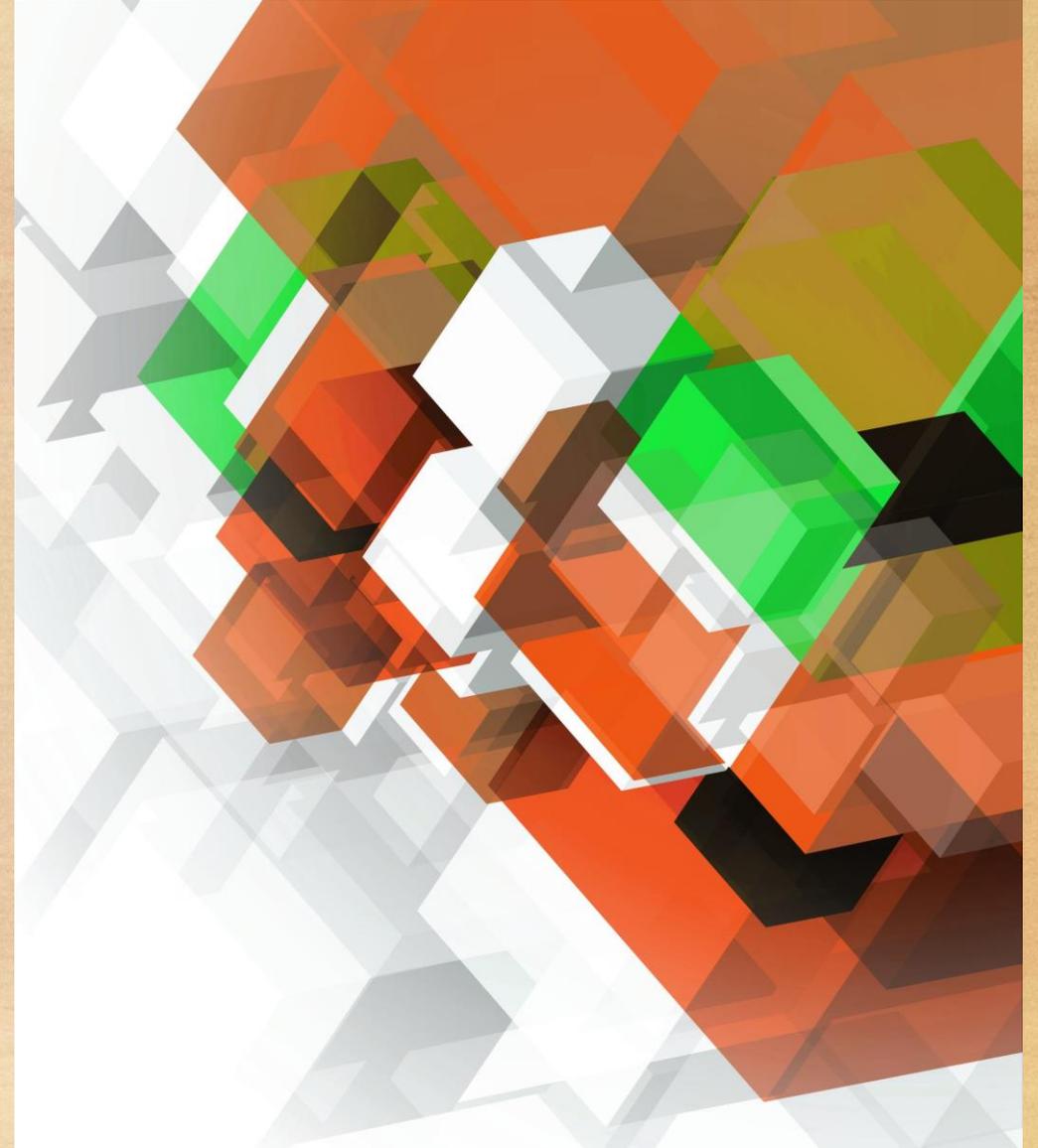
# *Employee Engagement Essentials*

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*Session Time: 9:10 – 10:00 am*

*GCHR CONFERENCE*



# *Objectives:*

- To better understand what is Employee Engagement
- To understand the benefits of Employee Engagement
- To understand the causes of disengagement
- To learn ways of improving Employee Engagement that will positively impact the organizations' bottom line financially

# *Employee Engagement:*

A critical metric that describes the emotional commitment of individuals to their work and to the organization. Engaged employees' contributions should align with the organization's vision and strategy. Employee Engagement will increase productivity, work quality, and retain top talent.

*Leadership and  
Employee Engagement*

# *What is Leadership?*

- The ability to influence others
- Leadership begins when a vision emerges
- Lack of vision among leaders results in lethargy, confusion, disorder, inefficiency and – at worst – anarchy (a state of disorder due to absence or nonrecognition of authority) (Haggai, 2009)

# *Vision versus Mission*

- *Vision* – Where you're going longterm (strategic)
- *Mission* – How you will achieve your vision short-term (tactical)

# *Leadership:*

According to John Edmund Haggai (2009), *"Leadership is the discipline of deliberately exerting special influence within a group to move it toward goals of beneficial permanence that fulfill the group's real needs"*

Effective leadership is being adaptable:

- Business needs
- External Environment Factors
- Societal Challenges (Pandemic)
- Employee Engagement

# *Leadership versus Management*

- Management is a process of planning, organizing, coordinating, directing, and controlling the activities of others. Management is about administering and making sure the day-to-day things are happening as they should.
- Leadership is the process of influencing for the purpose of achieving shared goals. It is about getting people to understand and believe in your vision and to work with you to achieve the vision.

# *Leadership versus Management*

*Management is doing things right*

*Leadership is doing the right things*

# *Leaders' Focus:* *Employee Engagement*

- Employee Engagement is a critical metric that describes the emotional commitment of individuals to their work. Engaged employees want their work and efforts to be aligned with their company's vision and mission/strategy.
- The Goal: To move employees from "*putting in their time*" to being committed to their work.

# *Causes of Disengagement:*

1. Challenges staying connected due to growth

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2. Increasingly diverse, distributed workforces

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3. Being agile (Managers)

# *Why disengagement Happens:*

1. Strategy

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1. Strategy
2. Team exhausted

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1. Strategy
2. Team exhausted
3. Adding layers of bureaucracy

# *How to Get Employee Engagement:*

1. Measure what matters most for employees' performance

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1. Measure what matters most for employees' performance
2. Act quickly
3. Make it an ongoing process
4. Empower managers and leaders to drive engagement

# *Preventive Factors of Employee Engagement:*

1. Having just annual surveys

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2. Believing it's just an HR issue

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1. Having just annual surveys
2. Believing it's just an HR issue
3. Money and time

# *Improving Employee Engagement is only as effective as its ability to:*

1. Measure the right things at the right frequency

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4. Equip leaders to act quickly

# *Solutions to Employee Engagement:*

1. Pulse Monthly or Quarterly

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2. Empower Department Heads and Managers to take action locally (Work Life Balance)

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1. Pulse Monthly or Quarterly
2. Empower Department Heads and Managers to take action locally (Work Life Balance)
3. Share results and response plans with employees
4. Deliver a great experience

# *Summary - The Formula for Increased Employee Engagement:*

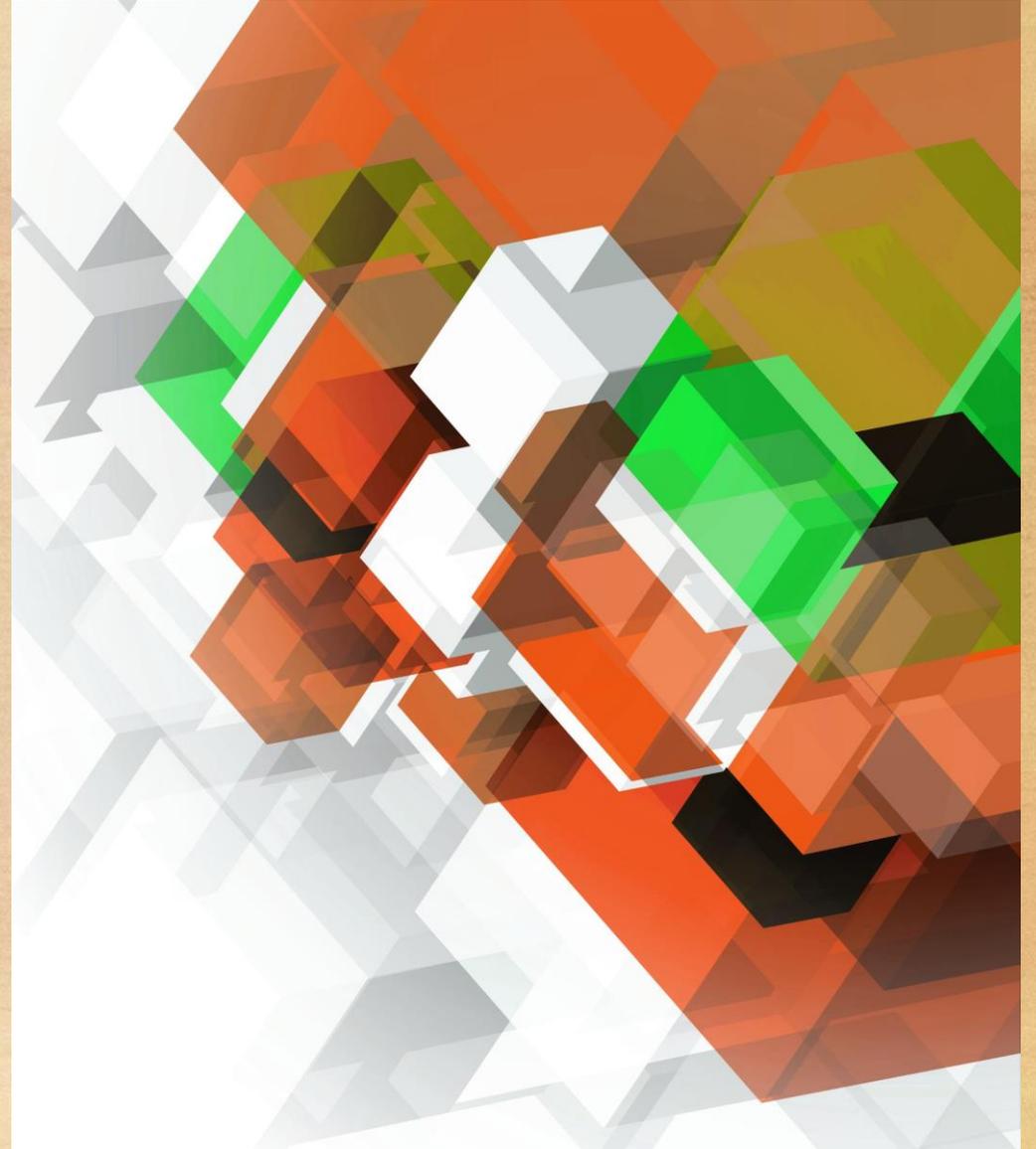
1. Pulse Frequently
2. Evaluate Results
3. Empower Leaders and Managers to act
4. Repeat

*Employee Engagement  
Essentials*

*Questions?*

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