CRACKING THE ENGAGEMENT CODE

AUDIENCE

FL Front-Line Leaders

LL Leaders of Leaders

"Employee engagement is an investment we make for the privilege of staying in business."

Ian Hutchinson

OVERVIEW

The need to work proactively at creating and maintaining a high-performing organizational culture has perhaps never been more important, and never more challenging. Employee expectations for their workplace are evolving rapidly. Some leaders are not aware of, or struggle to adapt to, these new expectations. This dissonance can drive:
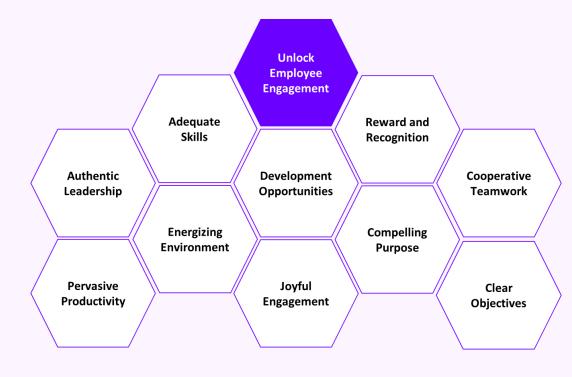
o Increased employee dissatisfaction and turnover.

o Decreased retention of high-value employees.

o Diminished engagement and lost productivity.

"Cracking the Engagement Code" is a leadership development program designed to help leaders understand and master the strategies necessary to optimize employee engagement in today's work environment. Leaders learn the results of our global research study which revealed the 10 proven factors that drive optimal employee engagement:

- Energizing Environment
- Clear Objectives & Expectations
- Compelling Purpose
- Authentic Leadership
- Adequate Skills & Resources
- Pervasive Productivity
- Joyful Engagement
- Cooperative Teamwork
- Rewards and Recognition
- Development Opportunities

Leaders develop a deep understanding of all the critical engagement drivers and learn practical techniques to improve engagement within their own team and/or organization.

This highly experiential program features case studies and discussions designed to help leaders assess the current engagement level of their employees and develop action plans for enhancement.

Employee Engagement Model

BUSINESS IMPACT

1 Increase employee retention and job satisfaction with practical and proven engagement strategies.

2 Boost productivity of employees with clear goals for performance and high impact rewards/recognition.

3 Enhance your customers' experience significantly with employees who feel a deep "spirit of service."

4 Develop leaders within your organization who understand how to get optimal value from their employees.

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LEARNING **JOURNEY**

Pre-Work

- Complete the Unlock: Engagement Survey

Curriculum (3 2-hour sessions)

Current research on employee engagement
- 10 proven employee engagement drivers
- Importance of a compelling purpose
- Keys to an energizing environment
- Authentic dialogue
- Managing expectations

Adequate Skills & Resources
- Assessing skill and resource requirements
- Up-skilling and re-skilling
- Providing more resources with constrained budgets

Development Opportunities
- Tangible career development
- Skill stacking concept
- Peer mentoring
- Value of certifications

Joyful Engagement
- Bottom-line benefits of fun and play
- Boundaries

Pervasive Productivity
- Are some sharing too much of the burden?

Rewards and Recognition
- Non-financial rewards
- Recognition that works
- Responsible financial rewards

Post-Work

- 30-60-90 Day Personal and Group Action Plan Reviews
- Follow-up vILT session for further dialogue (optional)

* Recommended custom add-ons.   ** Only applicable to vILT

LEARNING **OBJECTIVES**

- Describe the benefits of optimal employee engagement.
- Understand the characteristics of highly engaged employees.
- Understand the responsibilities of a leader regarding employee engagement.
- Understand the 10 research-based strategies that have been proven to drive optimal employee engagement.
- Appreciate how individual development opportunities can enhance engagement.
- Learn how to objectively assess current employee engagement levels.

- Learn to avoid common engagement missteps and errors.
- Apply effective techniques to ensure equal productivity throughout the organization and avoid placing undue burden on a few "go to" people.
- Learn methods for helping employees help each other through formalized peer mentoring that also enhances engagement (for both parties).
- Learn to troubleshoot common employee engagement challenges.
- Learn how to ensure that expectations and accountabilities for each employee are exceptionally clear, and that skills/resources are adequate.

EXPERIENCED FACILITATORS

Our global team of facilitators is ready to deliver this program now. We can also train your facilitators to deliver the program internally if needed.

Teresa D.   **Mike E.**   **Audrey H.**   **Norma G.**   **Sharon E.**   **Themum C.**   **Dr. James K.**   **Phil C.**   **Silvia F.**