

EMPLOYEE ENGAGEMENT

Creating an environment that energizes people's heads, hands and hearts



SEMINAR OUTLINE

What is engagement?

- Define employee engagement
- What is discretionary effort
- Why do we want emotional attachment to the job and/or company

Why engagement is important

- What it means to the business
- How it connects to customer loyalty

Causes of disengagement

- What causes disengagement?
- Can it be fixed?
- Contributing factors to disengagement in our environment
- Understand the critical relationship between the supervisor and the employee; it's the one thing that changes everything

Drivers of engagement

- Job factors
- Personal factors
- Work factors
- The engagement equation
- How to increase employee engagement in the short term
- How to sustain employee engagement in the long-term
- How to help teammates and others re-engage at work

WORKOUT OUTLINE

Calculate the cost of disengagement

- Use a standardized formula to estimate dollars lost at organizational and team levels
- Review suggestions for engagement from Seminar session

Diagnose causes of disengagement

- Assess specific factors in current environment

Create engagement plan

- Improve environmental factors
- Address concerns and challenges
- Assess leadership behaviour changes

SCHEDULE

Seminar 9:00-11:45am

*Lunch 12:00-1:00pm

Workout 1:00-4:00pm

*Working lunch