

EMPLOYEE ENGAGEMENT WORKSHOP FOR SUPERVISORS AND MANAGERS

When it comes to getting employees engaged, aligned and eager to go the extra mile, nothing is more crucial than the working relationship with their immediate supervisors and managers.

Making the most of that relationship requires a different way of working with teams and individuals than most supervisors and managers have been trained to understand and apply in their day-to-day work.

With our “Employee Engagement Workshop,” your supervisors and managers will gain a deeper understanding of why a more engaging culture is so important ... the role they play in supporting that kind of culture ... and most importantly, how to create and sustain it.

OVERVIEW OF PRINCIPLES AND PRACTICES FOR OPTIMIZING EMPLOYEE ENGAGEMENT AND ALIGNMENT

- Pitfalls of the “program trap” and how to avoid it
- Fueling the “human rocket” and building employee trust
- Role of front-line supervisors in leading and aligning teams of engaged employees
- Management credibility factors
- Making the connection between employee engagement and customer satisfaction/loyalty

ACTIVITY

- Discussions & Exercises:
 - ✦ Survey on employee extra effort drivers
 - ✦ Relevance of imagination and free will in the workplace
 - ✦ Effects of micro-management, and examples of trust-based approach
- Review movie clip of “The Right Stuff”

IMBEDDING SYSTEMIC ENGAGEMENT AND ALIGNMENT

- Effective communication systems, processes and practices
- Huddle process for aligning employees continuously with key performance indicators
- Plan, Do, Check, Adjust model for action planning and problem-solving
- Effective methods for ongoing recognition and celebration
- Systematic learning and development for individual and team growth
- Assignment to reinforce principles and practices learned during workshop

ACTIVITY

- Participants identify changes they would make in:
 - ✦ Processes and practices
 - ✦ Leadership/management practices to optimize the “human rocket”
- Select accountability partner to share progress on assignment over 30 days

COACHING AND PRACTICE OF HUDDLE PROCESS

- Facilitation skills
- Key performance indicators and related metrics
- Activity and support between huddles

ACTIVITY

- Individual and group exercises, practice and discussion on:
 - ✦ Huddle process
 - ✦ Current and target culture values

LEADERSHIP GUIDANCE AND ALIGNMENT PROCESS

- Identify and review current and target culture values — overall group and individual supervisors/teams
- “Start, Stop, Continue” process to pursue desired target culture values and move away from undesired current culture values

ACTIVITY

- Select accountability partner to provides support over 30 days
- Participants reconvene as a group for progress review and discuss further actions

