

EMPLOYEE
ENGAGEMENT

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ACAAA VIRTUAL CONFERENCE

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MORE THAN AN ACTION

EMPLOYEE ENGAGEMENT

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"DISPIRITED,
UNMOTIVATED,
UNAPPRECIATED
WORKERS CANNOT
COMPETE IN A
HIGHLY COMPETITIVE
WORLD"

Frances Hesselbein
CEO of Girl Scouts of USA from
1976-1990 - she is 104 years of
age.

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WHAT IS EMPLOYEE ENGAGEMENT?

1. Workplace approach with right conditions for all members, to give of their best each day, committed to their organization's goals and values...
2. Strength of the mental and emotional connection employees feel toward their workplaces. (SHRM.org)
3. Emotional commitment the employee has to the organization and its goals; and actually care about their work and their company. (Forbes)

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DIFFERENT LEVELS

Where are you?

- Ownership
- Buy in
- Disengaged

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EMPLOYEE ENGAGEMENT



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CASE STUDY


7:41a Veronica arrives at her desk, logs into computer and then goes to cafeteria for coffee and light breakfast. She meets a few people that she knows along the way and chats. Veronica's work day is 7:30-4pm

8:15a Veronica is back at her desk and reviews the first case file for the day.

8:30a Veronica's gets a phone call from her sister who wants to talk through the upcoming family trip. Her sister is driving and asks Veronica to look up information on the computer.

8:50a Veronica ends call with sister and responds to several text messages before returning to her first case file.

What has Veronica cost the company?



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ARISTOTLE

"We become what we do repeatedly. Excellence, therefore, is not an act. It is a habit."

"We become just by performing just actions, temperate by performing temperate actions, brave by performing brave actions."

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Benefits of Engaged Employees

- Organizational loyalty
- Willing to put forth discretionary effort
- Trust and cooperate with others
- Willing to work through challenges
- Willing to speak out about problems AND offer constructive suggestions for improvements
- Better quality
- Increased customer safety
- Higher customer satisfaction
- Stronger organization financial performance

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WHAT LEADERS CAN DO

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graph LR; A[HIRE] --> B[TRAIN]; B --> C[ASSIGN]; C --> D[CHECK IN]; D --> E[AUTONOMY]
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WHAT YOU CAN DO

SELF AWARENESS SELF CARE SITUATIONAL AWARENESS

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RESOURCES

Frontline Leadership Program.com
People Element.org – What is the difference in an actively engaged employee and a satisfied one?
SHRM.org

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