Ongoing Engagement

The benefits and impact of ongoing engagement:
- Ongoing engagement should positively impact managers and their teams. See the chart below for suggestions on how to combat negative emotions with constructive engagement.

Our Emotional Bank Account

<table>
<thead>
<tr>
<th>Engagement Deposits</th>
<th>Engagement Withdrawals</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Recognizing and commending the team as a group</td>
<td>✓ Only recognizing and commending individual team members</td>
</tr>
<tr>
<td>✓ Recognizing and commending individuals team members</td>
<td>✓ Only recognizing and commending the team as a group</td>
</tr>
<tr>
<td>✓ Positively promoting the organization</td>
<td>✓ Spreading rumors and putting down the organization</td>
</tr>
<tr>
<td>✓ Providing communication and attention equally amongst employees</td>
<td>✓ “Playing favorites” with employees on the team</td>
</tr>
</tbody>
</table>

How can I continually improve overall engagement?
- Prompt employees to elaborate on what engages them most and what ultimately detracts from their engagement.
- Publicly recognize team and individual successes, and indicate how their accomplishments contributed to team and overall organizational success.
- Have employees develop a list of tasks, ranking them greatest to least, on what they feel is expected of them in their jobs. Also, have them include how they will accomplish those tasks.
- Regularly inform senior management of employee achievements so that they can personally recognize and acknowledge key accomplishments from employees.
- Encourage tenure employees with strong skills in particular areas to volunteer to train their co-workers who may need additional help or support. This provides recognition to the internal talent and strengthens team cohesiveness.
- Conduct regular staff meetings and add an agenda item to discuss decisions and allow employees to freely discuss individual opinions openly or allow the opportunity to discuss in a closed manner.
- Explain to each employee how their day to day work makes a positive contribution to the success of the organization.
- Hold an appropriate number of employee group meetings to address the benefits and challenges of teamwork for the organization and your department.
- Discuss in your next department meeting the importance of creativity and develop a process for employees to provide suggestions on the business strategy, solutions to an important business problem, or creative changes to a process. When a new idea is implemented, reward and recognize the individual or group publicly.
- Create an engagement checklist to reinforce ongoing feedback between managers and employees. Set a reminder quarterly in your Outlook calendar and review your progress on the engagement checklist.