



Ongoing Engagement

The benefits and impact of ongoing engagement:

- Ongoing engagement positively impacts managers and their teams. See the chart below for suggestions on how to combat negative emotions with constructive engagement.

Our Emotional Bank Account

Engagement Deposits	Engagement Withdrawals
<ul style="list-style-type: none"> ✓ Recognizing and commending the team as a group ✓ Recognizing and commending individuals team members ✓ Positively promoting the organization ✓ Providing communication and attention equally amongst employees 	<ul style="list-style-type: none"> ✓ Only recognizing and commending individual team members ✓ Only recognizing and commending the team as a group ✓ Spreading rumors and putting down the organization ✓ "Playing favorites" with employees on the team

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, in order of importance, of what they feel is expected of them in their jobs. 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 tenured employees with strong skills 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. Additionally offer opportunities 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 occasional group meetings to address the benefits and challenges of teamwork for the organization and your department.
- Discuss 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.