



Employee Engagement

In Challenging Times

Virtual Housekeeping Reminders

- Ensure you have a strong wi-fi connection
- Mute your microphone at all times
- Stay seated and stay present
- If you have any questions or comments, please write them down in the chat bar
- The live session is only 60 minutes, in case you have further learning requirements, please visit our LEAD Jam page
- This live session will be recorded

Employee Engagement, In Challenging Times

For our activity today, please ensure you log in as a 'student' in Nearpod.com

Agenda

- The ‘Boss’ factor
- Activity 1
- ‘Servant Leader’ philosophy
- Four Effective Practices
- Four Ingredients – How to change mindsets
- Build Trust – Keep listening to your workforce
- Activity 2
- Four Focus Areas- C19 and Employee Experience
- Four Key Takeaways

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The ‘BOSS’ Factor



20%

One in five employees who are actively disengaged say they do not find their work or their leader motivating



44%

Engaged staff are 44 per cent more productive than satisfied staff



125%

Inspired staff are 125 per cent more productive than satisfied staff

Gallup/Bain & Company

- When it comes to employee happiness, bosses and supervisors play a bigger role.
- Good manager instills a sense of trust and confidence, with a clear set of attainable goals rooted in customer-centric thinking. Employees feels empowered and often receive positive feedback from customers and colleagues.

Activity 1

For our activity today, please ensure you log in as a 'student' in
Nearpod.com and enter the code DNFIJ

Why are servant leaders so rare?

"Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others", Jack Welch

How do I make my team members' lives easier – physically, cognitively, and emotionally?

'Servant Leader' mentality and disposition enhances both team performance and satisfaction

- *Putting Your Team First, and Yourself Second*
- *Serve-first-mindset, focusing on empowering and uplifting who work for you*
- *Working on a premise of happy employees = happy customers*
- *They are serving instead of commanding, showing humility instead of flaunting authority, and always looking to enhance the development of their staff members in ways that unlock potential, creativity and sense of purpose.*

Four Effective Practices

'If your actions inspire others to dream more, learn more, and become more, you are a leader'" -

-Simon Sinek

- ***Empathy, compassion and vulnerability.*** A good manager who genuinely cares about an employee's well being tends to be curious about it.
- ***Positivity.*** Giving positive feedback builds employee confidence and reinforces beneficial behaviors.
- ***Gratitude.*** Being thanked makes people feel valued.
- ***Awareness and Self-Care.*** Being supportive and compassionate manager is easier for people who are themselves aware of and at peace with their own inner state of being.

Four Ingredients

How To Change Mindsets

“Leadership and learning are indispensable to each other”,

J.F. Kennedy

- ***Understanding and conviction***, educating bosses and supervisors their enormous role to their people
- ***Role modeling*** that demonstrates a leader's personal belief and commitment to employee well-being
- ***Skill and confidence building*** approaches to help managers create a better employee experiences
- ***Formal mechanisms*** approaches to help managers create a better employee experiences

**1****Make it credible**

Give employees air time through town halls, pulse surveys, listening tours, and story sharing; have trusted leaders speak transparently and empathetically about what employees are going through; use data to analyze related information and communicate findings to employees regularly

**2****Make it feasible**

Prioritize timely action instead of waiting for transformative solutions; push responsibility to edges to accelerate change (eg, create digital channels for people to engage with each other directly rather than running everything through a central hub)

**3****Make it sustainable**

Develop a plan to embed changes beyond the crisis; communicate to employees specifics about open-ended changes being made; ensure that employees know that, as the crisis is not time bound, support from leaders has no end point

**4****Make it personal**

Find creative ways to use advanced analytics, behavioral science, and digital technology to put employees in charge of their own journeys; tailor interventions to individual contexts and evolving needs

COVID-19 and the employee experience : How leaders can seize the moment
McKinsey & Company, June 2020

Covid19 and the EmployeeXperience

Build Trust: Keep Listening To Your Workforce

Activity 2

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Covid19 and the EmployeeXperience

Four Focus Areas

"As we look ahead into the next century, leaders will be those who empower others", Bill Gates

- 1. Continue to meet the need for safety and security**
- 2. Invest In Relationships**
- 3. Create and maintain a culture that values inclusion, individuality, and social harmony**
- 4. Connect people to something bigger than themselves and help them contribute**

Key Takeaways

- Act as critical change agents that embraces servant leadership and approaching everyone in the organization with compassion and genuine curiosity
- Build and instill culture of trust, confidence and transparency
- Utilize advanced analytics, behavioral science and digital technologies
- Hold your managers accountable

