Section 1: Introduction to engagement

Lecture 1: About this course

Lecture 2: Engaged Employees – Key to successful business

Lecture 3: Why Projects fail?

Lecture 4: Advantages of engaged employees

Lecture 5: Cost of disengaged employees

Section 2: Psychological needs of an employee

Lecture 1: Research on psychological needs of an employee

Lecture 2: Recognition

Lecture 3: Expectations

Lecture 4: Supportive Feedback

Lecture 5: Feedback Cycles – Effective way to get best out of team

Lecture 6: Feedback Cycles are different from performance reviews

Lecture 7: Research results on increasing productivity

Section 3: Other Engagement Factors

Lecture 1: Career Development / Empowerment

Lecture 2: Relationship

Lecture 3: Partnering

Lecture 4: Creating a happy work environment

Lecture 5: Engagement starts with effective hiring and onboarding process

Section 4: Frequently Asked Questions

Lecture 1: How do I assess engagement levels in my work place?

Lecture 2: Why pay is not included in engagement factors?

Lecture 3: How do I engage customer?

Lecture 4: Conclusion

**Why projects fail**

**Recognition**

**What is recognition?**

**“**There are two things people want more than money and sex .. recognition and praise”

Recognition is a fundamental human psychological need. It has positive impact on employee performance. Everyone wants their work to be recognized and appreciated.

Managers are good at catching employees when something goes wrong and poor at catching employees when they are doing good things . As a result 70% of the employees say they receive no appreciation or recognition at work place . They feel they are undervalued . We need to value our employees and make them feel they are valuable for us.

**Benefits of Recognition**

* replicate behavior :
* Lack of recognition increases turnover. Research reveals that your company turnover can be brought down by 50% when you start recognizing employees
* High productivity as employees repeat what has been appreciated
* Lower negative effects such as absenteeism and stress.

**How recognition works**

* Thank an employee for going out of his way to take care of a customer and he will do so again.
* Acknowledge a team member for taking the initiative to train a new colleague
* Corrective feedback from which boss is more powerful? Obviously, it’s the feedback from the one who regularly acknowledges you
* Appreciate a person who had spent extra hours in office to get work done and he feels respected

**Proven techniques for effective recognition**

* Recognition need not be expensive . Remember 57 percent of surveyed employees said that most meaningful recognition was free
* Praise
* Being involved in [decision making processes](http://www.businessnewsdaily.com/3987-power-decision-making.html)
* Career opportunities
* Visibility
* Recognition at a team meeting or in a company newsletter

**Recognition is not just Award / Perk / additional bonus .**Don’t make the mistake of thinking that the awards are the

recognition. If you do, you will fall into a common trap: assuming

that all you need to make recognition work is a new award.

Focus only on the tangible award, and recognition will most

likely fail. Focus on the *meaning* behind the award, and employees

will receive recognition that works.

This isn’t to say that looking for new award ideas doesn’t

have value. It’s always a good idea to come up with new and creative

ways to show recognition.

*Powerful* I mean praise that reinforces the behavior in a way that significantly increases the likelihood of that behavior occurring again in the future

Timing. Deliver praise as quickly as possible after the desired behavior.

Specificity. The goal of praise is to reinforce a specific behavior. Using general praise such as “Good job!” contributes very little to its effectiveness. Be specific and descriptive.

Proximity. One of the key factors uncovered by science that enhances the effectiveness of praise is physical proximity. The closer you are, the more impact it has.

Enthusiasm. We all know that how you say something is as important as what you say. The same applies here. Praising with energy and enthusiasm is more powerful than being stoic about it.

**Conclusion:**

Praise and recognition are essential to an outstanding workplace. People want to be respected and valued for their contribution. **Create a culture of recognition in your company to engage employees .**