Employee Engagement – How to Do It?

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Module Content

People Skills

Proactivity

Diversity Knowledge

Team Building

Show Appreciation

Does it really make a difference?

Appreciation

‘Recognition and enjoyment of the good qualities of someone or something’

http://www.oxforddictionaries.com/definition/english/appreciation

Show Appreciation

Stop and think a moment. When was the last time you said 'well done' to one of your employees?

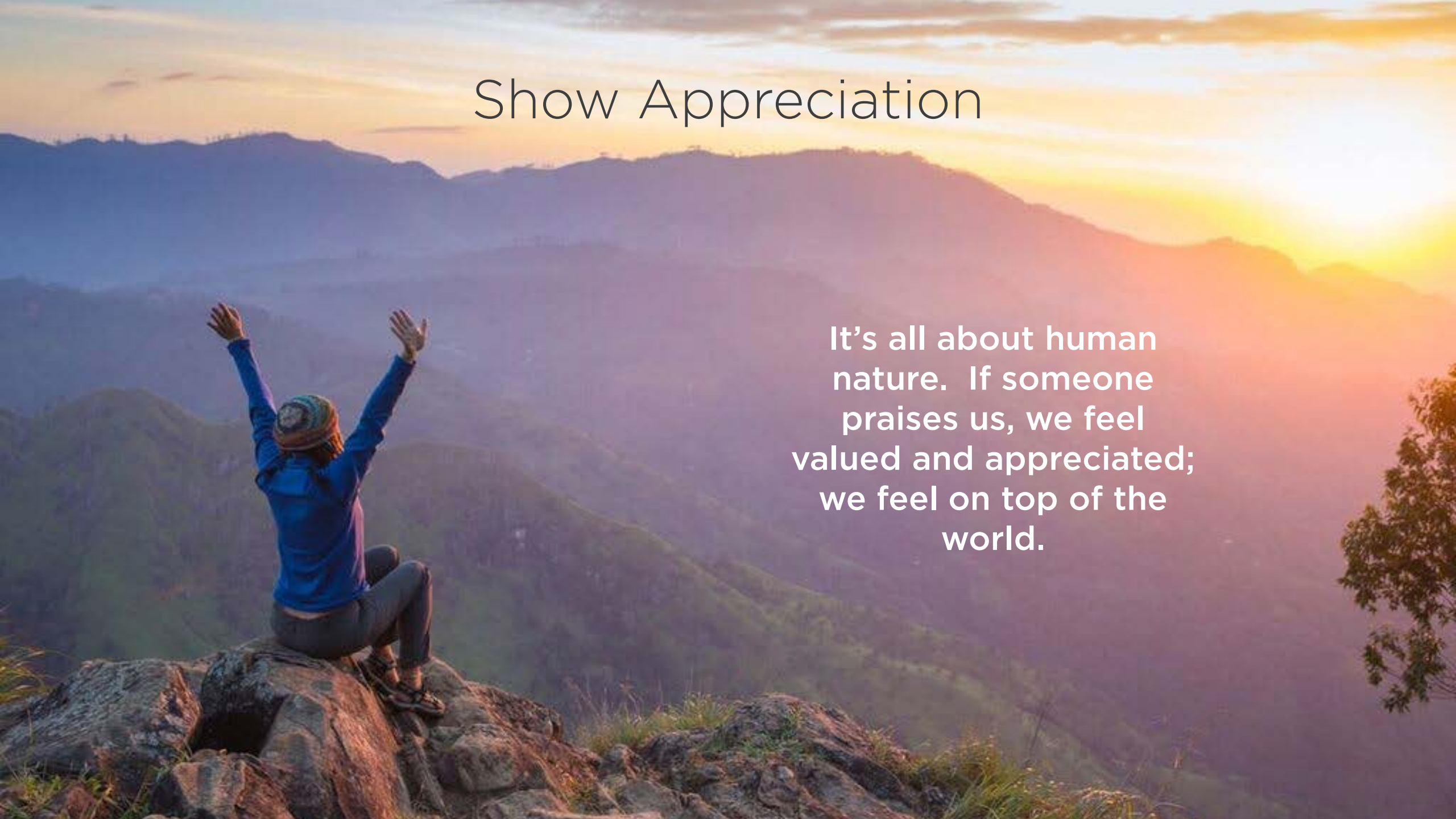
If you've had to pause to think about your answer then either you have a terrible bunch of employees....

Or

You don't show your appreciation to your staff enough.

Showing appreciation is about acknowledging when something has been done well.

Show Appreciation



It's all about human nature. If someone praises us, we feel valued and appreciated; we feel on top of the world.

Show Appreciation

Employees want those positive feelings to continue so they tend to work harder.

They also tend to feel more loyalty and are more willing to accept criticism when it is due.

Show Appreciation

Private Recognition

Public Recognition

Awards

Rewards

Financial

Career

People Skills

What's it really all about?

People Skills

‘the ability to deal with people in a friendly and effective way that achieves good results:’

http://dictionary.cambridge.org/dictionary/english/people-skills

People Skills

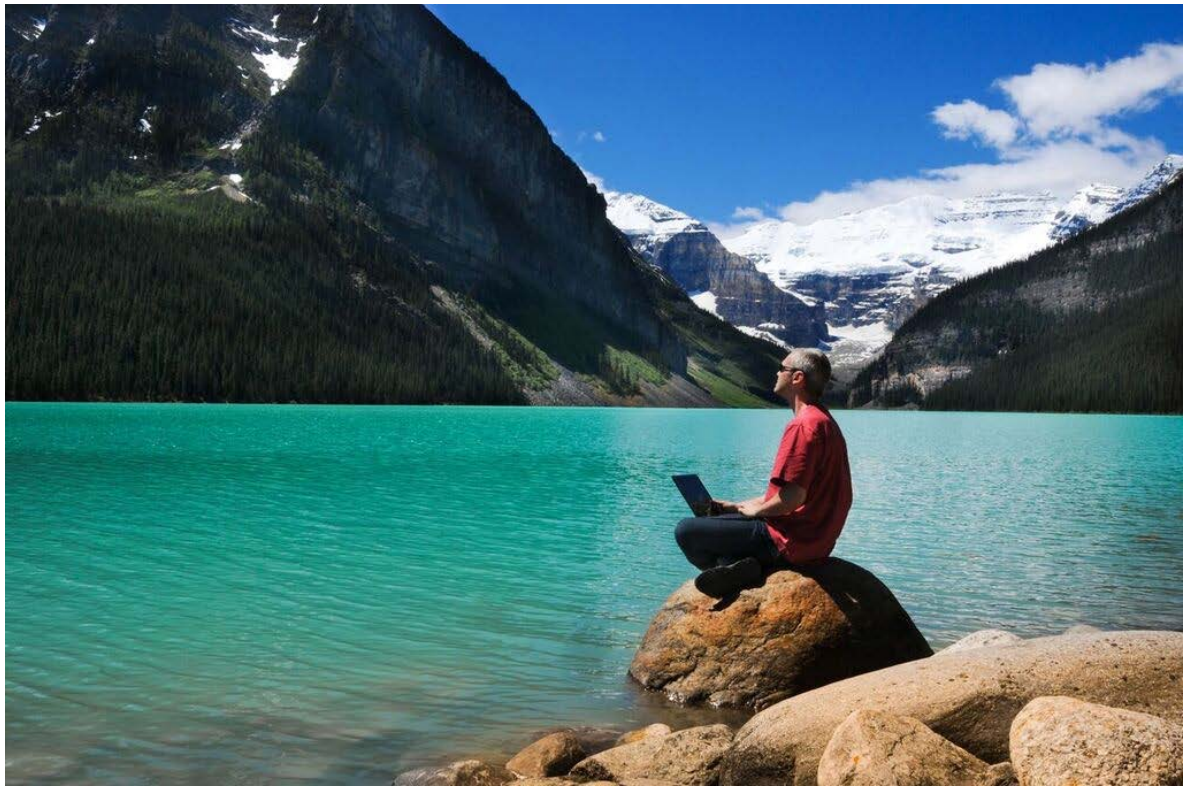
Ask yourself the following questions:

- Do you like your employees?
- Do your employees like you?
- Do you like your line manager?
- Do they like you?
- Do you like your fellow managers?
- Do they like you?

People Skills

Bet you didn’t answer ‘yes’ to all those questions!

People Skills



Now, just think how much easier life would be if you had been able to answer ‘yes’!

People Skills

Ask yourself this:

- Does it really matter if everyone genuinely likes each other?

Actually no, it doesn't, but it can make life easier for everyone.

Look back over your career and be honest with yourself here...

- Have you worked harder for people you liked or people you disliked?
- Did you stay in a job where you didn't like your boss or they didn't like you?

People Skills

We are human. The reality is we are not going to like everyone we work with.

People Skills

What should matter is that you treat everyone fairly and that everyone treats each other with respect and dignity at all times.

This is called being a professional.

This is not the same as being friends. You do not need to be friends with your employees, your fellow managers or your boss BUT, you do need to get on professionally. This is a lot easier if you actually like each other!

People Skills

‘the ability to deal with people in a friendly and effective way that achieves good results:’

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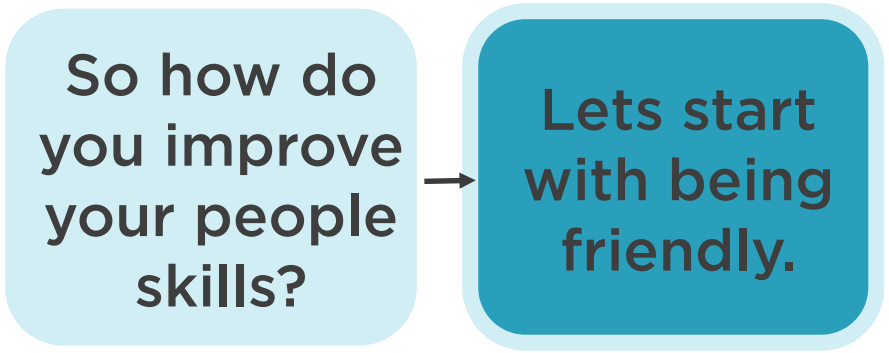
People Skills

People Skills

So how do you improve your people skills?

People Skills



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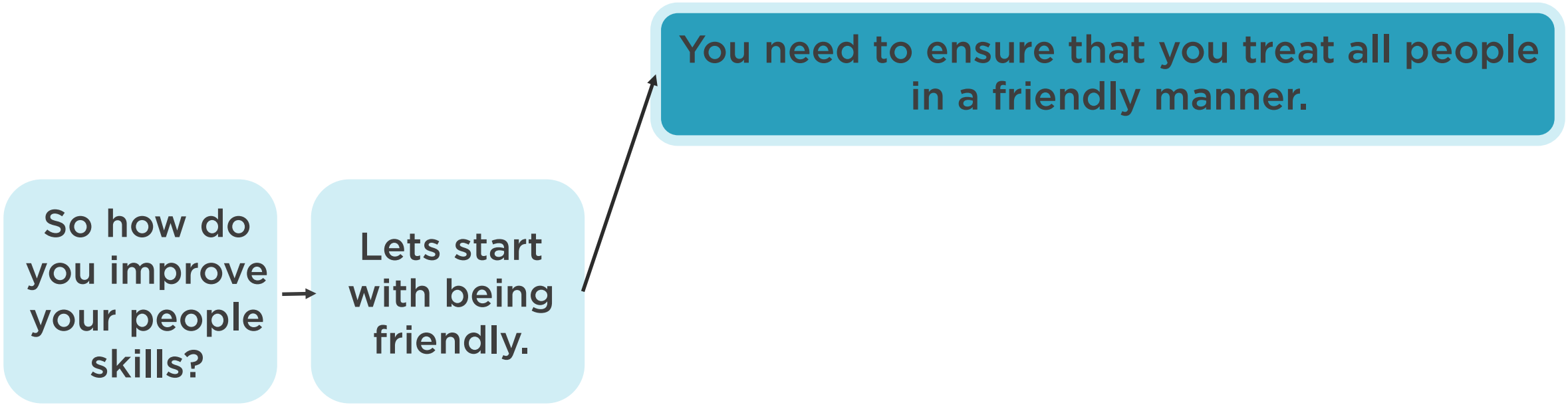

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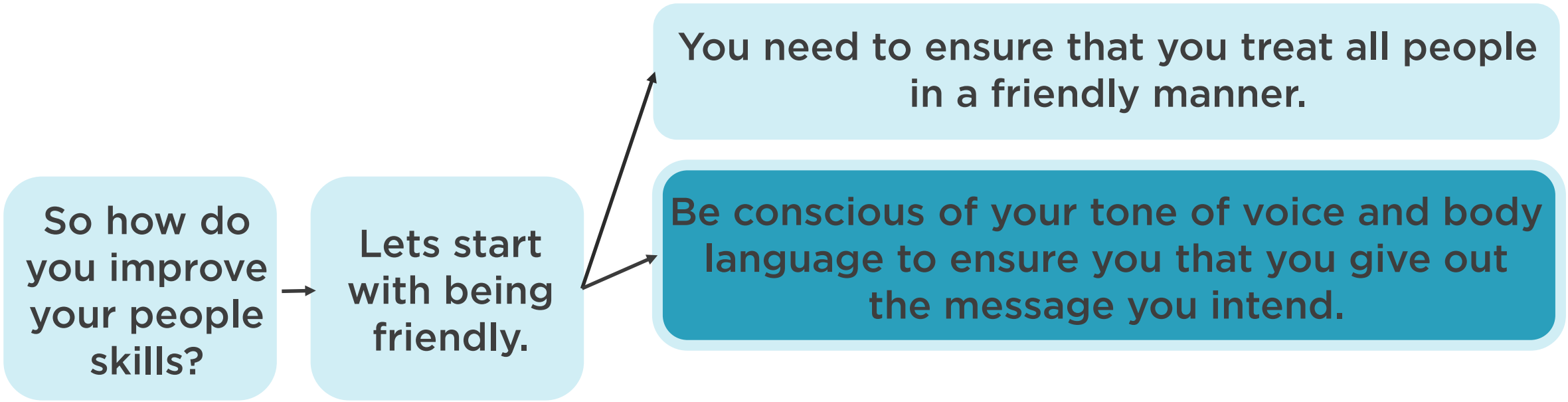

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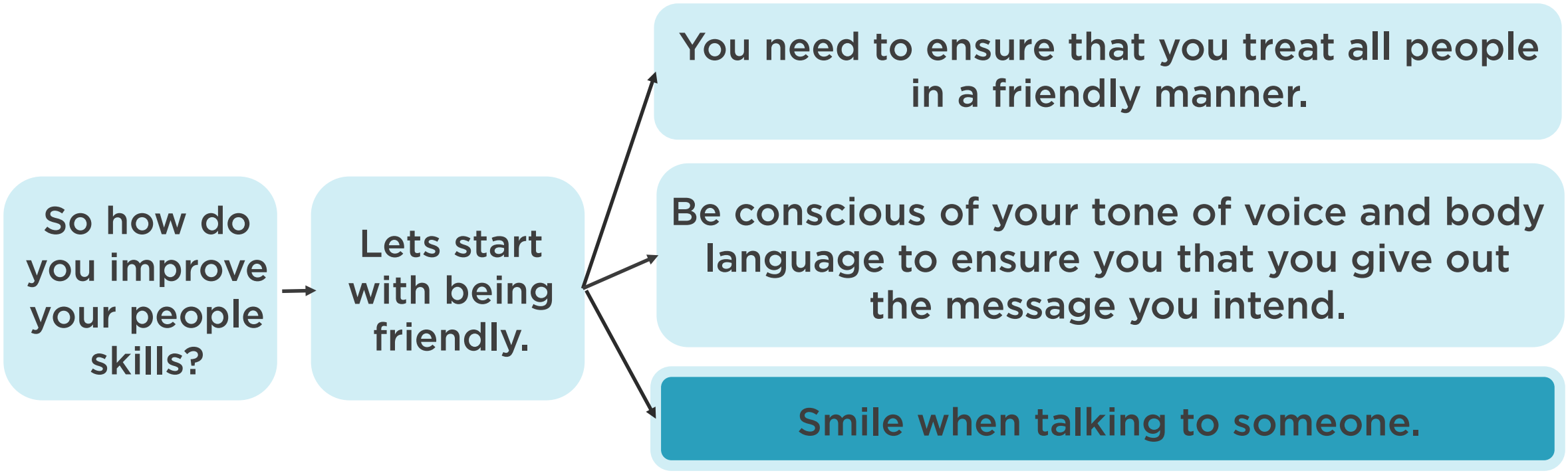

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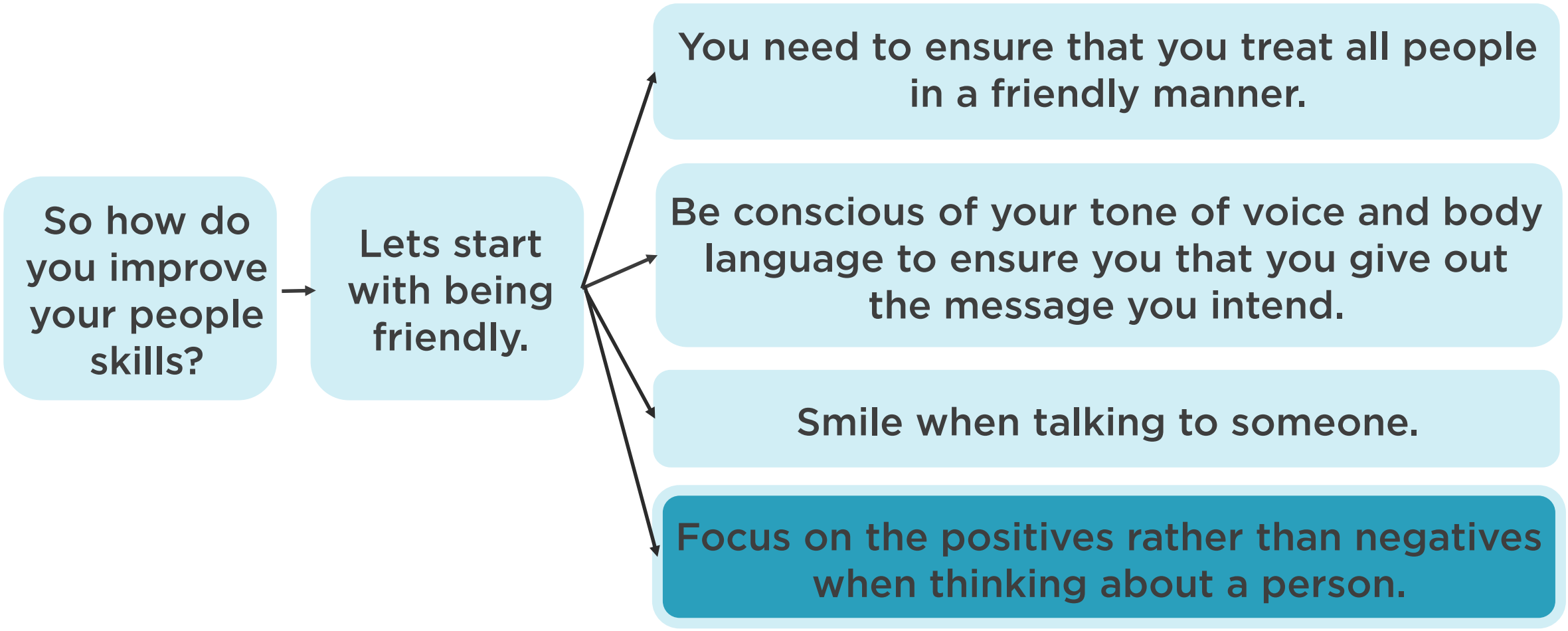

People Skills

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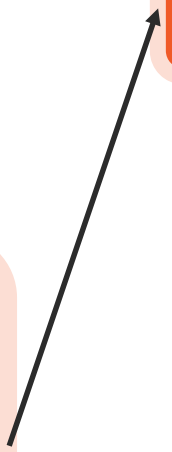
But what about the actual people part?

People Skills

Remember that every person is different – recognize and celebrate their individuality.

But what about the actual people part?

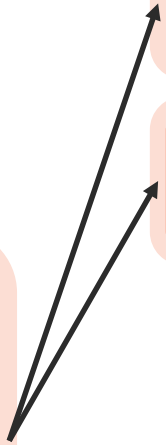


People Skills

Remember that every person is different – recognize and celebrate their individuality.

Adapt your approach to suit the person you are dealing with.

But what about the actual people part?



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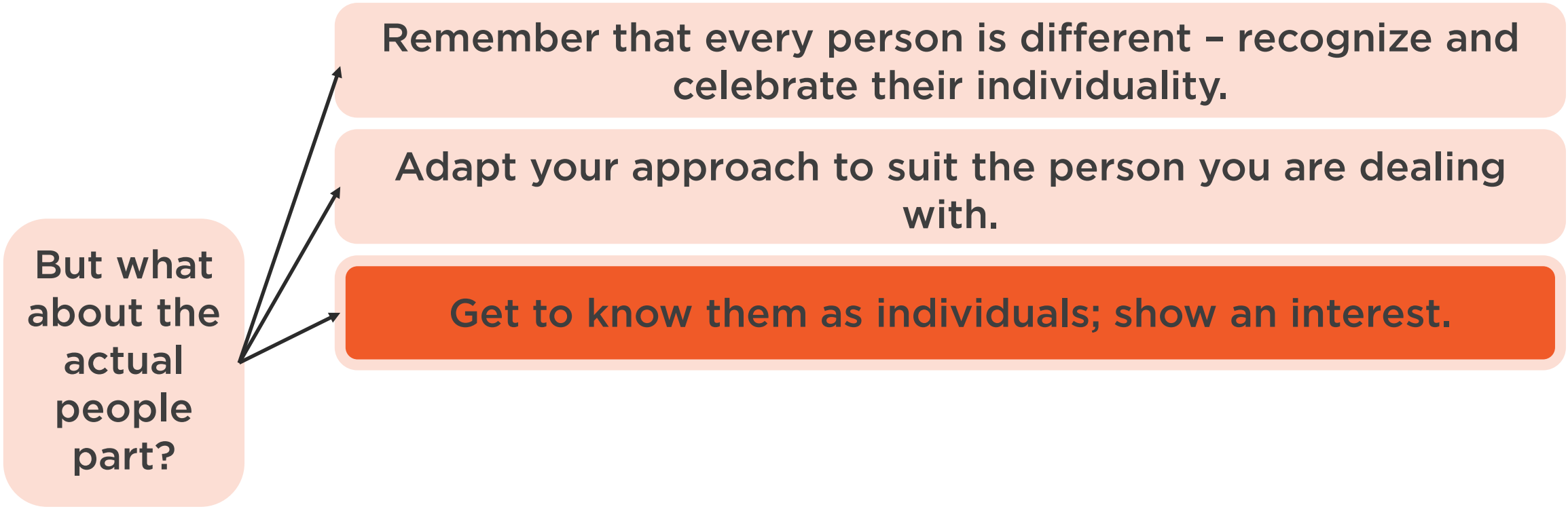

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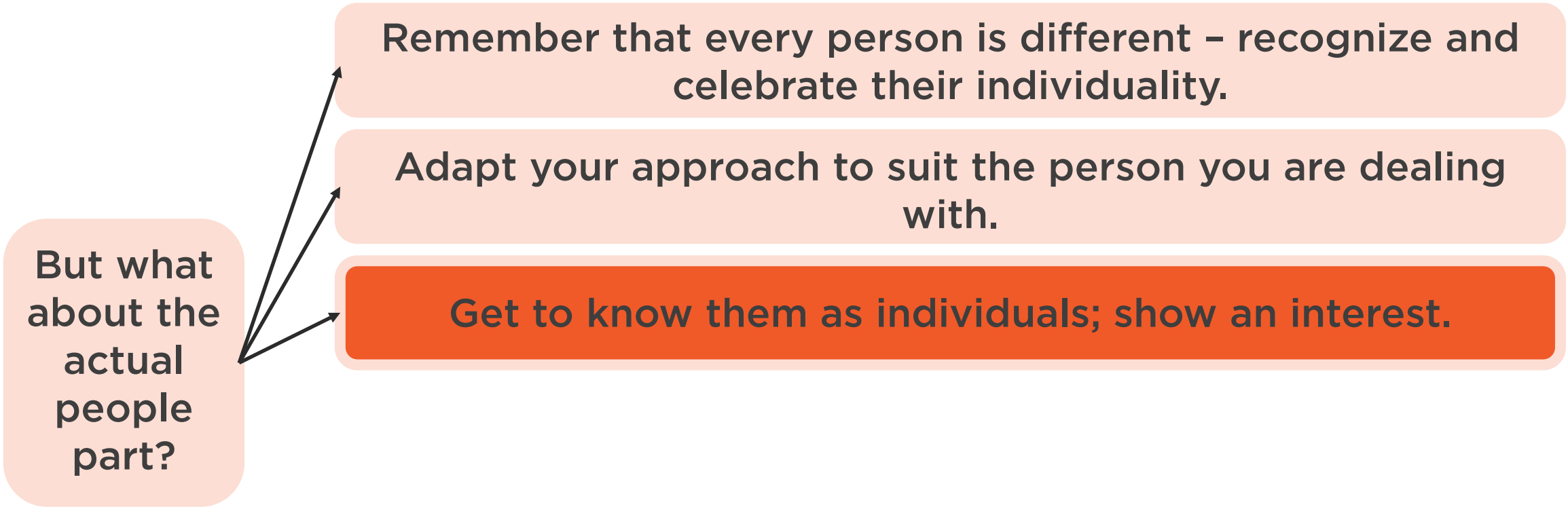

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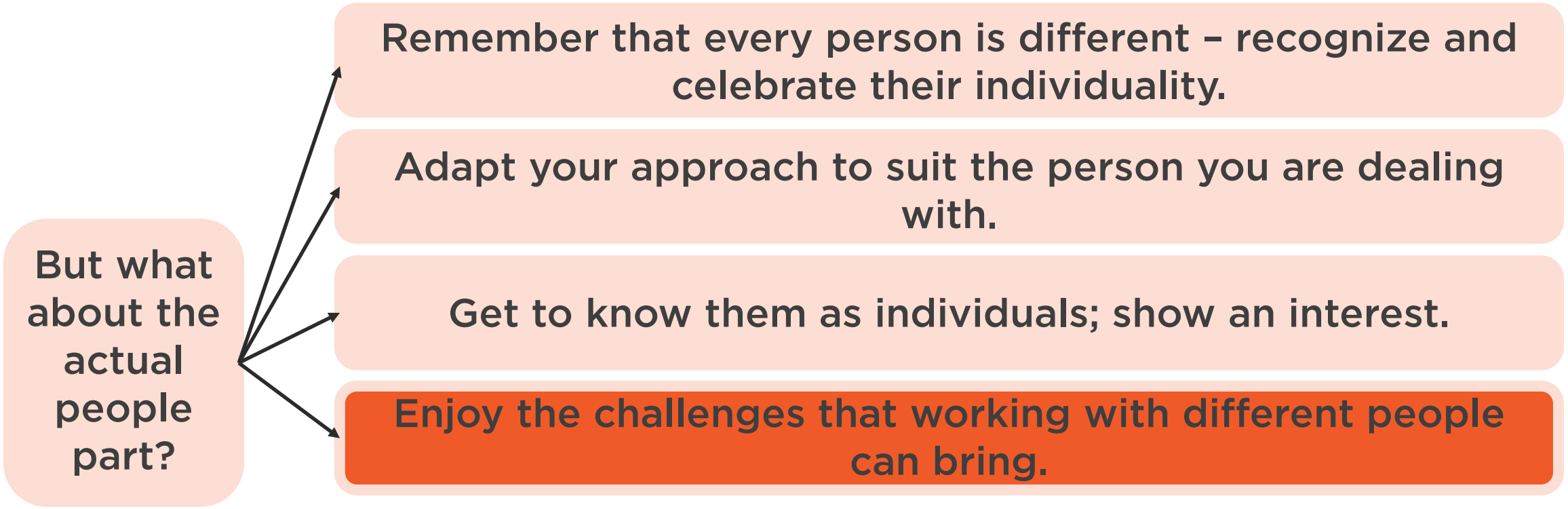

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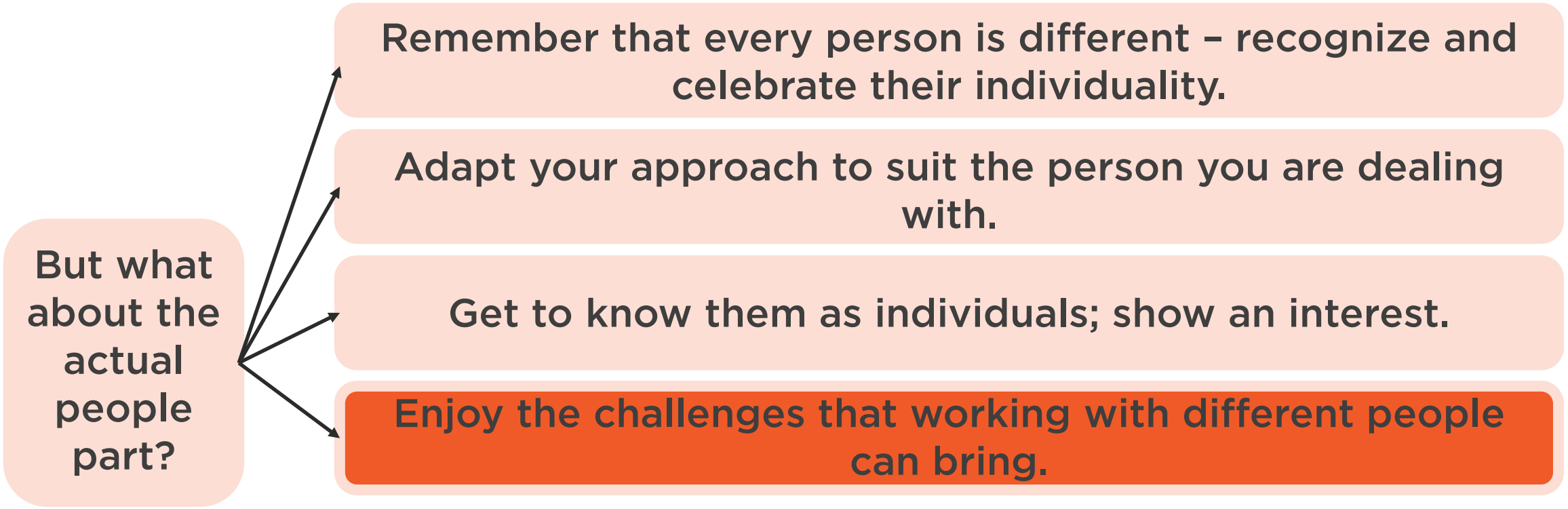

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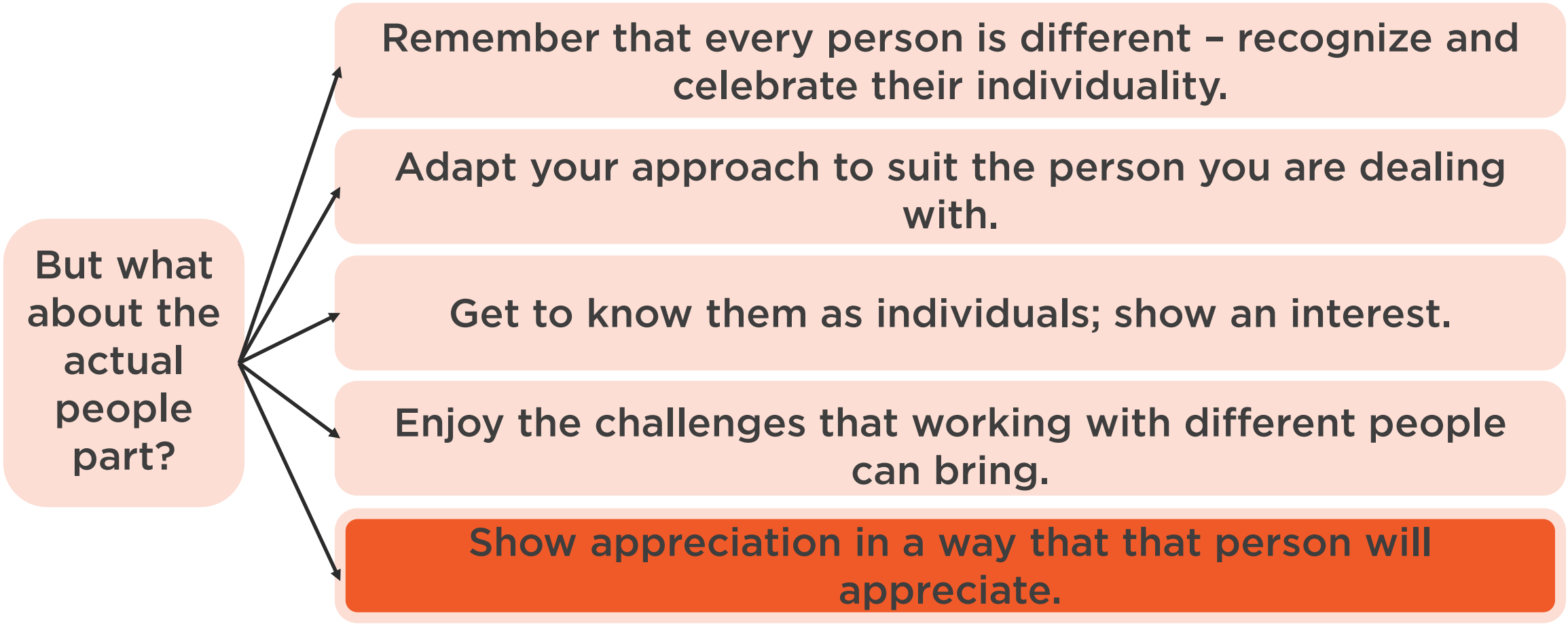

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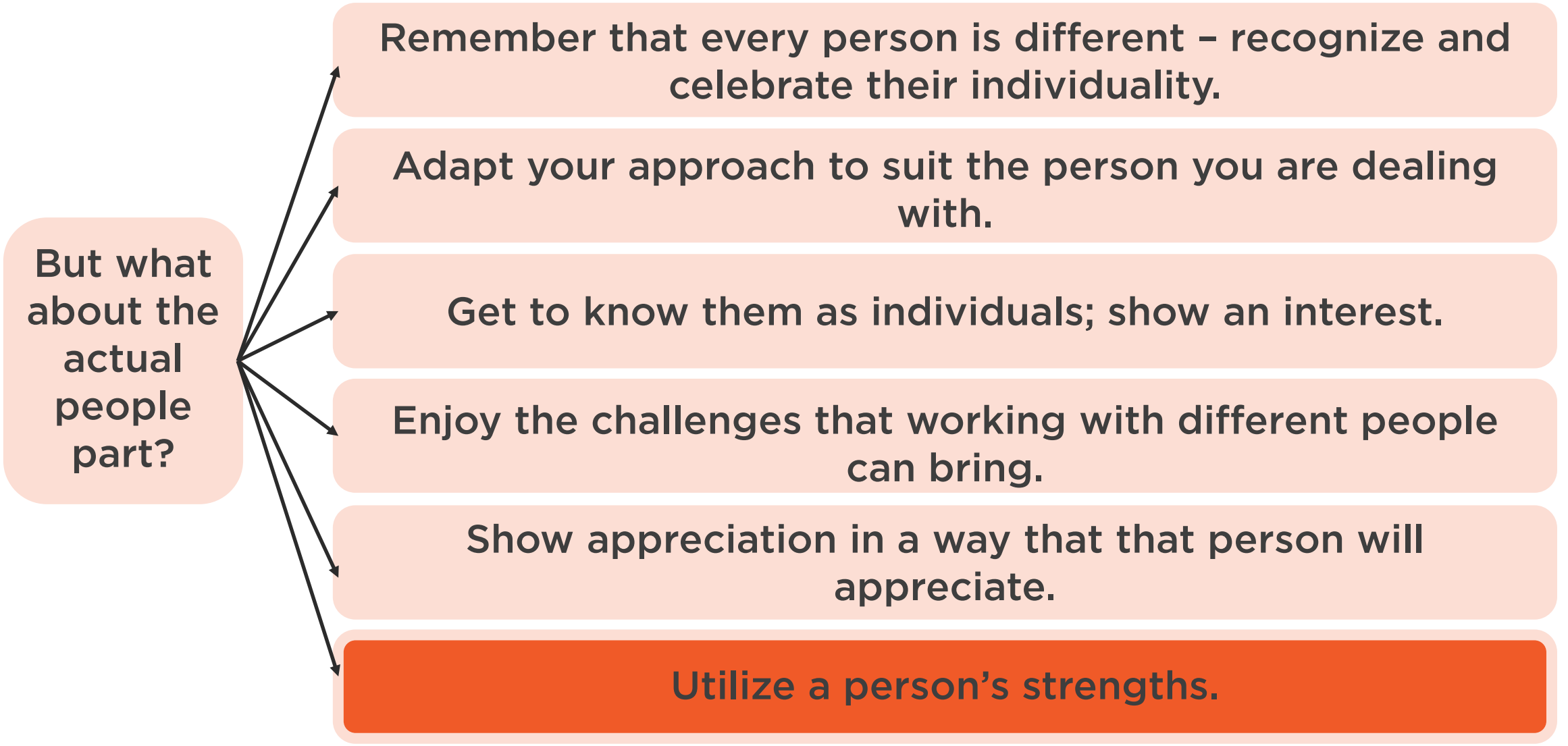

People Skills

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So what about the effective part?

People Skills

Pay attention to the person's body language and tone of voice – listen to what they are really telling you.

So what about the effective part?

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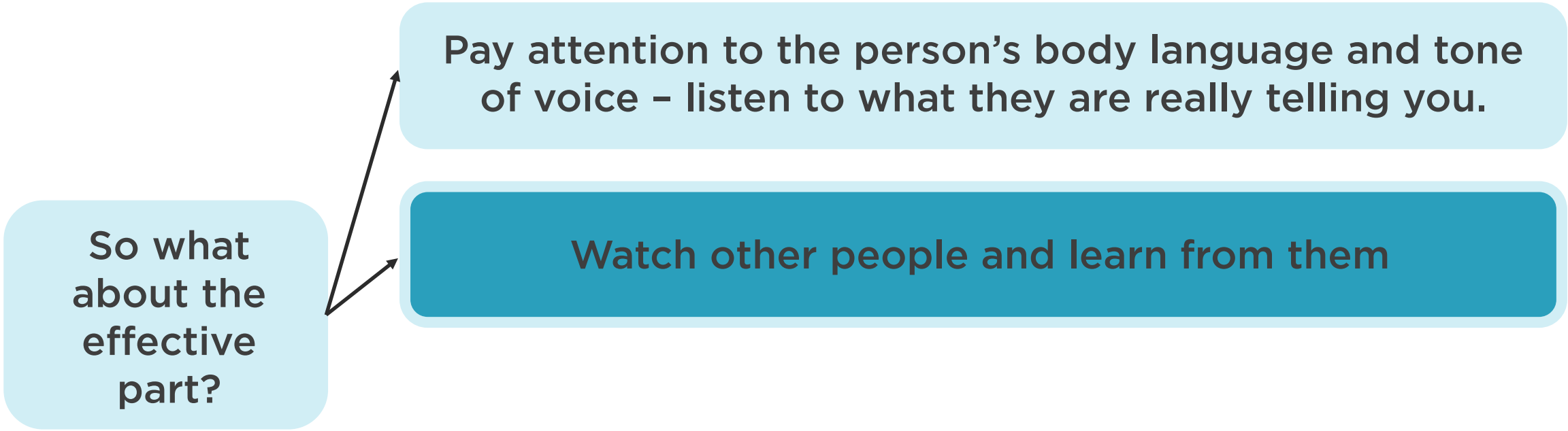

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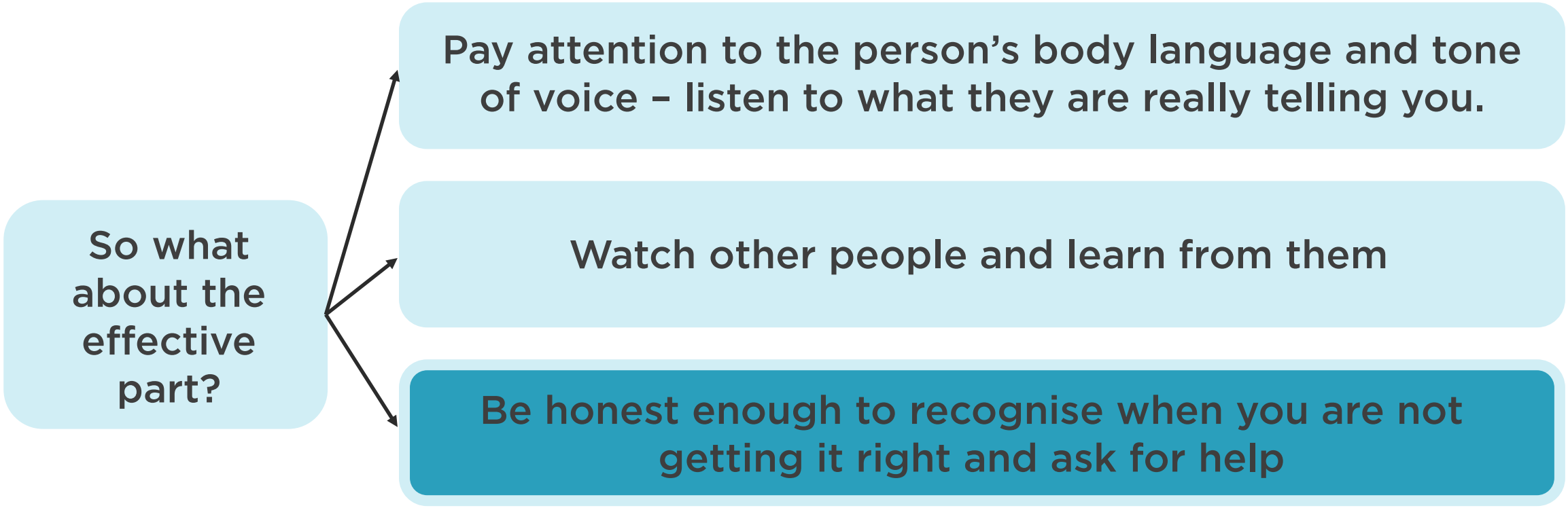

People Skills

So what about the effective part?

- Pay attention to the person's body language and tone of voice – listen to what they are really telling you.
- Watch other people and learn from them
- Be honest enough to recognise when you are not getting it right and ask for help
- **Always remember what you are trying to achieve.**

People Skills

In order to develop good people skills, you also need to develop the following:

- Empathy
- Sensitivity
- Rapport
- Communication
- Respect
- Sense of appropriateness

Together, these skills and feelings will enable you to manage effectively the person you are working with.

People Skills

If you get this wrong, if you have poor people skills, then you will have to deal with:

- Resentment
- Tension
- Poor attitudes
- Poor performance

Why make your life difficult?

How can you expect to have sensitive conversations in such an environment?

Look to your management style! Is your management style appropriate?

People Skills

So, again we have another simple conclusion…

- Good people skills enable difficult and sensitive conversations to occur
- Good results will flow from treating your staff in a effective and friendly manner

People Skills

So, again we have another simple conclusion…

- Good people skills enable difficult and sensitive conversations to occur
- Good results will flow from treating your staff in a effective and friendly manner
- Good results = more money for the business

Proactivity

Is it really that important?

Proactive

‘(Of a person or action) creating or controlling a situation rather than just responding to it after it has happened:’

http://www.oxforddictionaries.com/definition/english/proactive

Proactivity

Ask yourself the following questions:

- Do you anticipate problems?
- Do you like to plan?
- Do you prefer to only deal with situations as and when they arise?
- Do you pay attention to the people around you or focus solely on the task at hand?
- Are you reactive or proactive?

Proactivity

Is it easier to climb a small hill or a giant mountain?

The answer seems obvious – the hill of course!

So why allow an issue to become mountainous if it doesn't have to be?

Proactivity

Proactive people anticipate problems and attempt to resolve them before they grow and escalate into major problems.

Small issues and problems are nearly always much easier to resolve.

You want to be climbing hills not mountains in your relationships with your employees.

Proactivity

In order to be able to be proactive, you need to do the following:

- Know your employees
- Recognise warning signs for when something is not quite right
- Manage the interpersonal relationships between your employees
- Identify potential areas of conflict in advance
- Focus on informal and early resolutions, thus preventing escalations

Diversity Knowledge

What is a diverse work community?

Diversity Knowledge

Diversity is about recognising and celebrating our differences.

It is acknowledging that we are all individuals and all have different skills and experiences to offer.

When we talk about a diverse workplace we are not just talking about gender, religion or skin colour; we are talking about everything that makes us different.

Diversity Knowledge

The better understanding we have of the people we work with, the less potential there is for conflict.

Removing a potential cause of conflict, will also help prevent alienation and promote inclusivity.

Diversity Knowledge

Diversity includes both visible and non-visible factors. In the UK, the following areas are covered by anti-discrimination legislation:

- Race
- Religion and belief
- Marriage and civil partnership
- Age
- Gender reassignment
- Pregnancy and maternity
- Disability
- Sex
- Sexual orientation

Diversity Knowledge

Other diversity areas include:

- Background
- Accent
- Culture
- Personality
- Size
- Hair colour

Diversity Knowledge

Employees should be free from harassment, discrimination and bullying. One way of achieving this is ensuring that the workplace is inclusive.

Celebrating diversity helps ensure inclusivity.

An inclusive workplace makes employees feel valued.

Employees that feel valued work harder and make more money for the business.

Diversity Knowledge

As a manager, you have a moral duty to improve the diversity knowledge and understanding of both yourself and your employees.

The easiest way to do this is through training.

Lets look at a few examples.

Diversity Knowledge

Diversity Knowledge

Now imagine that you are told this employee has Asperger syndrome.

If you take the time to understand the condition, not only will you will be able to communicate more effectively with the employee but you will be able to better utilise their strengths.

Diversity Knowledge

According to the UK's National Autistic Society, people with Asperger syndrome often have the following strengths:

- Accuracy
- A good eye for detail and reliability
- An excellent memory for facts and figures
- The ability to thrive in a structured, well-organised work environment

Diversity Knowledge

These are skills a sensible employer should value.

A very sensible employer will seek advice from such organisations in order to best support the inclusion of such an employee in the workforce.

Diversity Knowledge

Diversity Knowledge

You may or may not be religious. What you personally believe is irrelevant; in a diverse and inclusive workplace we should all respect each others beliefs or lack of beliefs.

Diversity Knowledge

Whilst many religions believe that you can talk (pray) to God at any time, the Muslim faith requires a set of ritual movements and words to be said at fixed times of the day and night. The Quran is very specific about this.

Diversity Knowledge

If you educate your workforce about the requirements of the faith then there is less likely to be resentment and more likely to be inclusion.

Diversity Knowledge

As a manager, you need to do the following in order to create a diverse and inclusive workforce:

- Educate and train your employees
- Respect confidentiality whilst promoting an open culture
- Celebrate the differences that we have
- Treat people fairly
- Recognise that a ‘one size fits all’ approach does not automatically result in fairness and an equality of opportunity for all

Diversity Knowledge

Achieving diversity knowledge involves taking the time to understand our differences.

The more diverse and inclusive your workforce is, the more effective it will be.

A very simple way of improving your diversity knowledge is talking to your employees. The greater your understanding of their differences, the more you will be able to utilise their strengths.

Team Building

How do we do it?

Teamwork

‘the combined actions of a group of people working together effectively to achieve a goal’

http://dictionary.cambridge.org/dictionary/english/teamwork

Team Building

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Exercises

Team Building

Exercises

360° Feedback

Team Building

Exercises

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Interpersonal Relations

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Exercises

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Open Door Policy

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Problem Solving

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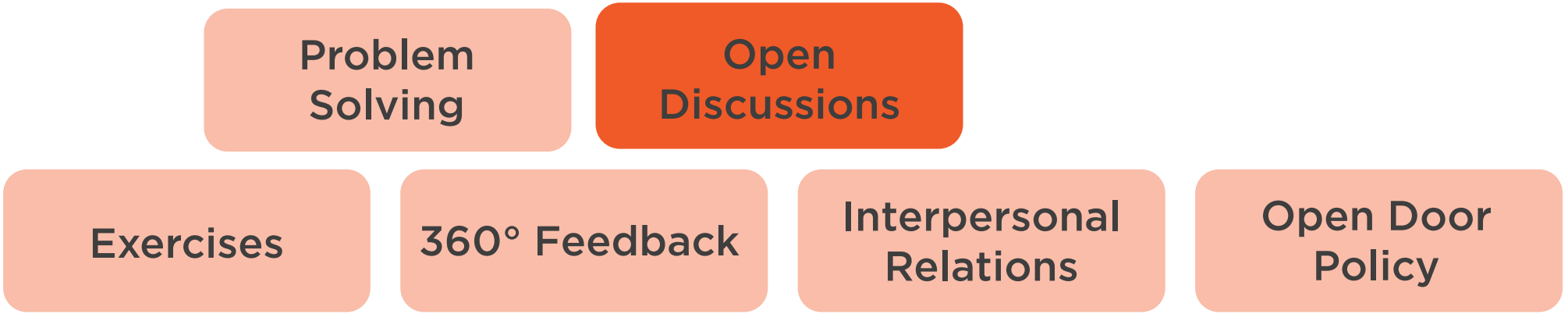

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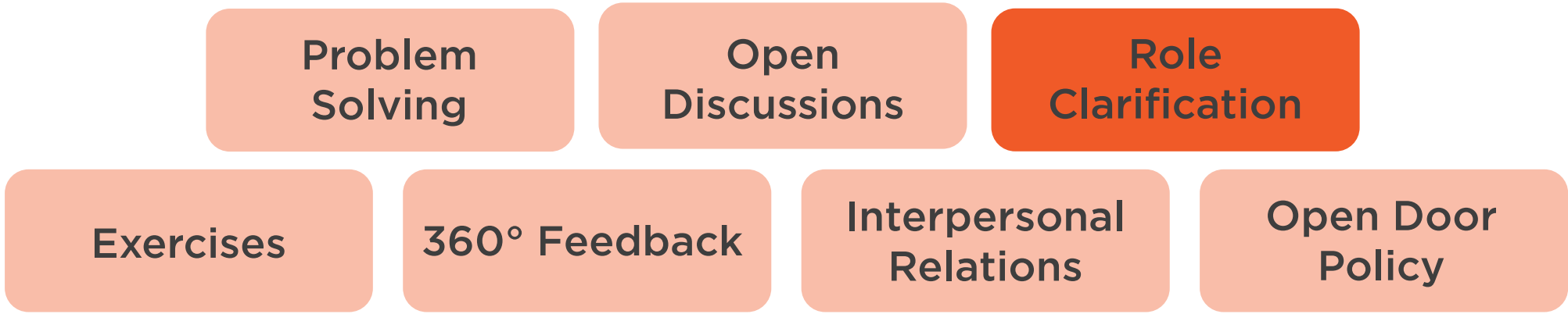

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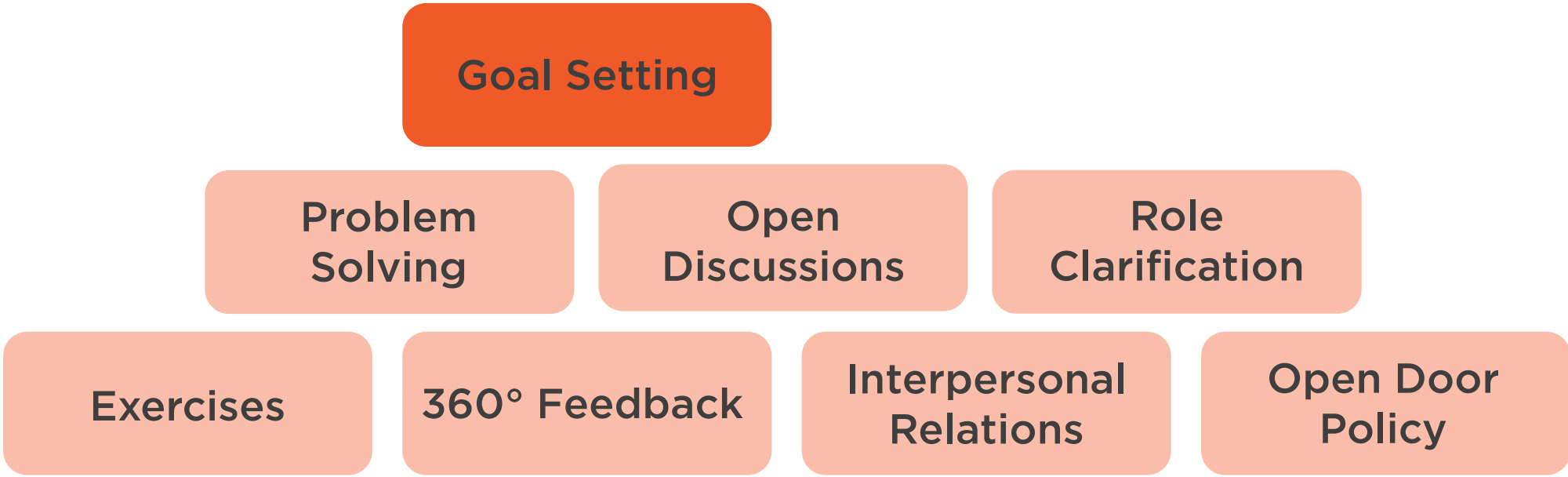

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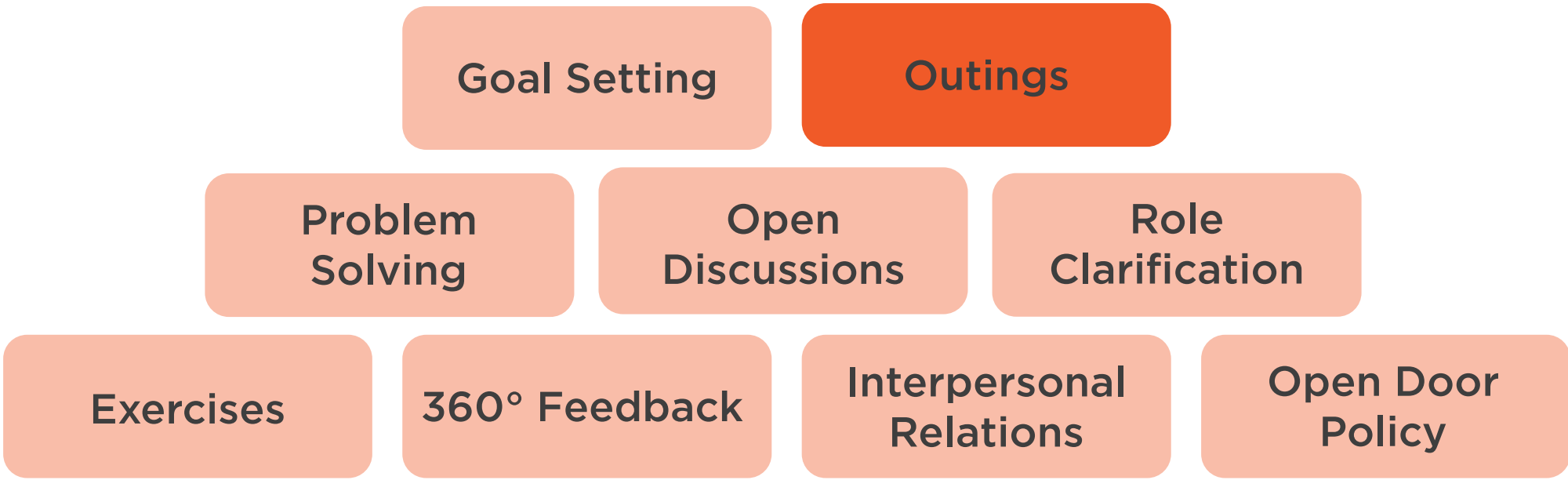

Team Building

Goal Setting

Outings

Problem Solving

Open Discussions

Role Clarification

Exercises

360° Feedback

Interpersonal Relations

Open Door Policy

Team Building

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Summary

As a manager, your life will be so much easier if you are working with engaged employees.

Effective employee engagement ensures that employees feel valued and included. This in turn creates a friendlier workplace.

You will still have to deal with negative and difficult situations, that is part of your job, but these situations will be so much easier to deal with if your employees have positive experiences with which to contrast them.