

EMPLOYEE ENGAGEMENT



People leave Managers not Companies. According to Gallup research, 70% of an employee's decision to leave an organization is directly correlated to their relationship with their Manager. While only 30% of employees nationwide are "actively engaged" in the workforce at any given time, research shows the largest impacting factor in engagement is Leadership's ability to connect with, understand and develop their people.

Whether new or experienced, leadership teams benefit immensely from developing alternative approaches to challenge and motivate their teams. Although the workforce may look different than in the past, fundamental management skills are still the same; the challenge many Managers and Supervisors face is in the execution of these skills and a lack of tailoring their management style to meet the needs of their people.

Course Benefits

- Constructively break down communication barriers between you and your employees.
- Use communication as a tool to motivate and inspire a team to optimal performance.
- Learn participative leadership skills and techniques that increase employee retention.
- The differences between a Leader and a Manager and how employees react to these styles.
- The power of constructive feedback and framing of a conversation.
- Identify a Manager's impact on performance and employee engagement.
- Create a reputation that makes others feel welcome to communicate and build confidence with you.

Course overview

The Power of Professional Communication

- The misconception debunked! "We are all good communicators."
- Ensure your message is not misconstrued; aligning your body language and tone with your words.
- Dissect how communication patterns differ amongst individuals and the potential issues that arise from it.
- The impact your reputation has on how others listen to, process and react to your messages.
- How to manage the different generations in the workforce and identify their communication tendencies.

Creating intent with your messages and communication

- How investing time in others creates open dialogue allowing for the creation of meaningful relationships.
- Benefit Language and the importance it plays in motivating individuals.
- Use communication as a tool to create your network of advocates and engage associates with your mission.
- How to prepare yourself to deal with difficult conversations.

Building a highly engaged team and your role in the process

- The *power of a Leader Vs. the force of a Manager.*
- The power of scripting your conversation to be proactive in dealing with employee performance issues.
- How to construct concise and direct constructive feedback to inspire behavior modification.
- Learn how recognition is being used throughout the country and its role in retention and engagement.

