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Trinity Training and Development
www.trinitytd.com
832.483.5535
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INTRODUCTION

Welcome to FRONT LINE LEADERSHIP. This series is designed to equip you with the tools you need to be successful in your role. Whether you are new to supervision or an experienced supervisor, you will acquire new skills that make you more effective in your job.

You will also notice a change in your employees. By applying the strategies you learn in the training, you will experience better performance, greater commitment, and a higher level of enthusiasm and effort on the part of your staff. Our expectation is that you will come away from this training confident, prepared, and successful in your position!

ABOUT THIS MODULE

In MOTIVATING AND ENGAGING EMPLOYEES, the term “engagement” is used to describe the level of energy and excitement an employee brings to their job. During this session, we will explore the elements that lead to engagement and the impact it has on your organization. We will then look at the role trust plays in building employee loyalty and performance, and you will identify ways to build trusting relationships with your staff. We will then discuss what motivates employees and how to create an environment where they are motivated to do their best.
WORKSHOP OBJECTIVES

- Understand the three types of employees found in the workplace
- Explore the reasons employees disengage from their work and the organization
- Identify the six core needs employees have for satisfaction in their job
- Learn the behaviors that trusted leaders demonstrate
- Explore tools that help assess employee motivation in the workplace
THREE TYPES OF EMPLOYEES

Engagement refers to the level of loyalty and connection an employee feels for his or her team and organization.

This level of engagement impacts the effort they put into their work.

- Engaged
- Not Engaged
- Actively Disengaged
WHY DO EMPLOYEES BECOME DISENGAGED?

Why do employees disengage from their work and the company? Discuss this at your table and list your answers in the space below.

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______% of Managers Believe Employees Leave For ________________

______% of Managers Believe Employees Leave for ________________

______% of Employees Leave for ________________

______% of Employees Leave For ________________
DISENGAGED VS. ENGAGED MINDSET

THE DISENGAGED MINDSET

- Blames and complains.
- Is self-absorbed and can only see the world through his/her own needs.
- Contaminates the working environment with negative feelings.
- Gossips behind peoples’ backs.
- Fears change of any kind, and invests in resisting at all costs.

THE ENGAGED MINDSET

- Discovers opportunities to contribute, and sees himself/herself as being in a position of choice in how they view their work environment.
- Holds himself/herself accountable for dealing with his/her feelings.
- Communicates openly and directly, and is able to let go of resentments.
- Is willing to look at each change on its own merits, even if that change is fearful and uncertain.
- Maintains respect for himself/herself and others, and can balance the needs of the organization, and of others, with his/her own.