



MANAGER SUMMARY MOTIVATING AND ENGAGING EMPLOYEES

WHAT IS COVERED IN THIS SESSION:

In Motivating and Engaging Employees, we explore the elements that lead to employee engagement (satisfaction and loyalty) and the impact it has on the organization. We look at the role trust plays in building employee loyalty and performance, and ways to build trusting relationships with staff. We then discuss what motivates employees and how to create an environment where they are motivated to do their best.

BEHAVIORS WE EMPHASIZE

- The front line leader knows what motivates his/her employees to do their best work, and meets those motivational needs whenever possible.
- The front line leader understands what builds trust on his or her team and adjusts behavior to build trust with individual staff members.
- The front line leader knows the warning signs when employees are unhappy at work and immediately intervenes to address the situation.

QUESTIONS YOU CAN ASK YOUR EMPLOYEE

- How would you rate the level of engagement of employees on your team?
- Who would you say is highly engaged and who is not?
- If not engaged, what do you think would improve their satisfaction and performance?