

**PARTICIPANT  
WORKBOOK**

**FrontLine**  
LEADERSHIP 

**MOTIVATING & ENGAGING EMPLOYEES**



# MOTIVATING AND ENGAGING EMPLOYEES

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## INTRODUCTION

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Welcome to **FRONT LINE LEADERSHIP**. This series is designed to equip you with the tools you need to be successful in a leadership role. Whether you are new to leadership or an experienced leader, you will acquire new strategies that will help you be more effective in your position.

By applying the strategies you learn during training, you will experience better performance, greater commitment, and a higher level of enthusiasm and effort from your employees.

## ABOUT THIS MODULE

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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 team. We will then discuss what motivates employees and how to create an environment where they are motivated to do their best.

## WORKSHOP OBJECTIVES

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Understand the three levels of engagement found in the workplace



Explore the reasons employees disengage from their work and the organization



Identify the six 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

# EMPLOYEE ENGAGEMENT

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Engaged employees are those who are involved in, enthusiastic about, and committed to their work and workplace.

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



# THREE LEVELS OF ENGAGEMENT

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**Engaged**

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- 
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\_\_\_\_\_

**Not Engaged**

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- 
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\_\_\_\_\_

**Actively Disengaged**

- 
- 
- 
-

## WHY DO EMPLOYEES BECOME DISENGAGED?

Why do employees disengage from their work and the organization?  
 Discuss this at your table and list your answers in the space below.  
 As you write each factor down, indicate whether you as the leader have the influence to change / impact it.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Influence  
No Influence

|  |   |
|--|---|
| _____% of Leaders Believe Employees Leave For<br>_____ | _____ % of<br>Leaders Believe<br>Employees Leave for<br>_____ |
|--|---|

|  |  |
|--|--|
| _____ % of<br>Employees Leave for<br>_____ | _____% of Employees Leave For<br>_____ |
|--|--|



## DISENGAGED VS. ENGAGED MINDSET

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### 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 having control over 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 his/her own needs with the needs of others in the organization.