

# TIP SHEET: MANAGING EMPLOYEE ENGAGEMENT

Engagement is a daily priority and shared responsibility. Managers play a key role in ensuring that their employees are engaged with their work. Building relationships through trust, creating an environment that is focused on satisfaction and contributions, communicating clearly and with inspiration will create a positive and engaged culture. It is valuable for a manager to assess employee engagement at various times during the year. Since drivers to employee engagement are individual, the most effective way to assess engagement is through conversations with each employee (informal) or Engagement Reviews (formal). This tip sheet provides some key questions that can be used to help begin the conversation.

In order to build trust and start an engagement conversation with their team, managers can begin by sharing their own responses to the following questions:

- When am I most engaged at work?
- Why did I join this organization? Why do I stay?
- When I consider the organization's future, what am I most excited about?
- What am I most anxious about?

The previous questions can also be asked to employees, but conversations should also include questions in 4 main areas:

## **Meaning**

- What do you see as the most important connection of your role to the goals of the organization?

## **Focus**

- What are your top professional priorities?
- How do they align with your personal priorities?

## **Job**

- = What aspects of your job excite you?
- What aspects of your job do you find challenging?
- How would you describe the fit between your skills and experiences with the job responsibilities?
- How would you describe the fit between your professional and personal responsibilities?
- Do you have the flexibility that you need to meet your professional and personal responsibilities?

## **Growth**

- What are your career aspirations?
- What strengths can we build on to help you achieve that desired growth?