

EMPLOYEE ENGAGEMENT

KAIZEN
CONTINUOUS IMPROVEMENT
COACHING STUDIO



KEY FACTS



84% of employees come to work and don't contribute as much as they could because they aren't engaged.



Employees working from home are more engaged than the ones having to commute.



Gender and generation don't play an important part in the level of (dis-) engagement.

Culture, "cultus" in Latin,
means "care".

Did you know that the word 'culture' comes from "cultus" in Latin, which means "care"?

How does it relate to you as a leader?

Being a leader means that you are responsible for creating, representing and fostering a culture of care within your teams.

If you don't do it proactively, the culture will develop on its own, and it may be very different from a caring culture.

What kind of culture would you like to build in your team?

Google carried out a project called "Aristotle" where they were searching for the secret sauce behind an effective team.

It turned out that it is not the talents and work of individuals on the team that has as much impact on the team's effectiveness as **how the team works together.**

How do you encourage and reward team work?



Psychological safety is key

From the research carried out by Google, the biggest factor behind effective teams turns out to be **PSYCHOLOGICAL SAFETY**. What is "psychological safety"?

It is TRUST. If you want to create an innovative and effective team, you will need to focus on building trust in your teams.

What's the current level of trust in your team?

How has it been measured?

There are several areas you will want to focus on in order to build trust in your team.

How committed are you to increase the level of trust in your team?

As a leader, you will want to support and **enhance the talents of your team.**

How? You can't be everywhere at the same time - you have a million other jobs to do such as processes, systems and project management activities. That's right, and you don't have to. Sometimes, it just takes thought to create attractive opportunities that your team members will appreciate and feel like you care. Because you do care, right?

How committed are you to increase the level of trust in your team and what steps will you take to achieve it?

1

Be an enabler!

Make introductions that can present opportunities to learn new skills for your team members.

Secure resources - check if they have everything they need to perform at the top level.

Provide mentorship opportunities and for them to act as mentors for other staff members.

Coach them or invest in external coaching to create a sounding board.

Be responsive to their professional and personal development needs.

What can you do immediately to be more of an enabler for your team?

2

Be transparent, clear and trustworthy

Have a clear agenda which is a reflection of your company's or organisation's vision, mission and values.

Refer to it whenever in doubt and always connect any team or individual activity to it.

Have clear expectations of your team members.

Communicate regularly with your team members - be available for them.

Consult your team members on decisions that affect them.

Does everyone on your team know how their role fits into it?

3

Be open to failure

Accept the fact no one is perfect.

Consider the intention behind any incidents and past behaviour.

Remember your own failures and how you have learnt from them.

Make sure your team is not afraid to come to you with challenges.

When was the last time you failed or made a mistake and what did you learn from it?

What or who helped you learn from it?

4

Create a culture of appreciation

This is not some "fluffy" stuff.

Say "thank you".

Recognise and reward efforts.

Be public about it.

Who would you like to show appreciation to tomorrow?

How will you do it?

5

Build an emotional bank account with your team members

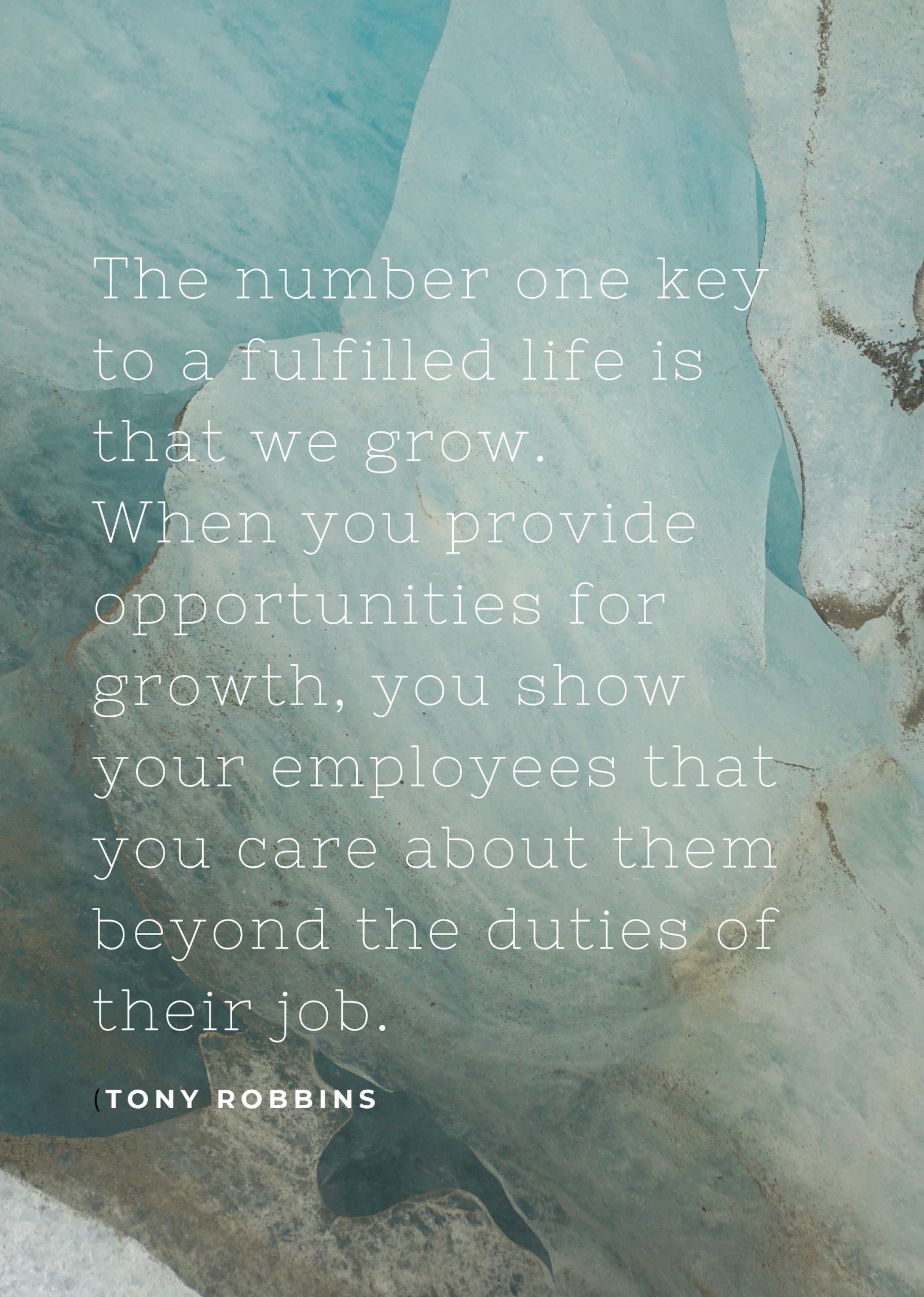
Make sure you're kind and fair.

Say "hello" to people.

Check how they are.

Make the time and effort to catch up with all your reports on a regular basis. How often will depend on their, not your, needs.

What are the next three steps that will let you deposit more funds in the emotional bank account of those team members where the funds are perhaps a bit depleted at the moment?



The number one key
to a fulfilled life is
that we grow.
When you provide
opportunities for
growth, you show
your employees that
you care about them
beyond the duties of
their job.

(TONY ROBBINS)



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