ENGAGE YOUR PEOPLE

How to take your team with you.

Worksheet

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Engage your People

HAVING A VISION IS GREAT BUT NOT HAVING ANYONE TO SHARE IT WITH MEANS WE WON'T REALISE IT, THE SECOND PART OF THIS PROCESS IS ENGAGING YOUR PEOPLE. WHETHER YOU WORK IN A PARTNERSHIP OR HAVE 10,000 EMPLOYEES YOU ARE RELIANT ON OTHERS TO HELP DELIVER YOUR DREAM.

The most comprehensive method to understand engagement is to undertake a business wide survey with corresponding analysis and results. However, in practice as a first step this may be too expensive or seen as extreme, we can instead gauge engagement and culture.

Before we do anything what are some of the signs of good/bad engagement?

- *General behaviour around the business,*
- *Interactions and language,*
- *Quality of work,*
- *Use of mobile phones and social medai,*
- *Customer feedback,*
- *Absenteeism,*
- *Staff turnover,*
- *Director motivation,*
- *What are people wearing to work.*

For example, after reviewing the situation we see that absenteeism is at 10%, staff are routinely late and dressed rather too informally in a messy office. There have been an increasing number of customer complaints and you hear raised voices around the office.

On their own these may seem relatively trivial but when we build a bigger picture we can begin to see there may be a bigger problem.

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TRANSFORMATION THROUGH PEOPLE

IN PRACTICE

Begin by getting your directors and managers together, this is a process you will want support with and require buy-in to make any changes (should they be required). It will involve high levels of honesty and a few truths that may make for uncomfortable reading.

STEP 1:

Walk around the business and talk to people, not just your directors and managers but all levels of employee. What we are trying to do is get a feel for the general attitude and mood in the business, whilst we do this we can look out for the above mentioned signs. Use a grid like this to help you note what you see, a score of 5 is excellent with 1 representing poor/underperforming.

	1	2	3	4	5
General Attitude of Staff					
Office Tidiness					
Witnessed Employee Communication					
Appropriate Dress					
Office Atmosphere					
Staff Arriving on Time					
Perceived Moral					

This will provide you with a general perception of the mood within the business and you will know whether it sits comfortably within your expected range. Next we can bring the directors and managers together for a frank discussion, we do not need to mention names, again we are trying to gauge the following:

	1	2	3	4	5
General Quality of Work					
Customer Feedback					
Absenteeism					
Staff Turnover					
Perceived Moral					

Staff Asking for Support					

At this stage we have a better understanding of the general mood in our business and we should have spotted or highlighted any glaring problems.

We are again going to highlight the 3-5 points we consider most important that we will act upon in the short term to move things forwards, the aim at this stage is to create a better working environment. We can't just create engagement we need to work with the team and develop it.

We may highlight absenteeism, disorganised office and staff timekeeping as concerns to explore further. How we address these will be discussed next, for now list your 3-5 focus points:

Point 1:

Point 2:

Point 3:

Point 4:

Point 5:

Having created these actions points we can begin to create a plan to address them. If you have not already please download the third document on Vision vs Reality for the walkthrough material.

For more resources and further information please see our website www.catandra.co.uk or contact the office directly on 01273 483 438.