Keys to Organizational Success

Mastering Employee Engagement

Presented to
The Texas Municipal Human Resources Association

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Session Goals

At the end of the session I will be able to...

❖ Identify the value of employee engagement.

❖ Identify the role and importance of interpersonal and organizational communication.

❖ Establish the value of shared leadership for ethical employee involvement.
Questionnaire

1. What does Employee Engagement mean to you?
2. What are five critical words associated with E/E?
3. Who is responsible for ensuring Employee Engagement?
4. What are the benefits of a workforce that is engaged?
5. What are the consequences of unengaged employees?
6. How do you launch the engagement process?

Chapter One

Engagement

Employee engagement is a total organization commitment that drives behavior and influences performance outcomes, productivity, and success.
Employee Engagement Tips

1. Provide a clear sense of direction outlining clear expectations.
2. Create a culture that embraces open and honest communication.
3. Routinely seek and utilize feedback from employees.
4. Implement and use reasonable and effective work methods.
5. Encourage constructive interpersonal relationships.
7. Motivate employees and promote values alignment.
8. Build and maintain trust and respect among employees.
9. Promote a sense of fairness and equity.
10. Keep your promises.

Chapter Two

Communication

The two-way, multi-level process of transferring ideas, beliefs, facts or information from one person or group to another person or group.
Tips on Active Listening

1. Develop a passion for listening to others.
2. Pay attention to what is being said and done.
3. Listen for content and meaning.
4. Do not interrupt.
5. Do not anticipate your personal arguments.
6. Recognize that feelings are neither “right” nor “wrong”.
7. Do not make personal judgments.
8. Be sensitive to “non-verbal” behavioral cues.
9. Clarify messages, check for understanding and seek feedback.
10. Offer personal opinions only when clarifying a course of action.

Chapter Three

Leadership
The process of showing the way, persuading, or influencing others to behave in a certain manner to achieve a stated goal.
The Essence of Leadership

Communication

Practice Ethics & Accountability

Planning & Decision Making

Measuring & Controlling

Resolving Conflict

Building Work Teams

WHO AM I?

- Values
- Background
- Age
- Health
- Personality
- Work Status
- Family Status
- Lifestyle
- Gender
- Race/Ethnicity
- Abilities
- Education
- Culture
- Religion

- How do I make decisions?
- How do I manage change and challenges?
- How do I relate to others and deliver results?
- How do I organize work priorities?
- How do I bounce back from disappointment?
- How do I manage conflict?
- How do I work with others?
- How do I communicate?
- How do I manage tasks?
- How do I manage time?
- How do I exhibit honesty and integrity?
Leader Responsibilities

1. Know your staff.
2. Ensure compliance with the law.
3. Confront non-compliant behavior.
4. Investigate rumors and allegations.
5. Don’t “stir” up trouble.
6. Communicate openly and honestly.
7. Promote fairness and equity.
8. Mentor and coach others.
9. Act for the benefit of the customer.
10. Be consistent.

Maslow’s Needs Theory

This chart shows that you must satisfy the needs of one block before you can go on to satisfy the next one. You cannot work to meet Safety Needs until Physical Needs are met. Moving forward to the next Need Level without meeting the prior Need Level results in faulty behavior.
Team

A group of two or more individuals with different roles, views, abilities, and competencies, working collaboratively to achieve a common goal.

Seven C’s for Team Success

1. Communicate openly and honestly.
2. Clearly set expectations.
3. Commitment agreed upon.
5. Circumstances with clear work processes.
6. Collaborative decision making.
7. Consequences consistently confirmed.
Branding

Creating and maintaining a unique identity differentiating you, your competencies, capabilities, and experience from others.

What Are They Known For?

Coca-Cola
What Are They Known For?

Brand Elements

An organization's brand is the characterization — the picture of what the public sees and identifies with the organization. The elements that support the brand are the people, the story, the image, the reputation, the promise, the impression, the rules, procedures, practices, and the work required to deliver on the promise.
**Employee Inclusion ...**

The quality, state, fact, or instance of being **different or not the same.**

_Everybody counts._

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**“Musts” for Employee Inclusion**

- Value differences – embrace commonalities.
- Understand how men and women interact between genders and cultures.
- Institutionalize cultural knowledge.
- Respect each other.
- AAA
  - Be Available and open to others’ concerns.
  - Be Accessible and sensitive to others needs.
  - Behave in Acceptable and responsible ways.
Ethical Business Culture

A system of moral principles that guide behavior, interaction, communication, decision making and general performance.

ALWAYS sweat the small stuff!

Keys to Workplace Ethics

- Core values clearly communicated
- Vision for fairness and equity
- Reward systems aligned with integrity
- No mixed messages
- Consider ethics in all policies & decisions
Personal Responsibility Is...

One’s obligation and individual duty to act affirmatively to do what is “right” irrespective of circumstance.

Summary & Wrap Up

- Success at leadership requires total involvement that reinforces verbal commitment.
- There are no “quick fixes” or “magic cures” for leadership that contributes to an inclusive and engaged work environment.
- Each person must be responsible for ethical behavior.
- All employees must communicate openly and honestly to build trust and mutual respect.
- Employee engagement requires shared leadership and an obligation to contribute to organizational success.
Questions

Keys to Workplace Effectiveness

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Thank you for attending this session.

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