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[Employee engagement blog](#)



EMPLOYEE ENGAGEMENT

7 Communication Challenges and How to Avoid Them

In each session, we will:

- Identify the problem
- Provide examples
- Go through an activity or exercise
- Provide solutions
- Offer takeaways
- Encourage discussion

Purpose: Better communication builds trust and trust is the foundation of a high performing team. This series can be offered in seven 20-minute sessions or as a 1 ½ - 2 hour intensive training.

Pecha Kucha

Excellent team building exercise. Each person creates his or her own Pecha Kucha – 10 slides/images 10 seconds per slide. People learn a lot about each other in a social context. They are fun and usually invoke laughter and play.

Purpose: When we give each other permission to play and have fun in the workplace, we build trust. We let down barriers and we find common understanding. People work better with people they know and like.

Gallup Strengthsfinder© Assessment, Coaching and workshop (\$19.99/assessment)

Team members take the assessment to learn their top five strengths. Each member receives a 30 min 1:1 strengths debrief coaching session. In addition, there is a team workshop on how we use our strengths in the workplace and how our different strengths make us a better team.

Purpose: Know, Show and Grow your strengths! When we play to our strengths, we can improve up to 300%. When we try to improve our weaknesses, we may improve up to 60%. The strengths movement is founded in positive psychology which believes that when we focus on what makes us strong and what makes us thrive, we are more productive, creative, have less stress and better overall happiness.

Being Fully Charged at Work

In this 90-minute workshop we discuss the three things we need to be fully charged in work and life; **energy**, **positive interactions** and **meaningful work**. We then talk about the four sources of energy and look at the four

zones of operation. People learn how to tap into one of their sources of energy to gain capacity to do work. We talk about the importance of positive interactions and we look at what gives us meaning in our work.

Purpose: self-care is important if we want to be more engaged, productive, creative and happy in life.

The Golden Circle

Participants watch Simon Sinek's TedTalk on discovering your "why". It's not *what* you do, but *why* you do it. This mindset gives us more purpose and passion in our work. What's our purpose? Why are we here? Who are our clients/customers? What do they come to us for? What are their pain points? What are our pain points? How can we break down these obstacles to better align with who we are and why we exist?

Purpose: Being mission and vision driven builds trust and excellence in teams/units/divisions. The message has to come from the top. When employees feel attached to the mission/vision/purpose of their organization they are more loyal, more engaged, more productive and have less stress.

The Anatomy of Trust (Part 1 of 2)

We go over the elements of trust. We use the acronym BRAVING developed by Brené Brown.

Purpose: The first dysfunction of a team is lack of trust. It is the foundation for good performing teams to build trust.

Productive Conflict in the Workplace (Part 2 of 2)

Productive conflict is necessary for high performing teams. How do we look at conflict? What's our relationship to conflict? We explore acceptable and unacceptable elements around conflict. We create a team agreement on how we'll interact and discuss issues. We discuss Kim Scott's book, *Radical Candor*, and look at how we can better demonstrate that we care personally for each other and are able to challenge each other directly.

Purpose: Once trust is established and it feels like a safe environment for discussion and conflict, we learn how to have productive conflict.

Keep, Stop, Start

What do we want to keep doing? What's working? What gives us good/peak performance?

What do we want to stop doing /what can we stop doing – where is their waste or redundancy?

What can we start doing/what's possible?

Purpose: With the reorganization and the change, this is an excellent exercise to start moving forward. This is a great change management tool to get the people involved and taking responsibility for their own change management and for the overall division as well.

Employee Engagement Survey

These are live sessions at the team/unit level. We answer the Gallup 12 questions around employee engagement with the clickers and discuss our results in real time. We do the Four Drivers of Engagement exercise; work-life balance, recognition and praise, trust and confidence in leadership and growth and development. I create a report for each manager's team and review the results with him/her. We create an employee engagement action plan that gets communicated to the employees. We pulse survey in 90 days to see how we're doing.

Purpose: Employee engagement is crucial for the success of the agency. It's not about the result being "good" or "bad". It's about having the conversation to see how we can better engage our employees and what tools the agency can provide to improving engagement.

Appreciative Inquiry

Working with teams through the 4 phases (Discover, Dream, Design, Destiny) to reach a defined goal/outcome. Rather than deficit management which focuses on what are our problem, appreciative inquiry focuses on when did we experience peak performance? What happened? What were the circumstances? What role did you play?

Purpose: What we appreciate, appreciates. It's looking at our strengths and bringing them into the present to move forward.

12 Happiness Interventions for Better Engagement in Work and Life

Watch Shawn Achor's TedTalk; The Happy Secret to Better Work

Review the 12 happiness interventions designed to retrain our brain for happiness, resulting in better productivity and creativity at work, better social connection and team cohesiveness and better overall health and happiness.

Purpose: We are wired with a negative bias. We have to practice positivity. When we experience positive emotions, our brain is more productive, creative, less stressed and our overall health improves.

What I Know About Leadership I Learned From Daniel Tiger

A simple and deep look at the seven tools that build leaders in each of us: developer, authentic, non-judgmental, innovative, excellence and learner. Warning, singing is required!

Purpose: Learning what it takes to be a good leader helps us take a look at ourselves and how we interact and communicate with those around us. When we can better understand ourselves, we have better self-awareness and self-regulation. This in turns leads to better social awareness and relationship management – the components of emotional intelligence.

Grit: the power of passion and perseverance

We define and discuss what grit is and what it means to be gritty. We look at four ways to cultivate grit; develop a fascination, improve daily, identify a greater purpose and have a growth mindset.

Purpose: Grit has been found to be more predictive of success than IQ. We can cultivate grit through practicing small, positive habits.

Executive Coaching

Coaching is a form of development in which a person called a coach supports a learner or client (e.g. executive) in achieving a specific personal or professional goal. The learned is sometimes called a coachee. Executives are defined as managers and/or supervisors. Coaches have received certification accredited through the International Coaching Federation (ICF).