

PERSONAL ENGAGEMENT ACTION SUMMARY

1. Circle the outcomes of disengagement your organization is experiencing.

- Turnover
- Low Energy
- Poor Customer Service
- Productivity
- Adaptability
- Lack of Innovation
- Absenteeism
- Burn Out

2. Which segment of your business is struggling the most in the above area(s)?
(i.e. department/team/role/location/manager)

3. Which employee engagement driver do you think is the lowest for that segment?

Self-evaluate the following questions on a scales of 1-5.

1 = strongly disagree 2 = disagree 3 = unsure 4 = agree 5 = strongly agree

4. We quantitatively measure employee engagement (not satisfaction or happiness).

1 2 3 4 5

5. Employees are confident of the complete confidentiality of their responses.

1 2 3 4 5

6. We can segment employee engagement insights by department, team, location, tenure, generation and any other grouping that is meaningful to my business.

1 2 3 4 5

7. We receive analysis of results in a timely way.

1 2 3 4 5

8. We measure frequently enough to get ahead of engagement issues before they fester.

1 2 3 4 5

9. What is one action I can take to improve engagement for the segment listed in question 2?

10. My single greatest takeaway is:

KEY ENGAGEMENT DEFINITIONS

Employee Engagement - An employee's intellectual and emotional connection with an employer, demonstrated by motivation and commitment to positively impact the company vision and goals.

The 14 Key Engagement Drivers go deeper into what the problem is and help point you in the right direction on what you can do to improve engagement.

1. **Purpose** - Employees know why the business exists beyond making a profit.
2. **Role Clarity** - Employees can connect their daily work tasks to the purpose of the business and have clarity about what that work is.
3. **Utilization** - Employees feel that the organization effectively uses their abilities and skills in their role.
4. **Autonomy** - Employees are trusted to use their expertise to make decisions about how to do their jobs.
5. **Shared Values** - Employees share common work attitudes and personal values with their coworkers.
6. **Friendship** - Employees have close relationships and feel cared for by another person (or persons) at work.
7. **Trust** - Employees feel there is trust and respect in the working environment, specifically between people they work most closely with.
8. **Authenticity** - Employees have a sense that leadership is honest about the business and themselves.
9. **Fairness** - Employees feel that rewards and treatment of individuals is fair within the organization.
10. **Feedback** - Employees feel that they receive adequate and helpful feedback.
11. **Manager** - A broad assessment of the relationship between the employee and his or her manager that looks at respect, feedback, fairness, development, and advocacy.
12. **PTO** - Employee's sense that they can take PTO when needed.
13. **Competency** - The match between the employee's ability and the challenge of their work.
14. **Professional Development** - If there is someone who promotes and encourages the employee's professional development.