

EMERGING
LEADERS

a c a d e m y



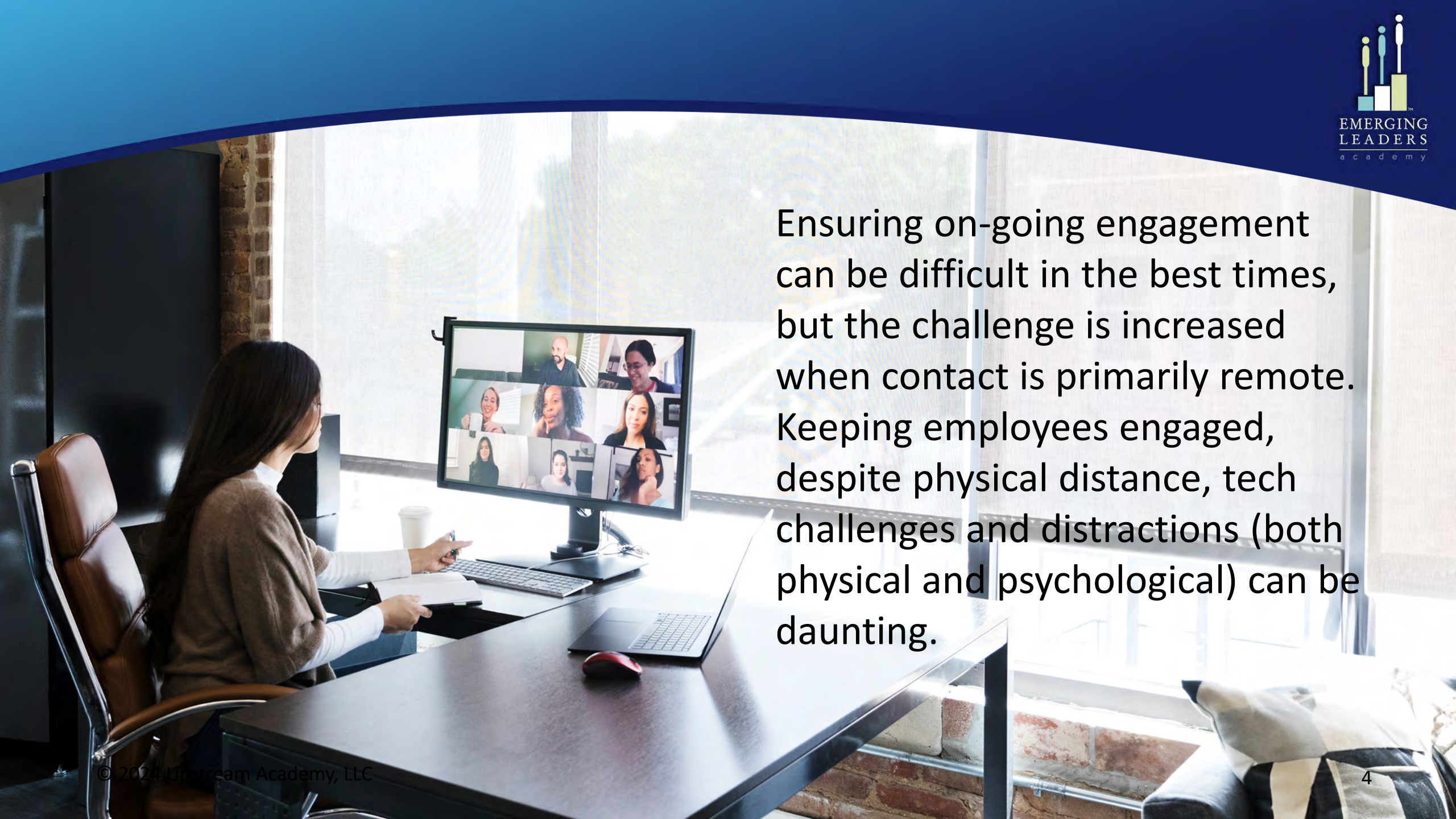
Improving Employee
Engagement

The relationship between employee engagement and productivity can't be overstated.



“Clients do not come first.
Employees come first. If you
take care of your employees,
they will take care of the
clients.”

Richard Branson



Ensuring on-going engagement can be difficult in the best times, but the challenge is increased when contact is primarily remote. Keeping employees engaged, despite physical distance, tech challenges and distractions (both physical and psychological) can be daunting.

Team Exercise

How has the move to remote work changed the “feel” of your firm culture?




The background of the slide is a close-up, slightly blurred image of a map. Several red pushpins are stuck into the map, with their heads visible. The map shows various lines, likely representing roads or geographical features, in shades of blue and red. The overall tone is professional and thematic for a 'roadmap' presentation.

Presentation Roadmap

1. **A Focus on Employee Engagement**
2. A Focus on Productivity
3. Adapting to a Remote Environment
4. Questions & Answers

Employee Engagement

According to the Gallup *State of the American Workspace* report, only 1 in 3 employees is engaged. What's more startling, 1 in 6 is actively disengaged.

A woman with long dark hair, wearing a dark blazer over a light-colored shirt, is smiling broadly and looking towards a man whose profile is visible on the left. They appear to be in a professional setting, possibly a meeting or collaborative work environment. The background is bright and out of focus.

Highly engaged employees are
38% more likely to have above-
average productivity. (Source:
Workplace Research Foundation)



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So, how do you build
employee engagement?

Three Elements of Job Misery



Source: <https://www.tablegroup.com/employee-engagement>

Intrinsic Motivators



1. Autonomy

- The urge to direct your own life

2. Mastery

- The desire to get better and better at something that matters

3. Purpose

- The yearning to do what you do in the service of something larger than yourself

Put Employees FIRST

Freedom
Incentives
Responsibility
Significance
Tracking

Freedom

Provide employees the freedom to be professionals, take ownership of their work and become masters of their craft.

Addresses:

- Autonomy
- Mastery

Incentive

Provide employees with incentives that are purpose-driven and connected to a larger cause.

Addresses:

- Purpose

Responsibility

Help employees understand their responsibility to affect others in a positive manner. This may include the client, their co-workers, community members or others.

Addresses:

- Irrelevance

Significance

Ensure employees have a sense of significance as individuals through recognition and appreciation.

Addresses:

- Anonymity

Tracking

Provide employees with tracking and insight into the performance metrics that drive performance and are within their control.

Addresses:

- Immeasurement

Team Exercise

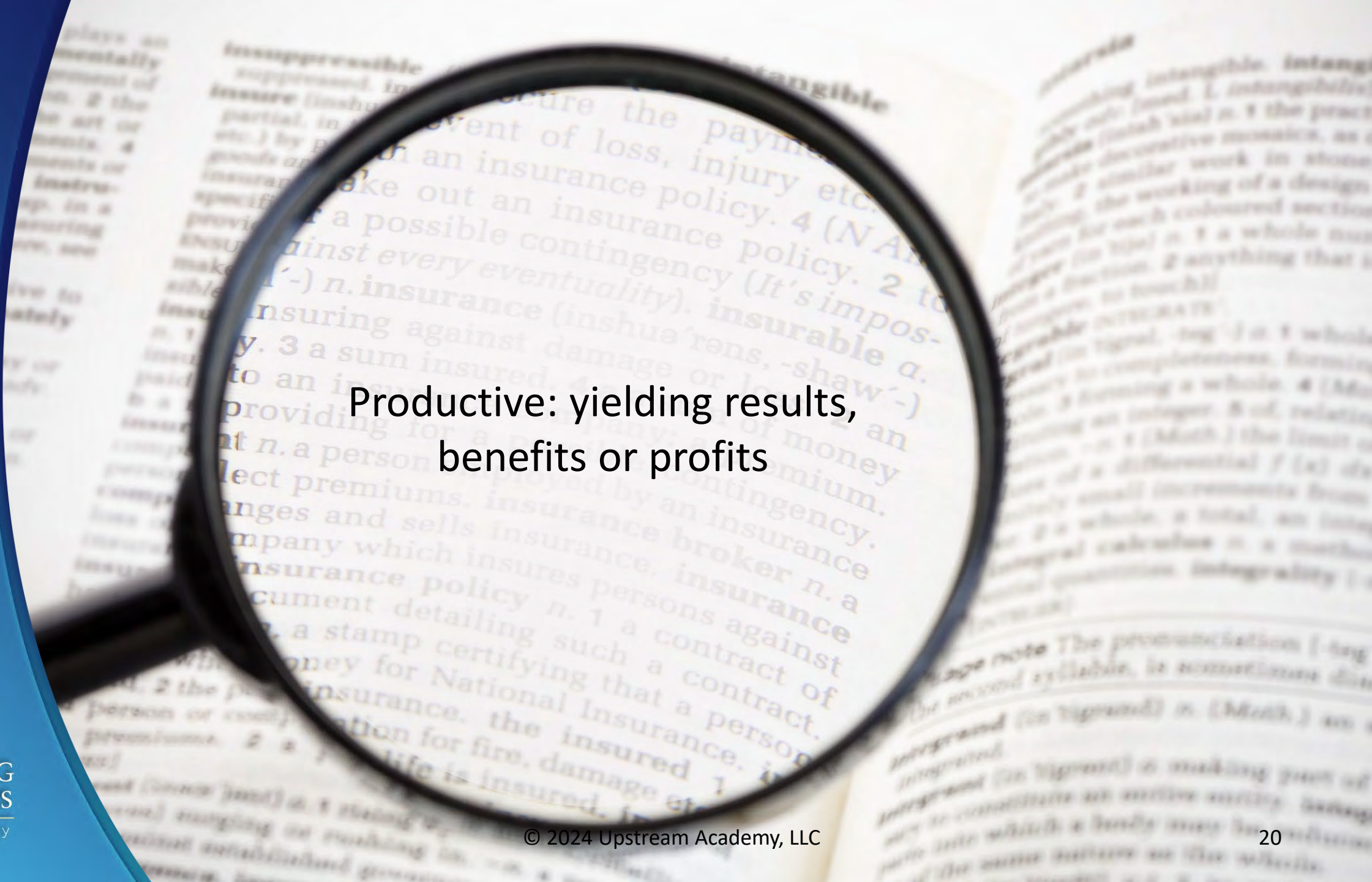
How can you address these five elements of employee engagement?



The background of the slide is a close-up, slightly blurred image of a map. Several red pushpins are stuck into the map, with their heads visible. The map shows various lines and colors, suggesting a geographical or travel theme. The pushpins are arranged in a way that suggests a path or a series of locations.

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Productive: yielding results,
benefits or profits



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It is important to not confuse
productivity with hours worked.
They are NOT the same.



Let's discuss some ideas to help improve productivity.





Improve employee
engagement.



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Evaluate tasks and determine what can and should be:

- Automated
- Eliminated
- Delegated



Ensure you are effectively communicating deadlines and expectations.





Determine the best way to measure productivity rates and implement this tracking.

Change the conversation around productivity from inputs to outputs.



Team Exercise

What were your biggest challenges with productivity in the last year?



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Engagement and productivity are difficult to address normally. So, how do you improve them in a remote environment?

Reset Your Expectations



First, you need to reset expectations. Engagement and productivity won't *look* the same in a remote environment.

Embrace New Ways to Work

If you can accept that things won't be the same, you'll have a better chance for success in the new environment.



Plan Communication

When communicating, choose the right tool and the right frequency.



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Communicate Expectations

Communicate the new level of expectations and provide interactivity to discuss questions.



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Share Knowledge Deliberately

Be intentional in how you
share knowledge.



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Create Opportunities for Connection



Ensure there is still
social interaction
between employees.

Provide Intentional Leadership

Be intentional in leading your team and providing the support they need to be successful.



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Check in Regularly

Establish structured
daily check-ins.



Brainstorm Team Solutions



Recognize the challenges your team is facing and help find solutions.



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Create Flexible Work Plans

Work with your employees to determine their ideal working hours and be flexible.

Remain Flexible and Innovative

Recognize that one of the most important attributes of a leader is adaptability.



Team Exercise

Identify a common issue your group is facing with remote engagement and productivity. Brainstorm practical approaches to address the issue.



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Thank you!

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