



What We Can Do To Improve Engagement

1. Communicate
2. Create the environment
3. Manage performance
4. Recognize staff accomplishments and contributions
5. Survey staff for ideas
6. Coach managers and hold them accountable
7. Define engagement goals in realistic, everyday terms
8. Find ways to connect with employees
9. Know your workers
10. Keep engagement going longer than the “honeymoon” phase
11. Select the right people
12. Develop employees’ strengths
13. Discipline without punishment
14. Create career opportunities
15. Understand the culture and what we really want to accomplish
16. Know what motivates your staff
17. Reinforce good performance by praising publicly
18. Know when recognition (or correction) is appropriate