

BUILDING A CULTURE OF EMPLOYEE ENGAGEMENT PROGRAM

IMPROVE ORGANIZATIONAL PERFORMANCE

Employee engagement is a hot topic right now in the banking sector

Organizations increasingly recognize that improving employee engagement boosts organizational performance. What do engaged employees look like?

Engaged employees ...

- Understand the organization's objectives.
- Know their own role.
- Work with passion and enthusiasm
- Are motivated to go above and beyond their job descriptions.

Aon Hewitt's *Engagement 2.0 Employee Study* provides insight into how engagement impacts company performance. This study compared the following key business drivers across employee groups segmented by engagement:

- Innovation
- Quality of products
- Customer satisfaction
- Cost/efficiency
- Revenue growth

*Critical Factors
must be addressed
to create a culture
of engagement.*

The results showed that highly engaged employees have significantly better outcomes across all these business drivers when compared to moderately engaged, passive, or actively disengaged employees.

This study also revealed the critical factors that must be addressed to create a culture of engagement. Manager behavior has a strong impact on these factors.

TWO PROGRAMS FOR BUILDING A CULTURE OF ENGAGEMENT

1. **Three Sequential Training Programs:** We have designed three sequential learning phases for leaders in banking. In these three learning program participants will learn behavior tactics that they can use to build a culture of employee engagement.
2. **Executive Coaching Program:** Some leaders may find an individualized executive coaching in employee engagement a better fit for their time requirements and learning goals. (description on page 5.)

Below you will find descriptions of these two programs.

PHASE 1: Roadmap to Employee Engagement

There are three phases in the *Building A Culture of Employee Engagement Program*. Phase 1 sets the foundation for the other modules and is required before participating in phase 2 and phase 3.

Learning Outcomes for Phase 1:

At the end of Phase 1 of Building A Culture of Employee Engagement Program participants will be able to:

- Describe the characteristics of engaged employees
- List the factors that must be addressed to create an organizational culture where employees are engaged.
- Use a variety of leadership behaviors that will impact employee perceptions and the level of engagement of employees
- Create an action plan (road map) to guide their future use of the leadership behavior tactics that will increase employee engagement

PHASE 2: Strengthening the Culture of Engagement

Phase two will address the following Engagement Factors:

- Factor one: I know what is expected of me.
- Factor two: At work I have the opportunity to do what I do best.
- Factor three: In the last seven days, I have received recognition or praise for doing good work.
- Factor Four: My supervisor or someone at work seems to care about me as a person.

Learning Outcomes

At the end of phase two participants will be able to:

- Use the performance management process to address employee engagement factors to build a culture of engagement
- Apply a goal setting conversation method to address employee two engagement factors
- Use a proven recognition model to address Engagement Factor Two: In the last seven days, I have received recognition or praise for doing good work
- Create an action plan to use of the leadership behavior tactics that will sustain a culture of engagement

PHASE 3: Sustaining a Culture of Engagement

Phase three will address the following Engagement Factors:

- Factor five: Someone at work encourages my development.
- Factor seven: My work inspires me.

Learning Outcomes

At the end of phase three participants will be able to:

- Use method for giving constructive feedback to help employees develop when they have demonstrated errors or mistakes in their work
- Use the GROW model to have a conversation that encourage employees to take on new challenges or learn new skills that will grow their career
- Demonstrate behaviors that will inspire employees accomplish the mission and vision of the business
- Create an action plan to use of the leadership behavior tactics that will sustain a culture of engagement

Lead Trainer & Coach Short Bio: David Turner

For more than thirty years, David has provided training and executive coaching in areas such as leadership development, emotional intelligence, conflict resolution and employee engagement to thousands of global business professionals in the US, Europe and Asia. David has held positions as an international trainer and executive coach working for global companies including the Boston Consulting Group, Thomson-Reuters, IBM, the Forum Corporation and Thermo Fisher Scientific. His professional experience includes training in industries, such as manufacturing, financial services, business consulting, software development and distribution.



Program Details

Date & Time:

- Phase 1:** March 12, 9am-4:00pm
- Phase 2:** March 26, 9am-4:00pm
- Phase 3:** April 23, 9am-4:00pm

Schedule:

- Session 1: 9-12:30pm with a 15-minute coffee break
- Lunch: 12:30-1:30pm
- Session 2: 1:30pm-4:00pm with a 15-minute coffee break

Location: Lincoln Center 2, Blloku. Rruga Ismail Qemali, nr. 31. Click [here](#) for a link to the map. Call 04 240 0260 for any additional assistance.

Audience: Department heads and managers.

Language: English

Pricing:

Phase 1: Roadmap to Employee Engagement - **100 Euro/person**
Phase 2: Strengthening the Culture of Engagement - **100 Euro/person**
Phase 3: Sustaining a Culture of Engagement - **100 Euro/person**

Special offers!

Save by registering for all three modules now.

Phases 1-3: Building a Culture of Engagement - **270 Euro/person**

Phases 2-3 Strengthening & Sustaining Engagement – **180 Euro/person***

* For participants that took Phase 1 in November, 2019, they can register for phases 2-3 for this discounted rate.

EXECUTIVE COACHING TO BUILD AN ENGAGEMENT CULTURE

One of the most important functions of senior leaders is creating and sustaining an organizational culture. Their speech and behavior is the focus of all employees and is copied by supervisors at all levels in the organization. The culture is built by the behavior of senior leaders – from top-down throughout the organization.

Senior leaders need to learn how to build a culture of engagement where employees are motivated and highly productive. For many leaders, coaching is the best method for learning. In this coaching program, senior leaders will have eight coaching meetings over three months.

The contents of the program will be customized to the learning requirements of each participant.

Learning Outcomes

At the completion of the program the leader will:

- Understand the dynamics for building an organizational culture where employees are fully engaged
- Articulate the engagement factors that are critical for employee engagement
- Use the behavioral tactics that are necessary to address engagement factors
- Modify their behavior to use the six most important leadership styles depending on the situation
- Increase their strategic understanding of the performance management system and its potential impact on building an engagement culture
- Refine their role in being a coach for managers who report to them
- Learn methods for increasing personal energy and managing stress

Don't miss the chance to boost engagement among your employees by working directly with David Turner as an executive coach!

Pricing: 575 Euro/person

This level includes:

- Eight executive coaching sessions with David Turner over 3 months (for the convenience of the participant some sessions may use an electronic meeting platform.)
- Each session will be between 60 to 90 minutes depending on the need.
- Also, there will be brief email and phone contact as required during the program