



Creating an Engaging Workplace Course for Managers

INSTRUCTOR-LED

The one-day Creating an Engaging Workplace Course for Managers incorporates findings from Gallup's extensive, ongoing research into how managers and teams build and maintain high levels of engagement. The course provides managers with insights into how they can increase productivity and success by working with a focus on engagement.

Who Should Attend

This program is geared toward managers and supervisors: Those who manage or oversee a team's performance.

What You Can Expect

During the one-day course, managers will practice using the tools and resources they receive to create a highly engaged environment in which their team members thrive. During this course, participants will gain:

- the empowerment necessary to take ownership of their team's engagement
- an understanding of the factors that influence engagement and how to use the 12 elements of engagement as a lens to improve team culture and performance
- specific actions managers and their team members can take to enhance the team's engagement
- tools and insights that will help managers lead individual and team conversations about interpreting their team's current state of engagement
- a practical application and understanding of how to utilize the resources in the packet to impact their team's engagement

Participants receive the *Creating an Engaging Workplace Course for Managers Packet*. By combining application of the tools in the packet with the education they acquire during this course, participants will have the information and resources they need to start managing with a focus on engagement.

Program Format

One-day course

Prerequisites

None

Course Overview

Understanding Engagement

Why Engagement Matters

Distinguishing Engaged, Not Engaged and Actively Disengaged Employees

Engagement Is a Leading Indicator of Performance Outcomes

Recognizing the Needs of Your Employees

Measuring Engagement

The 12 Elements of Engagement

Using the Engagement Hierarchy as a Framework for Developing Engaged Teams

How Engagement is Measured

Creating Engagement

Five Steps to Creating an Engaging Workplace

Accessing and Reading Engagement Results

Discover the Team's Engagement Story

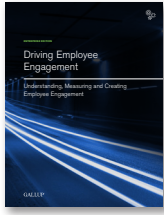
Leading a State of the Team Conversation

Managing With a Lens to Engagement

Creating an Engaging Workplace Manager Packet

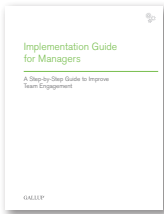
This course is typically delivered onsite at your location by a trained Gallup course leader or by an Engagement Champion from your organization. Contact inquires@gallup.com for additional information.

Participants who attend this course receive the *Creating an Engaging Workplace Manager Packet*.



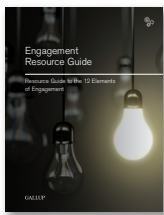
Driving Employee Engagement Workbook

The workbook provides managers with foundational knowledge, strategies and tools to understand, measure and create engagement on their team.



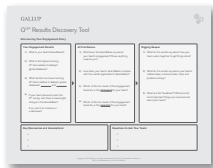
Implementation Guide for Managers

This guide includes a recommended plan managers can follow to influence and inspire their team's engagement and actions. It includes suggestions for ongoing activities managers can use to create and sustain an engaging team culture.



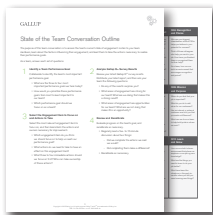
Engagement Resource Guide

This guide provides managers with a deeper understanding of the 12 elements of engagement. It includes best practices and tactics for each of the elements that managers can use to create an engaging workplace.



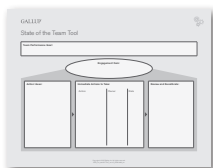
Q12 Results Discovery Tool

This tool gives managers a framework to use when reading and analyzing their team's engagement survey results.



State of the Team Conversation Outline

This outline guides managers through the simple, four-part process for leading a team conversation about its current state of engagement.



State of the Team Tool

This tool is a way for teams to record goals and next steps during the State of the Team conversation. The completed tool serves as a reminder of the team's commitments to a plan.