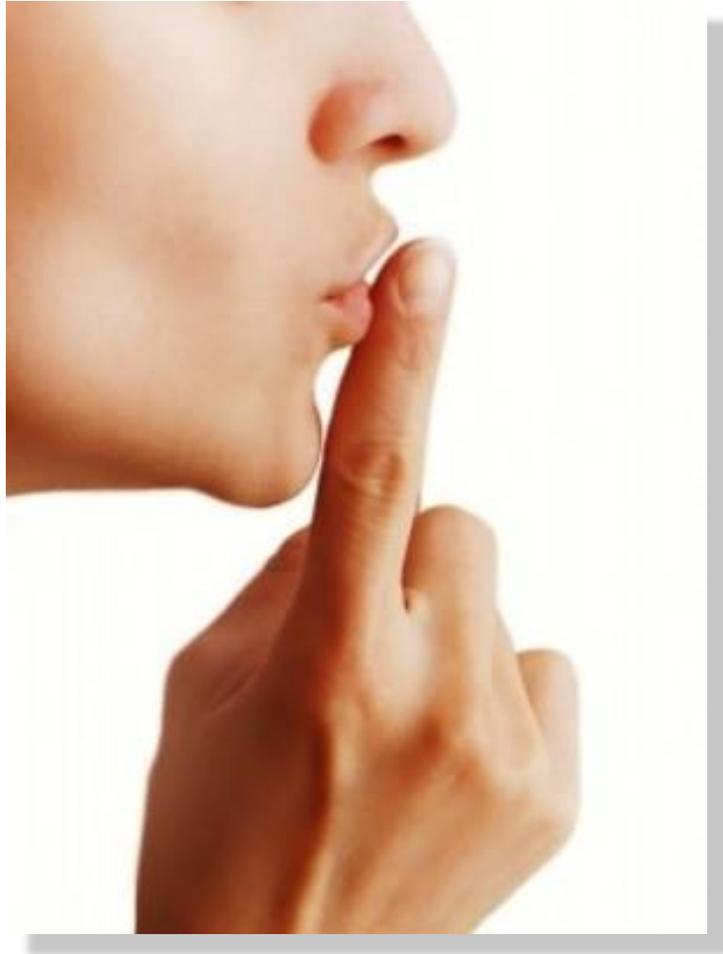


MPL Team Engagement



The Best Kept Secrets of Team Member Training & Engagement

By Gina Moody and Andy Spaulding

What is Engagement?



Engagement Defined

Those who are
involved in,
enthusiastic about
and **committed** to
their work and
workplace

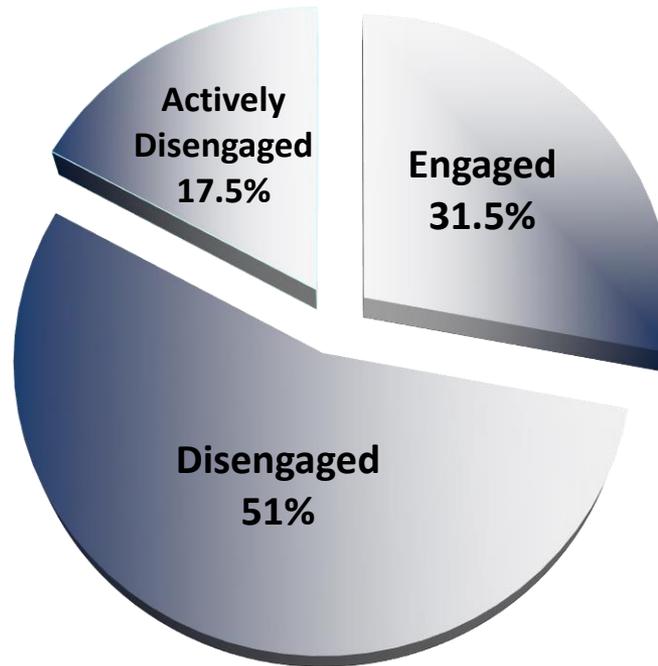


Why Engagement Matters

ACTIVELY DISENGAGED

team members aren't just unhappy at work; they're busy acting out their unhappiness.

Every day, these workers undermine what their engaged team accomplish.



ENGAGED team members work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.

DISENGAGED team members are essentially “checked out.” They’re sleepwalking through their workday, putting time — but not energy or passion — into their work.

“WIIFM”

What's in it for me?



Gallup Survey Engagement Questions

- 01 I know what is expected of me at work.
- 02 I have the materials and equipment I need to do my work right.
- 03 At work, I have the opportunity to do what I do best every day.
- 04 In the last seven days, I have received recognition or praise for doing good work.
- 05 My supervisor, or someone at work seems to care about me as a person.
- 06 There is someone at work who encourages my development.
- 07 At work, my opinions seem to count.
- 08 The mission of my company make me feel my job is important.
- 09 My co-workers are committed to doing quality work.
- 10 I have a best friend at work.
- 11 In the last six months, someone at work has talked to me about my progress.
- 12 This last year, I have had opportunities at work to learn and grow.

Gallup Survey Engagement Questions

01 I know what is expected of me at work.



07

At work, my opinions seem to count.

02 I have the materials and equipment I need to do my work right.



08

The mission of my company make me feel my job is important.

03 At work, I have the opportunity to do what I do best every day.

09

My co-workers are committed to doing quality work.

 04 In the last seven days, I have received recognition or praise for doing good work.

10

I have a best friend at work.

05 My supervisor, or someone at work seems to care about me as a person.

11

In the last six months, someone at work has talked to me about my progress.

 06 There is someone at work who encourages my development.



12

This last year, I have had opportunities at work to learn and grow.

Green and Growing: 90 Days

Social

Begin team huddles: Use MPL 10 Minute Topics to kick off team meetings. Consider printing off daily and posting weekly in team member areas along with daily community announcements.

Physical

Increase the number of healthy options wherever snacks are available. Offer trail mix, fruit, nuts, fruit-infused water at programs and events.

Big Idea Take-Away

Create a community garden and organize a garden club to design and manage.

Green and Growing: 365 Days

Physical

Offer healthy, nutritious snacks (nuts, veggies, fruit) and beverages (water, seltzer) all the time, and non-nutritious snacks (donuts, chips, candy) only on rare occasions.

Big Idea Take-Away

Incorporate team member well-being and successful aging into performance management practices.

- Manager performance objectives include actions to support team member and resident well-being
- Team member performance reviews include objectives or expectations related to their own well-being and that of team members and residents

Further Comments/Questions

“People work for money but go the extra mile for recognition, praise and rewards.”

-Dale Carnegie