FEDERAL TRAINING INSTITUTE

LEAGUE OF UNITED LATIN AMERICAN CITIZENS

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Employee Engagement During Difficult Times

An Edu–tainer, A Motivator and An Energizer!

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- Virtual Trainer
- Employee Training
- Motivational Speaking
  - Opening and Closing Keynote
  - Workshops
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  - Breakout Sessions
- Employee Coaching
- Staff & Organizational Development

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What would you like to learn from today's training session?

5 Keys to Employee Engagement

- Foster Open Communication

- Provide Growth Opportunities

- Recognize and appreciate achievements

- Promote Work-Life Balance

- Lead By Example

The Three Types of Employees

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

2 **NOT-ENGAGED** employees are essentially "checked out." They're sleepwalking through their workday, putting time -- but not energy or passion -- into their work.

3 **ACTIVELY DISENGAGED** employees aren't just unhappy at work; they're busy acting out their unhappiness. Every day, these workers undermine what their engaged coworkers accomplish.

"The Value Points"

- Position
- Teamwork
- Knowledge

- Customer Experience
- Staying Relevant
- Attitude

Position

Teamwork

Knowledge

Customer Experience

Stay Relevant

Attitude

ATTITUDE *is everything*

TRUST

Communication

> *Listen*

Relationship

> *Time*

Acceptance

You are trusted to the degree
that people believe in
your ability, your consistency,
your integrity,
and your commitment to deliver

Do People Believe in You?

Let's Define Trust

- Trust is a confident belief in someone or something. It is the confident belief in an entity:
  - **To do what is right**
  - **To deliver what is promised**
  - **To be the same every time, whatever the circumstances**

Barriers to Trust

- The most common barriers to trust in the workplace are:
  - Baggage
  - Personality
  - Culture
  - Myths

How Do We Build Trust?

- Listen more than you speak. ...

- Solicit and act on feedback. ...

- Show appreciation every day. ...

- Empower your team by **trusting** them first. ...

- Encourage coaching. ...

- Practice consistency. ...

- Focus on nonverbal communication and soft skills. ...
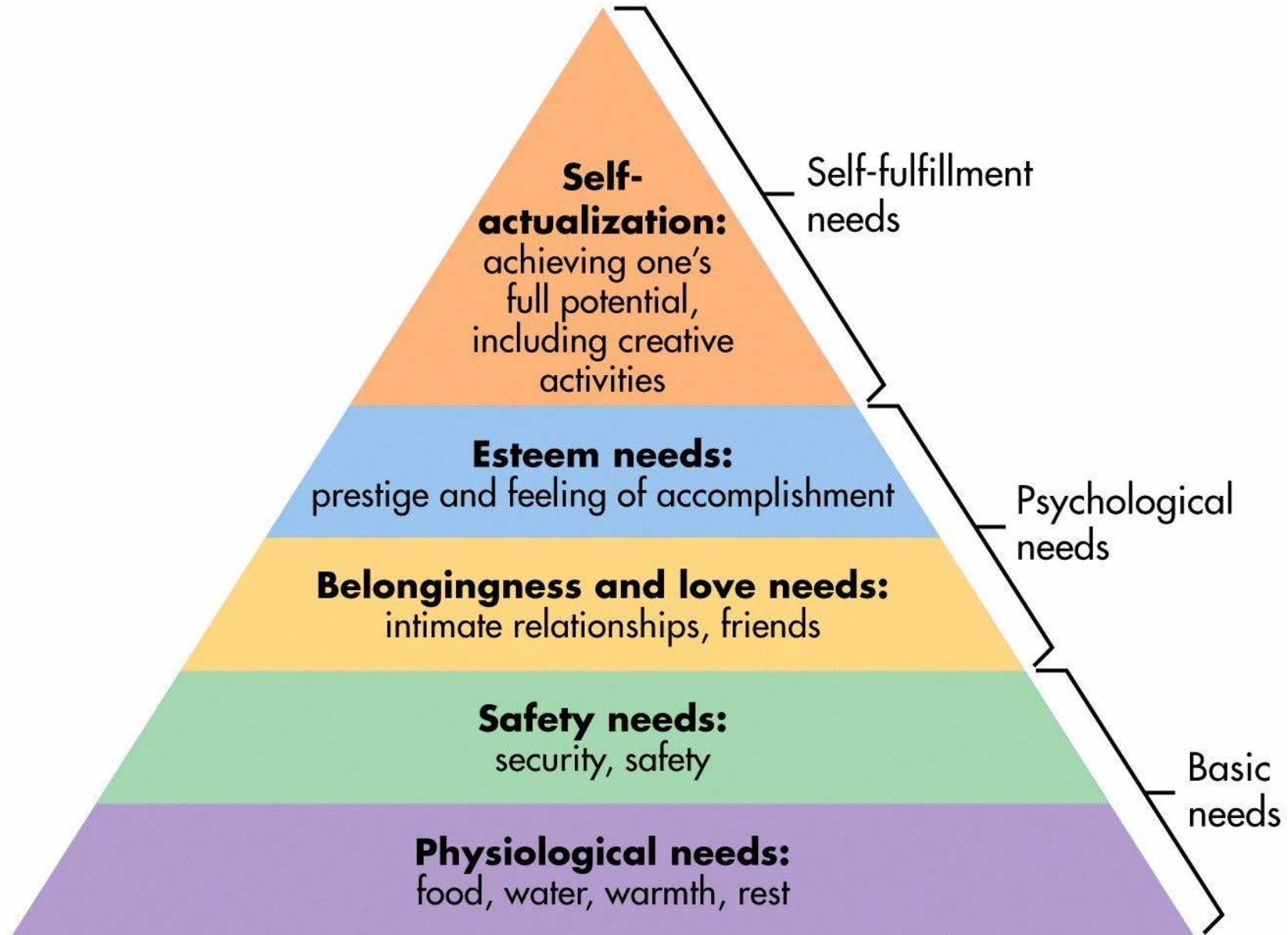
- Create an inclusive culture.

Motivation

Maslow's Hierarchy of Needs

Self-actualization: achieving one's full potential, including creative activities

Self-fulfillment needs

Esteem needs: prestige and feeling of accomplishment

Belongingness and love needs: intimate relationships, friends

Psychological needs

Safety needs: security, safety

Physiological needs: food, water, warmth, rest

Basic needs

Beliefs
+
Actions
=
Behavior

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Questions? Comments? Thoughts?

Thank you for your participation

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