

ENGAGEMENT WHAT'S MY ROLE?

We all have a part to play in improving employee engagement in our agency, but our roles and responsibilities may differ from our co-workers. The purpose of this document is to help everyone understand how they contribute to this effort.

EXECUTIVE LEADERSHIP TEAM

SUPPORT THE WORK OF THE ENGAGEMENT CHAMPIONS AND STEERING COMMITTEE.

ACTIVELY AND EFFECTIVELY MODEL BEHAVIORS that promote employee engagement.

SUPPORT, ENCOURAGE, AND FOLLOW-UP with managers, supervisors, and team leads on their efforts to work with their teams to improve employee engagement.

PROVIDE THE VISION, GUIDANCE, RESOURCES, AND EXPECTATIONS to ensure this effort is supported and successful.

MANAGERS, SUPERVISORS, & TEAM LEADS

REVIEW THEIR TEAM'S ENGAGEMENT RESULTS and hold a timely State of the Team meeting to develop an action plan.

EFFECTIVELY MODEL BEHAVIORS that promote employee engagement.

Take advantage of the **HELP AND SUPPORT** offered by their engagement champions.

Work with their teams to **IDENTIFY GOALS AND AN ACTION PLAN** for accomplishing those goals.

GUIDE, SUPPORT, AND MONITOR the implementation of their team's action plan.

EVERYONE

Participate in the **EMPLOYEE ENGAGEMENT SURVEYS.**

Actively and openly participate in **STATE-OF-THE-TEAM CONVERSATIONS.**

ASSIST WITH THE IMPLEMENTATION OF THEIR TEAM'S ACTION PLAN.

ENGAGEMENT CHAMPIONS

GUIDE AND ASSIST managers, supervisors, and team leads through the engagement process over time. This may include assisting managers, supervisors, and team leads with the following:

- understanding and navigating their team's **ENGAGEMENT DATA**
- facilitating **ENGAGEMENT EXERCISES** as desired (i.e. best day exercise)
- conducting a **TEAM BRIEFING**
- conducting a **STATE-OF-THE-TEAM CONVERSATION**
- aiding in the development and implementation of a **TEAM ACTION PLAN**

EDUCATE leaders, managers, supervisors, team leads, and teams on the actions and behaviors that create engaging teams, and provide engagement-focused consulting and coaching. This education and coaching may include:

- **FACILITATING CONVERSATIONS** with managers, supervisors, team leads, their teams, and with others in the agency
- **PROVIDING TOOLS** to create a safe, engaged environment
- creating a focus on **LEVERAGING THE Q12** and concepts of engagement

PROVIDE ONGOING SUPPORT to their managers, supervisors, and team leads throughout the year. This support may include:

- developing a **LONG-TERM CHECK-IN PLAN** to see how things are going
- **FOLLOWING UP** with them periodically and offering assistance as needed

PROMOTE AND ADVOCATE FOR WORKPLACE ENGAGEMENT.