

A brief guide to

# EMPLOYEE ENGAGEMENT

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# KEY FACTS



**84% of employees come to work and don't contribute what they could be because they aren't engaged.**



Employees working from home are more engaged than the ones having to commute.



Gender and generation don't play an important part in the level of (dis-) engagement.

Culture, "cultus" in Latin,  
means "care".

Did you know that the word 'culture' comes from "cultus" in Latin, which means "care"?

How does it relate to you as a leader?

Being a leader means that you are responsible for creating representing and fostering a culture of care within your team.

If you don't do it proactively, the culture will develop on its own, and it may be very different from a caring culture.

***What kind of culture would you like to build in your organisation, business or team?***

Google carried out a project called "Aristotle" where they were searching for the secret sauce behind an effective team.

It turned out that it is not the talents and work of individuals on the team that has an impact on the team's effectiveness, but **how the team works together.**

***How do you encourage and reward team work?***

Psychological safety is key.

From the research carried out by Google, the biggest factor behind effective teams turns out to be **PSYCHOLOGICAL SAFETY**. What is Psychological Safety?

It is trust. If you want to create an innovative and effective team, you will need to focus on building trust in your team(s).

***What's the current level of trust in your team?***

There are several areas you will want to focus on in order to build trust in your team.

***What steps will you take to achieve it?***

***How committed are you to increase the level of trust in your team?***

As a leader, you will want to support and **enhance the talents of your team.**

How? You can't be everywhere at the same time, you have a million other jobs to do such as process, systems and project management activities. That's right, and you don't have to. Sometimes, it just takes thought to create attractive opportunities that your team members will appreciate and feel like you care. Because you do, right?

***How committed are you to increase the level of trust in your team and what steps will you take to achieve it?***

# 1

## **Be an enabler!**

Make introductions that can present opportunities to learn new skills for your team members

Secure resources - check if they have everything they need to perform at top level

Provide mentorship opportunities and for them to act as mentors for other team members.

Coach them or invest in external coaching to create a sounding board

Be responsive to their professional and personal development needs

***What can you do immediately to be more of an enabler for your team?***

# 2

## **Be transparent, clear and trustworthy**

have a clear agenda which is a reflection of the company's or organisational vision, mission and values

refer to it whenever in doubt and always connect any team or individual activity to it

have clear expectations of your team members

communicate regularly with them - be available

consult your team members on decisions that affect them

***What's the company's vision, goals and values?  
Does everyone on your team know how their role fits into it?***

# 3

## **Be open to failure**

Accept the fact no one is perfect.  
Consider the intention behind the incident and past behaviour.

Remember your own failures and how you have learnt from them

Make sure your team is not afraid to come to you with challenges

***When was the last time you failed or made a mistake and what did you learn from it***

# 4

## **Create a culture of appreciation.**

This is not some "fluffy" stuff.

Say "thank you".

Recognise and reward efforts

Be public about it

***Who would you like to show appreciation to tomorrow?***

***How will you do it?***

# 5

## **Build an emotional bank account with your team members**

Make sure you're kind and fair

Say "hello" to people

Check how they are

Make the time and effort to catch up with all your reports on a regular basis. How often will depend on their needs.

***What are the three next steps that will let you deposit more funds in the emotional bank account of those team members where the funds are a bit depleted perhaps at the moment?***

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