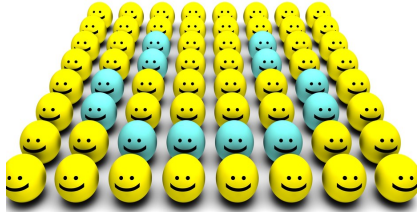




101 Awesome Ideas to Increase Employee Engagement



1. Verbally thank your staff and remind them why they've made the right decision to work with you. Let them know you appreciate them as a person as well as their performance.

2. Offer opportunities for employees to telecommute. Chances are they will get more done without all the interruptions of the normal work day.

3. Remember, your employees will work harder and work longer hours if they believe they will advance within the organization. Promote from within whenever possible.

4. Don't micro-manage. Once you've let them know what needs to be done, let them figure out the best way to do it. Stay out of the way unless they come to you with questions.

5. Recognize that your employees have talents that they may not be using in their current position. Give them the opportunity to stretch into new areas and develop their skills.

6. Share the why. Make sure the staff understands the purpose behind your direction and destination.

7. Make sure your meetings have an agenda, a hard start and a conclusive time to end. Ask for input and stick to the schedule. Respect your employee's time and give them the opportunity to efficiently schedule their day.

8. Keep your blog current. Give your staff the opportunity to contribute articles and/or news items to post. Feature staff successes—name names!

9. Choose a cause to support, and take suggestions from your team members. Adopt a family to feed for the holidays; assemble a group of volunteers to work together for a charity; Go Green, etc.

10. Encourage your team members to take prudent risks. Support innovative thinking and provide opportunities for creative problem solving.

11. Share the company mission and give your employees the opportunity to understand the organization. If you're going to refine your mission statement, solicit input from your staff.

12. Consistently look at how you can improve employee satisfaction. Ask for suggestions as to what would make your business a better place to work.



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13. *Be open and honest in your communications. Honestly sharing unwelcome news is better than avoiding of the issue. Stop the rumor mill in its tracks by sharing information.*

14. *On a regular basis, let your workforce know that what they do on a daily basis is vital.*

15. *Hold yourself and your management team to high standards for performance. Lead by example in all you do - whether managing your own time, solving problems or taking care of clients.*

16. *Keep your promises. Show compassion. Understand that everyone is unique—treat them as such.*

17. *When mistakes occur, use them to create opportunities for your team to develop more effective ways of working together. Make sure employees feel that it's safe to share when they've made an error.*

18. *Focus on key initiatives that are pertinent to the staff first - safety, ergonomics, comfort. When your workforce sees an emphasis on their needs ahead of bottom-line profits, you'll watch your profits increase as well.*

19. *Encourage upper management to mingle with the staff. Make sure they regularly walk through the facility and greet employees. Invite your "Employee of the Month" for a special meeting with the boss.*

20. *Creating strong personal relationships with your employees doesn't have to cross the line. What do they like? Are they cat people? Dog people? Favorite sports teams? Hobbies? Learn what they value and they will value you.*

21. *Offer additional time off during slow periods to make up for the extra hours worked during crunch time. Letting them leave a hour or two early is very much appreciated.*

22. *Reduce Stress by developing training material that focuses on specific situations, ie. how to handle an irate customer, etc.*

23. *Start a referral program and encourage your staff to recommend their friends and associates for open positions. Pay a small "finder's fee" for a successful hire. You'll get better hires when your successful employees refer people they know.*

24. *Have a "Gratitude Journal" in the lunchroom or other common gathering place. Encourage employees to write down positive experiences for which they are grateful.*



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25. Remember that it is a combination of commitment, trust and satisfaction that keep employee engagement levels high.

26. Express gratitude. Employees who believe their managers appreciate their work have an improved sense of worth to the organization, and they work harder and contribute more to the bottom line.

27. Ask your staff what they like most about working for the company. Keep a running list of their positive comments and share the remarks with potential hires.

28. In the summertime, bring in ice cream and have an ice cream social. Make sure you bring all the fixings!

29. If you're bringing in lunch, set up a salad bar with a variety of vegetables, meats and cheeses. It's not only a healthier alternative, it satisfies everyone - especially those on a diet.

30. Have a Halloween party and encourage people to dress up. Have a desk or department decorating contest and the winners get a festive treat. If they come into your place, your customers will enjoy it too!

31. Halloween isn't the only time to dress up for the season. Get yourself bunny ears for Easter, a Leprechaun hat for St. Patrick's Day, Noisemakers and party hats for the New Year. Have accessories to share.



32. Have each employee keep track of the Frequently Asked Questions that relate to his or her job. Ask for their feedback in answering the questions in the way they see fit.

33. When you make a mistake, acknowledge it and make it right.

34. If you have an employee that is disrupting the harmony of the organization, correct the situation or let them go. A hostile "lone wolf" can do more damage than their productivity is worth.

35. Start each meeting with each person sharing "One Good Thing." You'll change the energy in the room to one that is more positive and forward-thinking.

36. Have a true open-door policy and actively encourage your staff to talk to you. Don't "kill the messenger." Become a better listener.



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37. After an employee milestone, make a donation in his or her name to their favorite charity. You'll find out about your personnel by discovering the causes they support.

38. Have a "cutest pet" photo contest and let your employees vote for the winners. Give pet toys or treats for prizes. You may even get some ribbons made up for the winners.

39. When a new employee starts with your company, put up a whopping "Welcome" sign and encourage your current staff to stop by and welcome the new person on board.

40. Communicate with your staff members often and let them know how much you appreciate them. Not just appreciating their efforts on the job, appreciate THEM.

41. When you lose an employee, conduct an exit interview to uncover any potential problems that may be brewing amongst the staff.

42. Interview top performers to see what they are doing differently from everyone else. Incorporate their ideas into new hire training.

43. Use surveys to learn what your personnel honestly think about your company. When issues are uncovered, adapt and adjust your policies accordingly. It's cheaper to fix a problem than hire new people.

44. On milestone anniversaries or after a big success, hire a car to pick the employee up for work. Give them VIP treatment on their significant day.

45. Remember, your employees are your internal CUSTOMERS. They are as valuable as your external customers. Make sure they know that.

46. Make sure your managers understand the connection between your corporate strategy and individual objectives. Ensure managers are able to communicate these connections effectively to your staff.

47. Treat your employee's complaints as gifts. Analyze all complaints to identify areas for improvement. Make all necessary changes.

48. Train management to be courteous at all times. Managers don't necessarily have to agree with their employee, but they MUST be polite.



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49. Enable employees to have more life balance, handle their workload expediently, and determine how, where and when they work. Focus on successful outcomes instead of the details of HOW the job is done.

50. Allow your employees to devote a percentage of their time to work on personal projects which allow them to follow their passion.

51. Give your staff greater latitude in their time management: offer flex time or the opportunity to telecommute.

52. Invest in a healthier work environment by providing natural lighting, comfortable workstations, and well-circulated air.

53. Have employees write down a list of their ideal incentives - small, medium, and large prizes. Do your best to keep to their list when rewarding them.

54. Create a culture of appreciation throughout the organization. The employee to whom gratitude is expressed, is more likely to act positively toward the person expressing gratitude, creating a virtuous cycle.

55. Gather both compliments and concerns from your staff in order to assess their engagement levels.

56. Reward employees for outstanding customer service. Make the recognition personal, public, and put it in their permanent file.

57. Be excited about your company, and its product or service. If you're not enthusiastic, why would your staff be excited?

58. Listen to your employees and provide the customer service training that they need to take care of your clients. Realize that if you train them and they leave, it's not nearly as harmful to your organization as it is if you don't train them and they stay.

59. Catch your team members "doing things right." Make sure the acknowledgement is given right when the event happens.

60. Show you trust your staff by empowering them to do what's right to take care of a customer without have to get approval (for example, a "fix" under \$200 doesn't need approval.)



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- 61. Make sure your training programs are up to date. Consistently monitor training program effectiveness and close any training gaps. Ask your staff what kinds of training would most benefit them and why.*
- 62. Train your seasoned employees to act as mentors for newer staff members.*
- 63. Offer a challenging yet supportive work environment. Encourage friendly competition to make products/processes better.*
- 64. Encourage team-building activities to promote trust and acceptance between peer groups.*
- 65. Dig deeper when you hear complaints about compensation to make sure that a larger problem is not being masked by the grumbling.*
- 
- 65. Make sure that upper level management is aware of employee contributions. When employees receive acknowledgement, they feel they are making a meaningful difference.*
- 66. Use third-party sources for collecting employee feedback to give them a true sense of anonymity. This will give more honest feedback.*
- 67. Acknowledge the efforts of your veteran employees. Reward them for their tenure on non-traditional dates of service, ie. 5 years, 7 months and 3 days.*
- 68. Celebrate company milestones/records - ie. most profitable quarter, most days without a reported injury, longest stretch of perfect attendance, etc.*
- 69. Be aware of any internal or external issues and correct them before they become unmanageable. This takes lot less time and money when you're proactive.*
- 70. Make sure your managers are adequately trained to motivate and inspire employees. If a manager is unable to develop their team, they may not be a good fit for the position or for your company.*
- 71. Smile. Greet your employees with a smile. People not only see a smile; they can "hear" one as well.*



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72. Celebrate non-traditional holidays such as St. Patrick's Day or Ground Hog's Day.

73. Initiate an "Employee of the Month" program. Set specific goals and let your staff choose the winner.

74. Find out when your employee's children's birthdays are and send them an individual card or small gift. Better yet, give the gift to your employee to give to their child.

75. If you have veterans working for you, or if your employees have family members that are in the service, make sure to acknowledge them on Memorial Day and Veteran's Day

76. Offer opportunities for job-sharing or cross-training. You will develop a well-rounded staff who can pitch in when needed. You (and they) may also discover your employee's hidden talent.

77. Have an employee appreciation picnic and encourage your staff to bring their spouse or a friend. Establishing personal connections with the organization builds loyalty.

78. If you see a book that reminds you of a member of your staff, sign it and give it to them. Let him or her know why you thought they would like it.

79. Hire a photographer to take professional headshots, as well as departmental photographs. Not only does it make your employees look more professional in their social media efforts, it's a terrific way to send personalized greeting cards to your clients.

80. Give sincere, heartfelt praise any time your employees do outstanding work. Express it verbally and also write it on a note—even a post-it note will work. That note will NOT be thrown away!

81. Send birthday cards to staff members with a gift card or other incentive enclosed. Have the card signed by management with a personal note.

82. Assemble a "Think Tank" of employees and task them with creating new ways of doing tasks better. Rotate membership on a consistent basis to give everyone who wants the opportunity to participate.

83. Respect your employees by giving them your undivided attention when you listen to them. Stop doing email, make eye contact, and be present.

84. Give credit to your staff during times of celebration. Take responsibility in times of crisis.



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85. Take the time to assess how employee's level of satisfaction and engagement right now. Include open-ended questions so you get the full picture of what's going on.

86. Have a fall festival—nothing like an apple pie break (especially a la mode) to brighten up the day!

87. Invite each of your staff to lunch or coffee and get to know what makes them tick. You will get to know more about them so you can better serve them, and they will appreciate the one-on-one time with you.



88. Have a contest where the prizes include being served by the leadership team—managers serving lunch, washing cars, making a gourmet coffee run, etc.

89. In addition to “Bring your child to work day,” how about a “Bring your pet” to work day. As long as they are well-behaved, your employees and their pets will enjoy the extra time together.

90. Offer tuition-reimbursement and encourage your staff to complete their college education. Celebrate their accomplishment when they graduate.

91. Involve your employees in the creation of a YouTube video. Get all departments involved and have some fun with it. Who knows, it may go viral.

92. Have a summer barbeque or rib cook-off. Encourage participants to bring in their “secret sauce” recipe and let the judging begin.

93. Allow employees to occasionally switch jobs with each other. It helps to cross-train and builds empathy for what others do within the organization.

94. When a team member loses a family member, send flowers. When they lose a pet, send a sympathy card.

95. Play the game “Two Truths and a Lie.” Everyone shares three statements about themselves, two of them true, and one that is false. The staff has to then decide which is the lie. Creativity is encouraged, but keep it rated “G.” It's a great way to discover interesting facts about each other that don't come up in normal conversation.

96. Learn lessons from each failure and focus on how you can perform differently in the future.



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97. Answer the phone and respond to staff emails within 24 hours of receiving them. It's straightforward communication that means a lot.

98. When a team member makes a mistake, openly discuss what was done, what was learned, why it won't happen again—and move on. Stop dwelling on failures, focus on successes.

99. Hire a chair massage therapist to give some stress relief to employees during (or immediately after) crunch time.

100. Acknowledge both professional aspirations as well as their interests outside of work. Provide opportunities to advance skills in both areas.



101. Give your managers \$5, \$10, or \$25 gift certificates that they can use when they catch someone going above and beyond at work. With the gift card, have the manager include a note as to the reason WHY they deserve this small token of acknowledgment. The gift card will get spent, and the note will be treasured.

Life is short— eat dessert first!

<http://www.flickr.com/photos/davidberkowitz/5814174341/size/o/in/photostream/>



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