



## Engagement MAP - Programme

### Programme Objectives

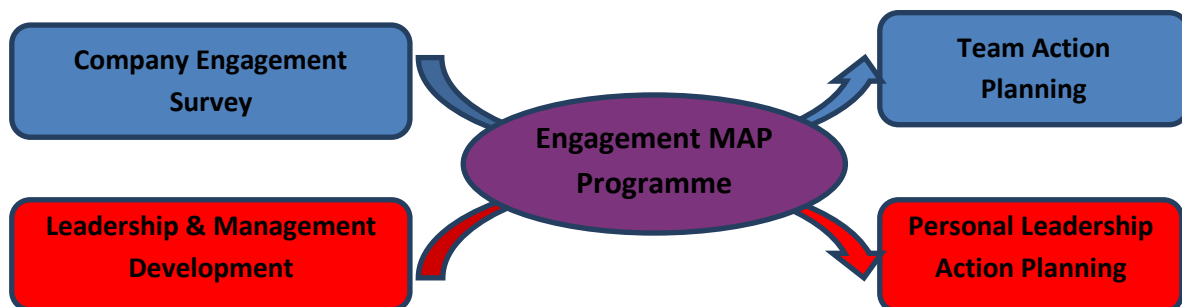
This one-day programme aims to connect directly with and invest in line managers in order to significantly enhance their understanding of employee engagement. The programme enables participants to take practical actions to improve or sustain engagement within their teams following an engagement survey.

Specifically by the end of the programme, line managers will:

- Understand what engagement is, how it influences business performance, what factors drive it and which of those they can most influence as a line manager
- Be confident using survey data
- Learn practical tools, techniques and actions that they can apply to improve engagement
- Review their own personal (or departmental) engagement survey results and make a personal action plan to improve or sustain engagement levels in their team
- Develop peer to peer support for their own action plans – improving implementation success
- Know how to engage their team in wider action planning following the survey results

### Connecting Management/Leadership Development to the Engagement Agenda

This programme is intended to complement the wider engagement agenda, including employee surveys and action planning, however it specifically connects this to the organisation's broader management and leadership development agenda.



### Delivery Approach

- The style will be sufficiently fast paced in models/theories to enable participants to really plan their personal actions. The training is conversational and experiential; reinforcing the concepts that participants will be learning about in the training approach e.g. when focusing on Learning & Development, participants will engage in peer-to-peer coaching conversations
- We limit group sizes to a maximum of 16 to enabling deep discussion and involvement of all participants
- The programme will be facilitated by a qualified executive coach, experienced line manager and trainer with a passion for employee engagement

## Engagement MAP - Outline

### Welcome, Introductions & Objectives

**About Engagement:** what is it, why is it important and what drives it?

**The Line Manager's Role in Engaging Others :** Which drivers are most within the influence or control of the manager? The Leadership Shadow.

**Understanding Your Report:** Feedback as part of the Johari Window and how best to interpreting personal / departmental survey results

### Critical Drivers of Engagement for the Line Manager

We explore 4 critical areas for line managers. With each section following a flow:



1. **Goals, Alignment & Empowerment:** What are people engaged with? How do they know what is expected and how it connects to broader goals?
2. **Learning & Development :** How people develop most (70/20/10), attributes of great development conversations.
3. **Motivators & Recognition:** What motivates people, how to recognise and appreciate efforts and achievements.
4. **Employee Involvement & Voice:** How to involve people in the direction and operations of the business, giving staff a voice.

**Team Action Planning:** switch attention to reflecting on how the leader will engage their team in broader action planning following the survey results

### Pricing

The Engagement MAP Programme runs for a full day (09.00 – 17.00) and includes physical course materials and follow-up engagement email reminders for 6 weeks post course. The programme costs £1950 (plus travel expenses & VAT) for a maximum of 16 participants, resulting in a cost equivalent to £122 per participant (excl. VAT & travel expenses). We assume the programme would be run on client premises, therefore facilities costs are not included.