

## **Staff Engagement for Business Excellence – Handy Hints**

Our findings reveal that organisations with high levels of staff engagement have high performing work environments where staff are highly valued and are motivated to do their best for the benefit of their customers/community stakeholders and for the success of the organization and Business Excellence!

So then, how can organisations build high levels of staff engagement:

- Is your organisation involved in creating a 'systems thinking' model for each team, branch division and overall organisation, including key projects to show the connectiveness and engagement of staff to deliver outcomes from their work processes to internal and external customers and stakeholders.
- Consider all key factors that affect staff engagement for your organisation.
- Have you designed the key staff engagement factors including staff satisfaction into a data collection tool/survey with staff and collated and analysed these findings to know where the strengths and biggest opportunities are for more effective engagement of your staff.
- Have you considered different staff engagement strategies for different staff groups and segments, so that each group feels valued in ways that motivate, encourage and nurture their contribution.
- Do you foster a business excellence culture conducive to high performance and motivate staff for effective communication within and between teams!
- Does your organisation share knowledge and success in ways where there is an open environment to learn from each other
- Do your teams feel empowered to serve better, self manage and solve complex issues
- Does the leadership team of your organization encourage time for staff to 'tinker' and think of new ideas and promote and support innovative solutions, and the processes for submitting, evaluating and assessing ideas with development and coached business support to implementation as needed.
- Are your existing workplace staff engagement and participation measures highly valued and respected across your business unit and organization.
- Does your staff performance management system support high performance work and workforce engagement and how does this align to 'recognition and reward' and other incentives for staff.
- How does your organisation manage and quickly resolve 'prickly' situations and grievances between staff and foster important relationships between staff across the organisation.
- Do you have an effective staff development process that encourages and nurtures desires for learning and how is this positioned and promoted to staff for staff engagement and how does this build into the succession planning process for management and leadership positions.
- How is potential talent and gifts with staff identified and pooled through the likes of talent pipelines to align with the leadership development program for your organisation, such that there are opportunities for education, training, mentoring and coaching as appropriate.
- Do you use KPI's such as staff retention, absenteeism, grievances, safety and productivity to assess and improve staff engagement.
- Do you evaluate the effectiveness of your staff and leadership development and learning systems.