COURSE OVERVIEW

> **Difference Engagement Makes:** In an opening activity, learners see two videos of a leader interacting with individuals during a typical workday. The facilitator highlights what the leader said and did and how these actions impacted engagement. Learners then identify what it feels like to be engaged at work.

> **Everyday Engagers:** Facilitator introduces Everyday Engagers, and table teams respond to questions as they explore this concept. Learners then record Everyday Engagers that they will use in the workplace.

> **Engagement and Retention Drivers:** Facilitator introduces three Engagement and Retention Drivers. Then, based on their self-assessment results, learners identify which Drivers the group uses most frequently and discuss the implications. Learners review the Drivers and Actions and choose one they've used effectively for the first two Drivers. Table teams then share and discuss insights followed by a large group debrief.

> **Individual Value:** Facilitator leads a group discussion about Individual Value and then presents research results on the impact of recognition on individuals in the workplace. In teams, learners explore various topics related to recognition. Learners identify which Engagement and Retention Driver they use most and least, based on their self-assessments, and begin to plan how they’ll increase overall engagement in the workplace.

> **Engagement Conversations:** Facilitator introduces engagement conversations to identify what most matters to individuals at work. In pairs, they practice a conversation, preparing to initiate such a discussion with a direct report.

> **Retention:** The group discusses reasons that people leave their jobs and how a leader influences retention. Learners work individually to identify a valuable contributor they want to retain and then watch a video to track how a leader conducts a proactive retention conversation with a direct report.

> **Retention Skill Builder:** Learners consider what they will say to initiate their retention conversations, as well as questions they might ask. In pairs, they practice initiating and participating in retention conversations.

> **Drivers Revisited and Next Steps:** Facilitator leads an activity to review the Engagement and Retention Drivers and how direct report might feel when these are present.

VIDEO SEGMENT SUMMARIES

> A leader displays behaviors that discourage or cause individuals to disengage.

> The same leader demonstrates behaviors that have a positive effect on his team members’ level of engagement.

> The leader takes a proactive approach to retaining one of his direct reports.

COURSE DETAILS

> **Target audience:** Informal, frontline and mid-level leaders.

> **State-fundable:** Yes (onsite and public only).

> **Course length:** 4 Hours (onsite); 3.5 hours (public); 3 hours (virtual), 2 hours (web).

> **Facilitator Certification:** Certified facilitator required.

> **Prerequisites:** None.

> **Optimal Group Size:** 8 to 16. 20 maximum.

> **Course Prep:** None.

> **Notes:** Session 4 of 5 in the Leadership Academy. Suitable for all environments. Onsite training available in Spanish.

OTHER COURSES TO CONSIDER

> Building & Sustaining Trust

> Strong Start

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