

Engaging & Effective Communications

Providing actionable information at your fingertips! Use this guide in daily interactions with employees to listen to and empower employees.



Values

- ✓ Make a difference.
- ✓ Build trust and confidence
- ✓ Create inclusion

INCLUSIVE BEHAVIORS TO LEVERAGE EMPLOYEES' STRENGTHS AND TALENTS

- Connect employees to the mission by offering concrete examples of the difference they are making on a daily basis
- Create a positive team spirit, encourage teamwork, collaboration and fun
- Help people understand the connection of their work to customer service and organizational goals
- Build relationships to build motivation



Communication

- ✓ Recognize efforts
- ✓ Foster camaraderie

INCLUSIVE BEHAVIORS TO LEVERAGE EMPLOYEES' STRENGTHS AND TALENTS

- Ask for input and ask questions specific to work tasks
- Discuss changes in advance, be honest about outcomes, and provide consistent updates
- Consult and involve employees in decisions that will affect them
- Discuss the link between work and organizational/strategic goals
- How well do your employees know each other? Highlight an employee in each group meeting starting with yourself
- Invite guest speakers to your team meetings to learn about other parts of the organization
- Listen to a personal problem without giving advice
- Share a learning experience
- Share problems and challenges transparently to create a sense of team unity and support
- Start your meeting with good news
- Take the time to greet employees and check in on how things are going

Appreciation

- ✓ The power of “thank you”
- ✓ Create transparency
- ✓ Listen to employees and provide opportunities to participate

INCLUSIVE BEHAVIORS TO LEVERAGE EMPLOYEES' STRENGTHS AND TALENTS

- Periodically take time to celebrate accomplishments
- Post a thank you note on an employee's desk or send a virtual e-card
- Provide virtual and Shout Out “thank you”s for employees and peers
- Provide feedback, give praise when it's due and recognize effort and achievement
- Celebrate successes
- Acknowledge helpful support
- Recognize employees' birthdays, work anniversaries, family events
- Learn about the things that matter to your employees and celebrate them
- Value your employees for their contributions to the workplace and society



Is Everyone Getting the Message?

Let's talk about it! Hold successful conversations with your employees and as an employee with your supervisor.



MANAGER

As a manager, hold meaningful conversations with employees

What is going well?

What challenges are you experiencing?

Do you have any obstacles I can help you address?

How often would you like us to talk about potential issues?

What would you like to know more about?

Do you have suggestions for improvement?

What are your goals?

What do you need from me as your manager to help you succeed?

EMPLOYEE

As an employee, prepare for conversations with your supervisor

PAST

What I accomplished since we last talked

PRESENT

What am I currently working on

FUTURE

What I need to accomplish before our next meeting

OTHER

Upcoming leave, training, special projects, etc.