

## SIX STEPS OF EMPLOYEE ENGAGEMENT

- 1) Be certain that each person reporting to you understands the critical factors of the job.
- 2) Be certain that each person reporting to you understands how to do the technical parts of their job.
- 3) Observe, support, interact! All the time! Be certain that each person reporting to you is doing everything you expect them to do, in the way you want it done.
  - a. Be aware of employee status i.e. fatigue, workload, task performance, skill level and stress level.
- 4) Give constructive feedback. Let each employee know what they are doing right or wrong and regularly.
  - a. Feedback should be timely, respectful, specific, considerate and directed toward improvement.
- 5) Make sure you find out what each person reporting to you is thinking. Solicit their ideas and opinions.
- 6) Be certain that the people reporting to you attend regular meetings at which they are informed about everything they “need to know” about their industry, their company, their facility and their department.
  - a. Environmental awareness includes facility information, human resources, equipment, administrative and organizational processes, quality, workforce challenges, regulatory forces.