



Creating an Engaged Workforce

Management Drivers of Employee Engagement

Research shows a strong linkage between highly engaged employees and organizational performance metrics such as customer satisfaction, revenue growth, individual productivity, retention, and profit margins. Through a variety of learning experiences, and review of current management literature and best practices, participants identify the behaviors of engaged employees, and the leadership behaviors necessary to create an engaged workforce. Participants develop an action plan around MRA's Seven Management Drivers of Engagement to help create a work environment where employees:

1) feel a pride in the organization, 2) know that their job fits into the overall success of the organization, 3) derive emotional and mental stimulation from the nature of the job, 4) trust their manager, 5) feel they are part of a supportive culture, 6) feel an emotional connection to their manager and, 7) know that the company supports employee development.

Learning Objectives:

- Understand what engagement is and its importance on productivity in the workplace.
- Describe the seven management drivers of engagement and how a manager's behavior can impact those drivers.
- Develop strategies to increase engagement.

Participants :

Managers and supervisors who seek to develop advanced leadership skill sets, to enhance personal and organizational effectiveness, and to prepare for higher level leadership responsibilities.

Strategic HRCI Credits: 7 hours

Steve Kessel

Training Specialist

In his almost 30 years in Organizational/Management Development and Human Resources Management, Steve Kessel has helped countless corporate leaders, line managers, and employees at all levels achieve organization success. Steve's training and development and human resources management leadership roles in the manufacturing, sales, service, and academic sectors have afforded him a unique perspective on the challenges faced by today's workers. He has particular expertise and specializes in the areas of management and supervisory development, human resources management, and adult education.

Section: 24464

Tuesday, September, 21

8:30 am – 4:30 pm

SCC, RiverPark Place, Room 103

Fee: \$189

To register contact Barb at bblow@scciowa.edu or call 319-208-5375.

