



ENHANCING ENGAGEMENT FOR PERFORMANCE

Introduction

Employee Engagement correlates positively with customer satisfaction, increased productivity & employee morale. An engaged workforce feels a sense of belonging and strives to exceed customer expectations. When an employee feels that certain “bond” to the company, they will go the extra mile and act as brand ambassadors of that company.

When a company attempts to enhance the engagement level of their employees, they ultimately are working toward improving customer service levels.

This 2 Day Programme will provide Leaders with the knowledge, skills and tools on how to Enhance Engagement for Performance.

**“Highly engaged employees make the customer experience.
Disengaged employees break it.” –Timothy R. Clark**

AN ENGAGED WORKFORCE:

Goes the extra
mile to achieve
individual and
company goals

—
Innovates

—
Attracts Customers
& Employees

—
Infuses Positive
Energy

—
Are Ambassadors
of the Company,
its Products &
Services

Cell: +27 82 5533 012

Tel: +27 11 318 5068

Email:

info@ngagetraining.co.za

Website:

www.ngagetraining.co.za

Ngage
Training
Enhancing Engagement for Performance

COURSE OUTLINE

Target Audience:

Public and Private Sectors: Supervisors, Team Leaders, Managers, HOD's, Business Unit Managers and other Leaders

Day 1

- **The 3 Types of Employees**
 - Definitions
 - Moving to “Engaged”
- **Cost of a Disengaged Workforce vs The Benefits of an Engaged Workforce**
 - Pros and Cons in Action
- **Dimensions of Employee Engagement**
 - What do I get?
 - What do I give?
 - Do I belong to the organization?
 - How Can I Grow?
- **Phases of Employee Engagement**
 - Attract
 - Acquire
 - Advance

Day 2

- **Elements of Employee Engagement**
 - Employee Engagement Model in Action
 - **The 3 C's of Employee Engagement**
 - Career
 - Competence
 - Care
 - **Employee Engagement Strategy Model**
 - Next steps
- Practical session translating the strategy to SMART Goals

Learning Methodology

- ✓ PowerPoint Presentation
- ✓ Facilitator Led-Discussions
- ✓ Group Discussions
- ✓ Individual and Group Activities
- ✓ Videos

Course Outcomes

- ✓ *Identify barriers for engagement*
- ✓ *Understand the key concepts which enhances engagement*
- ✓ *Develop a strategy to improve engagement*
- ✓ *Build customer/employee loyalty*
- ✓ *Acquire skills and tools to increase productivity & morale*

Course Fee: R4200 per delegate

“Create caring and robust connections between every employee and their work, customers, leaders, managers, and the organization to achieve results that matter to everyone in this sentence.”

David Zinger

Your business is only as good as the people behind it. That's right, **people - your employees**, drive your business. Their level of engagement within the business is what will be the distinguishing factor that sets you apart from your competitors.