

ENGAGEMENT

Issue: 5June 2012

Leadership Leads
ASK ROXI
WHAT IS ENGAGEMENT?
5 WAYS LEADERS ENGAGE
5 WAYS LEADERS DISENGAGE



ASK ROXI
[Please send me your questions. CLICK HERE](#)

Q:

"One of my staff keeps coming to me and complaining about another of my staff. What should I do to fix this?"

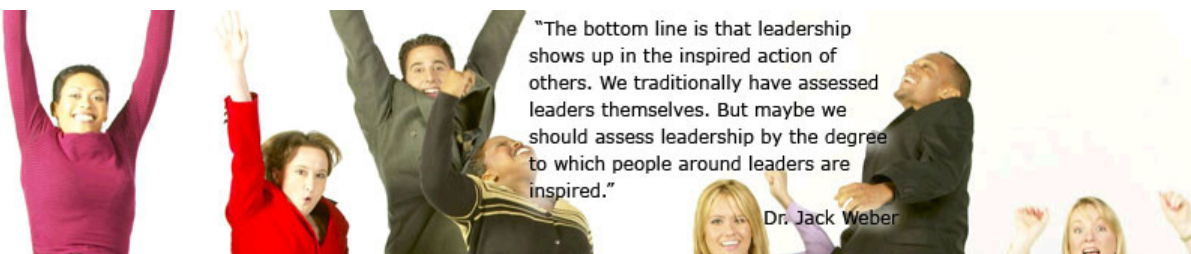
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Art of Leadership

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"The bottom line is that leadership shows up in the inspired action of others. We traditionally have assessed leaders themselves. But maybe we should assess leadership by the degree to which people around leaders are inspired."
Dr. Jack Weber

Engaged People Give More at The Office

Greetings!

Recently, I was in Washington DC and had the privilege of witnessing an act of grace. I'm sure you know what I mean. It's that tiny moment when someone does or says exactly the right thing for the right reasons at exactly the right time...and the world shifts noticeably toward the heavens.

I was amongst fellow members and staff of an organization called Convergence Center for Policy Resolution ([Link](#)). Our group includes some well-known and thoughtful Republicans and Democrats, Fortune 500 business leaders, national foundation leaders, educators, healers, and peace makers all working together to advance the cause of bringing sanity and real solutions to critically important national problems. Everyone in the room and on the phone was highly engaged and highly energized around our common cause. We believe the only way is to deeply ENGAGE people from opposite sides of the political and philosophical divide to find common ground about national concerns and move together to make a real and positive difference in our world.

So, at the end of the day, each of us was making our public commitments to do our very best to further this shared vision when one of our members came back into the room. She told us that our shared humanity and stunning accomplishments, to date, moved her greatly and the work must move forward with the right people and funding. Then and there she committed the tipping point funds to launch us forward. Everything shifted and there wasn't a dry eye in the house! Her act of generosity was nothing short of an act of GRACE - and one that was needed at that very moment.

One is very fortunate to either witness or contribute to acts of grace - it lifts our spirits and fills our hearts. AND...these moments can only happen when we choose to be truly ENGAGED with each other and with life.

So you can see why I chose this month's topic to be ENGAGEMENT. It's about life and it's about the workplace. I am also spending significant time with a client on this very subject as it relates to the leader's role in Performance Management. Engaged employees work harder, are much more committed and care enough to give their discretionary effort = time and energy they don't have to give but WANT to give. Engagement grows productivity and therefore positive bottom-line results and customer satisfaction. This is a well-proven fact, not a theory.

Imagine if every employee, manager, leader, and executive was fully engaged in their work and in their colleagues...just imagine what we could do and become!

GET ENGAGED! in whatever matters to you!

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The 'X' model of engagement by BlessingWhite

WHAT IS EMPLOYEE ENGAGEMENT? WHY DOES IT MATTER?

Consider this...What Engages YOU? What do you do to ENGAGE your staff? What might you be doing that may DISENGAGE your staff?

HEALTHY ORGANIZATIONS ARE FULL OF ENGAGED PEOPLE

Think about it - what does it mean to be engaged in our culture? For couples in love, it means two people have committed to a long term relationship that is intended to result in staying engaged in each others' lives for the joy and betterment of both parties. They will do whatever it takes to have fun together, make plans together, and successfully join their friends and families. We celebrate this public event because the synergy between these two engaged people creates more energy, more growth, more strength....more productivity for the families, for the community.

Carry this thought into our organizations and our work. You got it! It's the same. We contract in one way or another to work together for mutual enjoyment and gain. We celebrate longevity in the relationship. We make plans, we each do our part. We create synergies, more energy, growth, strength, and of course, productivity for our company and organizations.

Our engagement is not static personally or professionally. Others' behaviors and our own needs contribute to our level of engagement, day to day, year in and year out. We all know that couples have to work at their relationship constantly or disengagement can happen like "death by a thousand cuts," leading to all kinds of negative outcomes.

The same happens at work. When we don't positively engage each other, disengagement is a likely outcome and all the downside that comes with it.

4 Key Drivers and 4 Key Outcomes of an ENGAGED WORKFORCE

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All of this month's information is relevant to our home and work relationships. Take a look to see where you could "up the ante" for engagement for yourself and those you may lead.

5 WAYS LEADERS ENGAGE

1. I give the "why" behind decisions
2. I make myself available when others need me
3. I engage in 2 way exchange of ideas
4. I proactively LISTEN
5. I am responsive to the needs of others

5 WAYS LEADERS DISENGAGE

1. I ignore or delay requests for my time and help
2. I don't like to involve myself in team dynamics
3. I have little to no interest in the lives of my staff
4. I give instructions without context
5. I don't have time to develop my staff

These engaging/disengaging behaviors and actions are again, closely related to your leadership Emotional Intelligence. Be honest with yourself. How might you increase engagement with your employees and co-workers? How might you be disengaging them?

SEE YOU IN JULY!

If you missed my newsletter in May, apologies! Just like you, as a leader, the people who depend on me to deliver leadership get first priority and May got away from me! Isn't it good to know that we all face the same challenges? I missed you, too. I hope this month makes up for it!

If you haven't already, please take a moment to join my mailing list (*just click on the "Join My Mailing List button below*) so you will be sure to receive our monthly, "ASK ROXI" newsletter. Of course, you may always opt out anytime by unsubscribing (*also below*).

I encourage you to forward this newsletter to anyone you think would enjoy and benefit from it. We're close to 3000 now, and growing daily. We'd love to see 10,000 by the end of this year! So, bring it on!


Remember, you have access to archived newsletters by clicking on the left column.

Gracefully yours,

Roxi Bahar Hewertson
CEO and President - Highland Consulting Group, Inc.

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ACCREDITED
BUSINESS

BBB Rating: A+
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