ICTD
المركز العالمي للتدريب والتطوير
International Centre For Training & Development



ENGAGING EMPLOYEES
For Higher Performance & Retention

Course Introduction:

With the speed of change, competition and diversity accelerating at workplace, managers are facing stiff challenges in engaging employees wholistically where employees want to commit and emerge themselves at work with passion and meaning. This course provides your ideas and options to revist practices and behaviors to engage your staff.

Course Objectives:

Upon completion of this program, you will be able to:

- Establish common ground on purpose, direction and values for members to relate to at both macro and micro levels
- Help others to address contributions and recognition, growth and learning
- Build a conducive and positive work environment
- Greater awareness of generation diversity of employees

Outcomes:

At the end of this program, you will have gained the following knowledge and learning:

- The importance of an integrated approach to engage employees versus ad hoc and piece meal approach
- Leader's role in setting the direction and continuously communicating and demonstrating the desired behaviors
- Help employees to have a clearer line of sight of how each individual contributes directly or indirectly to company objectives and appropriately recognized

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Who Should Attend?

- People Managers
- Middle Managers

Course Outline:

Employee Engagement

- Business Case for the need
- Engagement and Passion in employees
- Key ingredients in achieving the minds and hearts of employees

Environment

- Culture/Values/Purpose fit –company / team / employee
- Creating an open, fun and achievement oriented team environment

Processes

- Performance Management System (goals, execution and reward)
- Learning & Development
- Employee Feedback & Action Planning

Leadership

- Setting the goal for employee engagement
- Walking The Talk
- Effective Communications – critical
- conversations, positive language, active listening
- Facilitator & Coach Vs Commander role
- Adopt "Yin & Yang" Approach – process oriented, fact based and caring to engage minds and hearts of employees
- Making a Difference

Understanding Employees

- Diversity & importance of flexibility
- Generation characteristics –Baby Boomers, Gen Xers & Yers/Millennials
- Multi approaches to managing the differences

Course Certificate:

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International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires

- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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