

# RESPONSIBILITIES FOR ENGAGEMENT

## A Role for Every Player



*Employee engagement is everyone's responsibility. Every employee has a role to play in sustaining workplace engagement. Here is what each employee in an organization can do:*

### **Role: Senior Leadership**

#### **Focus: Communication, Alignment, and Support**

- Communicate regularly why the work is important and what is possible with a fully engaged workforce. Describe examples of where employee engagement has improved service delivery in the organization.
- Align all work practices and talent throughout the organization to drive engagement and results.
- Support strategies for assessing and improving engagement.
- Speak positively of employee engagement and how it is shaping the overall culture.
- Emphasize employee engagement as a continuous improvement effort.
- Model engagement in your words and actions.
- Apply your emotional intelligence.

### **Role: Engagement Team Members/Engagement Champions**

#### **Focus: Strategy, Promotion, and Support**

- Communicate a vision of what is possible with a fully engaged workforce.
- Align all work practices and talent throughout the organization to drive engagement and results.
- Speak positively of employee engagement and how it is shaping the overall culture.
- Emphasize employee engagement as a continuous improvement effort.
- Observe yourself. How engaged are you in all areas of your work? Model engagement in your words and actions.
- Apply your emotional intelligence.



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*Employee engagement is everyone's responsibility. Every employee has a role to play in sustaining workplace engagement. Here is what each employee in an organization can do:*

### **Role: Managers and Supervisors**

#### **Focus: Support, Relationship-Building, and Dialogue**

- Use existing communication loops to amplify the importance of employee engagement.
- Speak positively of employee engagement and how it is shaping the work within your teams.
- Build personal and trusting relationships with all of your employees.
- Observe yourself. How engaged are you in all areas of your work?
- Model engagement in your words and actions.
- Take time to understand the strengths and talents of your coworkers and employees.
- Explicitly match each person's talents, strengths, and needs with the organization's objectives.
- Meet with other managers and supervisors to discuss levels of engagement and what is needed to shape an environment where employees thrive.
- Apply your emotional intelligence.

### **Role: Employees**

#### **Focus: Ownership, Commitment, and Action**

- Communicate your career interests and needs to your supervisor.
- Celebrate your peers' success and how their work makes a difference to you.
- Observe yourself. How engaged are you in all areas of your work?
- Participate fully in the organization's goals and try to improve practices and service delivery.
- Seek opportunities to participate on committees to improve or innovate.
- Create trusting relationships by genuinely interacting with your peers and supervisor.
- Seek development resources and learning opportunities to refine your work and maximize your career potential.
- Apply your emotional intelligence.

