

# EMPLOYEE ENGAGEMENT

A great manager listens to employees. The best managers go beyond listening and guide their teams to improved performance. Assessing employee engagement can lead to important insights and leadership practices that can improve profitability, employee well-being, safety, quality, employee and customer retention. You can capture these insights using the Gallup® Q12®, an online employee engagement assessment.

Your employees will take an online assessment and CVTC Business & Industry Leadership Consultant and Coach, Dan Burns will provide assessment interpretation and coaching to managers.



**Contact a Business & Industry  
Services Representative:**

> [cvtc.edu/businessindustry](http://cvtc.edu/businessindustry)  
> 1-800-547-2882, x4676

**Eight ways to manage for engagement:**

- Emphasize the big picture
- Set a good example by modeling desired behaviors
- Lead State of the Team conversations
- Highlight successes
- Encourage engaging conversations for teams
- Connect with individuals
- Discover and develop employees' strengths
- Never stop learning

GALLUP®