

Managing to Optimize Engagement

MANAGER ESSENTIALS

1-Week Experience

Employee engagement has emerged as one of the most critical drivers of business success in today's competitive market for talent, and managers are the critical link. Research has shown that managers have an outsized impact on overall employee engagement, and that ineffective managers are a major driver of attrition.

The language that managers use in their daily interactions is a powerful tool for forging connection and commitment among their team members. In this experience, participants learn five specific tactics for shifting their language to build team member engagement by promoting individual autonomy, defining goals and working collaboratively, making more requests and fewer demands, and leading team members to implement and execute their own solutions.

Key Learnings

- Small language changes can make a big difference
- Communicating with better phrases
- Making requests vs. demands
- Giving an autonomy raise
- Leading people to *their* solutions
- Using strategic questioning

Assignment Details: Create an Action Plan

- Develop an Autonomy Table that empowers a team member to take more ownership.
- Prepare for a conversation to share the Autonomy Table and co-create related goals with a team member.

Estimated Time Commitment: 2 Hours

Expert Video Lectures: 30 Minutes

Assignment: 60 Minutes

Interactive Activities: 30 Minutes

Participants receive an ExecOnline Certificate upon completion.

Featured Leadership Expert: Krister Ungerboeck



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UNGERBOECK

Bestselling author Krister Ungerboeck is a former tech CEO and a leadership language expert. His insights have appeared in publications including NPR, Forbes, Inc., Chief Executive and Entrepreneur. Prior to exiting corporate life at age 42, he led a \$200M global software company. While leading the company to over 3,000% growth, his team achieved employee engagement levels of 99.3% and became a dominant player in the event management software arena.