

# Improving Employee Engagement through Positive Leadership



## Course outline

Provided by: Performance Management Consultants – PMC Training

**Reference no.** 172-26

**Duration** 2.00 day(s) | 12:00 hours <sup>1</sup>

**Website link** <https://pmctraining.com/training/improving-employee-engagement-through-positive-leadership/>

### ***The HR Toolbox for Leaders - Insights for Creating a Productive and Positive Workplace***

In the current work environment, most employees are dealing with a lot of uncertainty and change, with a subsequent negative impact on productivity and job satisfaction. This two-day course will help you to recognize the importance of being a more positive model as a leader in order to have more engaged employees.

### **Learning outcomes**

#### **By the end of this workshop, you will be able to:**

- A better understanding of individual behaviours and sources of motivation
- Five emotional intelligence skills to deal better with stress and conflict
- A better understanding of the sources of employee engagement
- A team engagement strategy
- An individual improvement strategy

### **Workshop topics**

#### **Introduction – The role of a leader**

- Identification of individual challenges or issues

#### **Understanding HOW people do things – The DiSC Behavioural Model**

- Tendencies and Strengths, Resistance to Change
- The Value of Anger

#### **Understanding WHY people do things – 12 Driving Forces**

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Tendencies and Strengths, Resistance to Change

### **Emotional Intelligence Skills**

- Emotional Mirroring and the Value of Anger
- Defining EI, Video and Discussion
- Productivity Strategies
- Leadership case studies, Application to situations

### **The Engagement Cycle – Keys to employee engagement**

- 10 ways to give effective feedback
- 12 engagement questions
- Managing expectations
- An understanding of how to build Trust and Respect
- Application to situations

### **Becoming more Assertive versus Aggressive or Passive**

### **Conflict and the 5 Step Problem Solving Model**

### **Personal Planning and Summary**

### **Unique Feature**

- Insights to Success TM – A personal self-awareness assessment which provides individual behavioral, motivational and emotional intelligence insights.

### **Prerequisites**

There are no prerequisites for this course.

### **Who should attend this course?**

Supervisors, managers and leaders in organizations with employee turnover or disengaged employees. Anyone who wants to create and maintain engaged and committed employees. You cannot motivate people without a clear understanding of their individual sources of motivation.