



## Tips for Engaging Employees

1. Employee feedback is essential, ask for it often and use the results wisely. Track whether employees feel they can go above and beyond to serve customers and clients.
2. Connect to the bigger purpose: mission and values. Try to relate the mission and vision to what employees see as the most valuable parts of their roles. For example: making memorable and positive customer experiences is more valuable to employees than sales numbers.
3. Market your wellness programming to your workforce. It is key that your program goals align to those who will be receiving the programming. Always include a social element- that is what will make a program succeed!
4. Ensure that employees clearly understand expectations, and that consistently communicated by management staff.
5. Let employees know you care by demonstrating appreciation at every level, from day-to-day successes to milestones of great accomplishment.
6. Make improvement and performance management tools readily available and accessible.
7. Smile! Employees show engagement with mood, tone and facial expression, and are receptive to these cues from leadership.
8. Address issues immediately and use them as opportunities to coach employees to further their growth and learning.