

Employee Engagement Theory

TURNING INSIGHT INTO ACTION!



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Corporate Ops & Human Resources Management Background

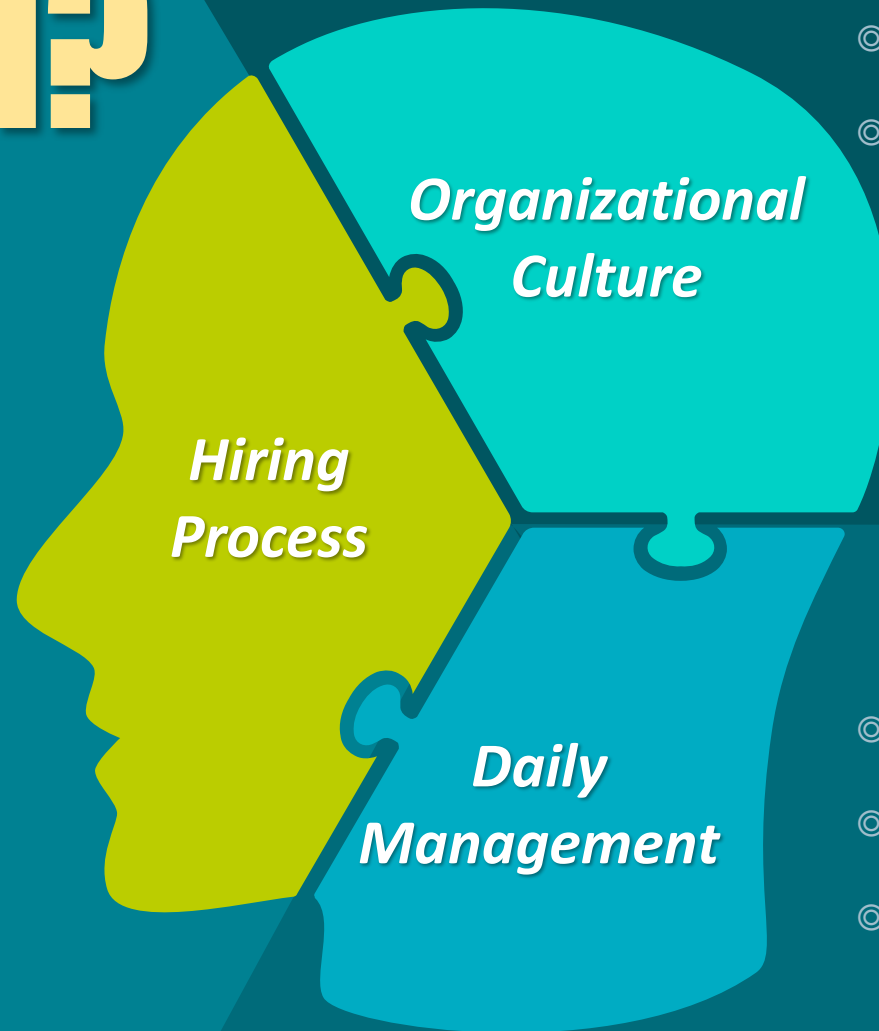


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Where Does Employee Engagement COME FROM?

- **Realistic job previews**
- **Behavioral interview questions**
- **Solid onboarding**



- **Senior Management**
- **Strategic Vision**
- **Rewards/recognition**

- **Quick check-ins**
- **Clear expectations**
- **Development**



Why Does Engagement Matter?

41%

Lower Absenteeism

24%

Less Staff Turnover

70%

Fewer Safety Incidents

10%

Higher Customer Ratings

40%

Increase in Quality Control

The background features a large, light blue dashed circle that frames the central text. Scattered around the perimeter of this circle are various colored circles and rings in shades of pink, orange, yellow, green, and teal. Some are solid, some are hollow, and some are dashed.

Employee Engagement is a

**Competitive
Differentiator**

Employees need to feel connected
to their organization's mission,
purpose and values

Employee Engagement Spectrum



LEVELS of Employee Engagement



Actively Engaged

- ⦿ Enthusiastic
- ⦿ Constantly learning
- ⦿ Discretionary effort



Engaged/Neutral

- ⦿ “Steady Eddies”
- ⦿ On point, meeting goals
- ⦿ Happy with status quo

LEVELS of Employee Engagement



Disengaged

- Most volatile
- Withdrawn
- Seldom speak up, feel underutilized



Actively Disengaged

- More than just “checked out”
- Toxic to your team
- Can sabotage other engaged employees



- **Passionate about their job**
- **Committed to the long-term goals of the organization- “bought in”**

- **Apathetic or indifferent**
- **Low commitment to the organization- high risk of turnover**

How to SPOT Disengagement

What are some behaviors an employee might display if they are disengaged?



ACTION PLAN For Each Level



Actively Engaged

- Consider passion projects
- Empower them
- Let them do their thing



Engaged/Neutral

- Volunteer to mentor others
- Set “push” goals
- Recognize contributions

ACTION PLAN For Each Level



Disengaged

- Pair them with a mentor
- Recognize what they bring to the table
- Change up the routine



Actively Disengaged

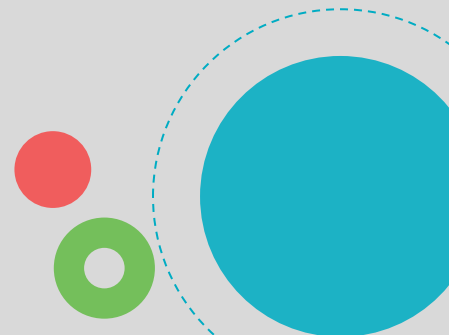
- Don't give up on them..yet
- Offer opportunities to reconnect to the team
- Use as an opportunity to sharpen organization's hiring process - what warning signs did we miss?



Feeling

Disengaged?

**Here's what to do
about it...**



Questions or Comments?



THANK YOU!