

Creating an Engaging Workplace Course for Engagement Champions

INSTRUCTOR-LED COURSE

A network of Engagement Champions at an organization means having knowledgeable advisers who effectively advocate for and direct engagement initiatives throughout the organization. They provide encouragement and support to leaders, managers, and teams for the purpose of promoting and facilitating the creation of highly engaged and productive teams.

Who Should Attend

A team of Champions may include HR team members, business partners, respected leaders or managers, and/or individual contributors who demonstrate enthusiasm for creating an engaging work environment.

Gallup consultants can offer guidance, tools, and training to help you recruit, select, and build a network of effective Engagement Champions.

What You Can Expect

During this two-day course, Engagement Champions will learn how to integrate employee engagement principles to positively influence an organization's engagement and performance by:

- promoting and advocating for workplace engagement
- guiding managers through the engagement process over time
- providing ongoing support to managers throughout the year
- empowering managers to take the necessary steps to create engaging teams
- providing developmental and consulting conversations

Participants receive the *Engagement Champions Train-the-Trainer 2-day Digital Packet*, which contains many useful tools and the complete *Creating an Engaging Workplace for Managers Packet* in digital format. Participants of in-person courses also receive printed materials. By combining the aforementioned materials with the education they acquire during this course, participants have the information and resources they need to promote and advocate for engagement in their organization.

Professional Credit Hours

Participants who successfully complete this course can earn professional credit hours from HRCI (14.5 hours) and SHRM (14.5 hours). For more information, contact CEU@gallup.com.

Program Format

Two-day course

Prerequisites: None

Course Overview

Day One

Engagement Matters

The Role of Engagement Champions

Measuring Engagement

Creating Engagement

Engagement Coaching

Preparing to Coach

Coaching Conversation 1:

Q12[®] Results and the Action

Planning Conversation

Coaching Strategy

Homework and Discoveries

Day Two

The 12 Elements of Engagement

Promoting Engagement

Manager Education

Practice/Prepare to Lead

Group Practice and Teach Backs

Facilitation Tips

Expanding Your Influence

Implementation and Next Steps

Conducted at Gallup locations worldwide. Gallup can also deliver this course at your location for groups of 15 or more. Visit <http://courses.gallup.com> for upcoming dates, locations and tuition formation or contact inquiries@gallup.com with additional inquiries.

Creating an Engaging Workplace Champions Packet

Action Planning Conversation Guide

This guide contains a suggested outline for leading a conversation with a team about its engagement results. It also contains an outline for effectively preparing and leading an Action Planning conversation and has suggested follow-up actions.

Engagement Resource Guide

This guide contains in-depth information about each of the 12 elements of engagement. The discussion topics included in the guide will help Champions promote engagement initiatives and provide learning, coaching and support to accelerate engagement and optimize growth in the organization.

Engagement Champions Communication Guide

This guide can serve as a communication strategy, containing monthly communication touchpoints that Champions can send to leaders and managers to help them maintain a focus on engagement throughout the year.

Engagement Champions Coaching Conversations

This guide will help Champions facilitate three coaching conversations to spark dialogue and discovery about engagement. The conversations will help Champions guide managers through the engagement process and aid them in taking the necessary steps to create engaged teams.

Gallup Q¹² and Employee Engagement FAQs

This resource provides answers to some of the most commonly asked questions about Gallup's Q¹² survey and developing an employee engagement strategy that Champions will use when supporting managers in preparing for conversations about the team's state of engagement.

