

# Keeping Your Team Engaged

A Click-Through Learning Deck for Keeping Teams Engaged  
During Challenging Times

Approximate time to complete: 5-10 Minutes



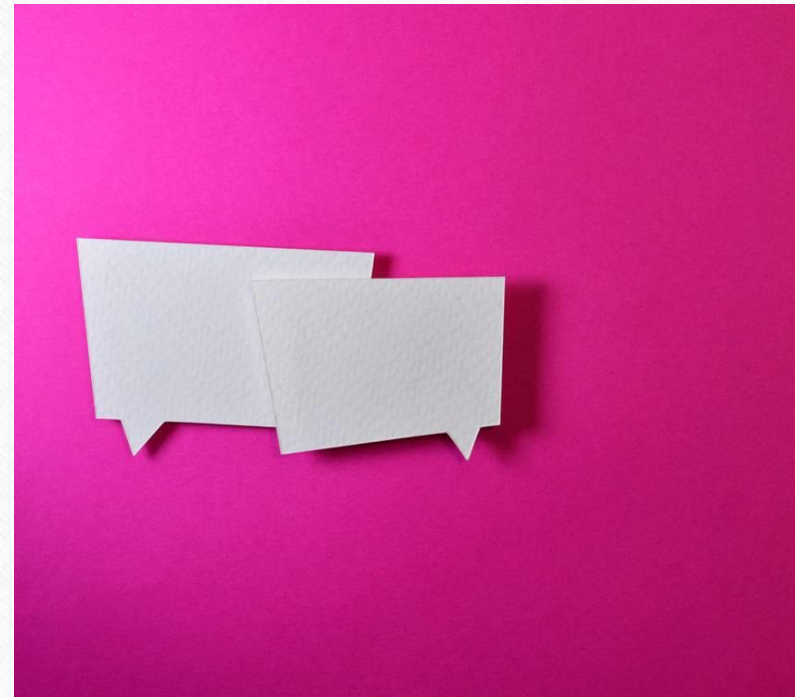
TOPIC	SLIDE
Importance of Engagement	3
Four Engagement Strategies:	4
Learning Together	6
Problem Solving	9
Appreciate and Celebrate	12
Focus on Well-being	16
Tips for Implementation	19

Photo- Smiling person, sitting on floor holding sign that says Table of Contents

# Why is engaging your team important?

---

- Shows you care
- Creates stability
- Helps people refocus away from uncertainty
- Helps build resiliency
- People feel more connected
- Maintains trust



Stark picture of two blank conversation bubbles

# Creating Ways to Engage: 4 Strategies

---



Photo - Art chalk in red, orange, yellow, green, blue, and purple

- 1-Learn something together
- 2-Solve a problem together
- 3-Show appreciation and celebrate
- 4-Focus on well-being

# Learn Something Together

---

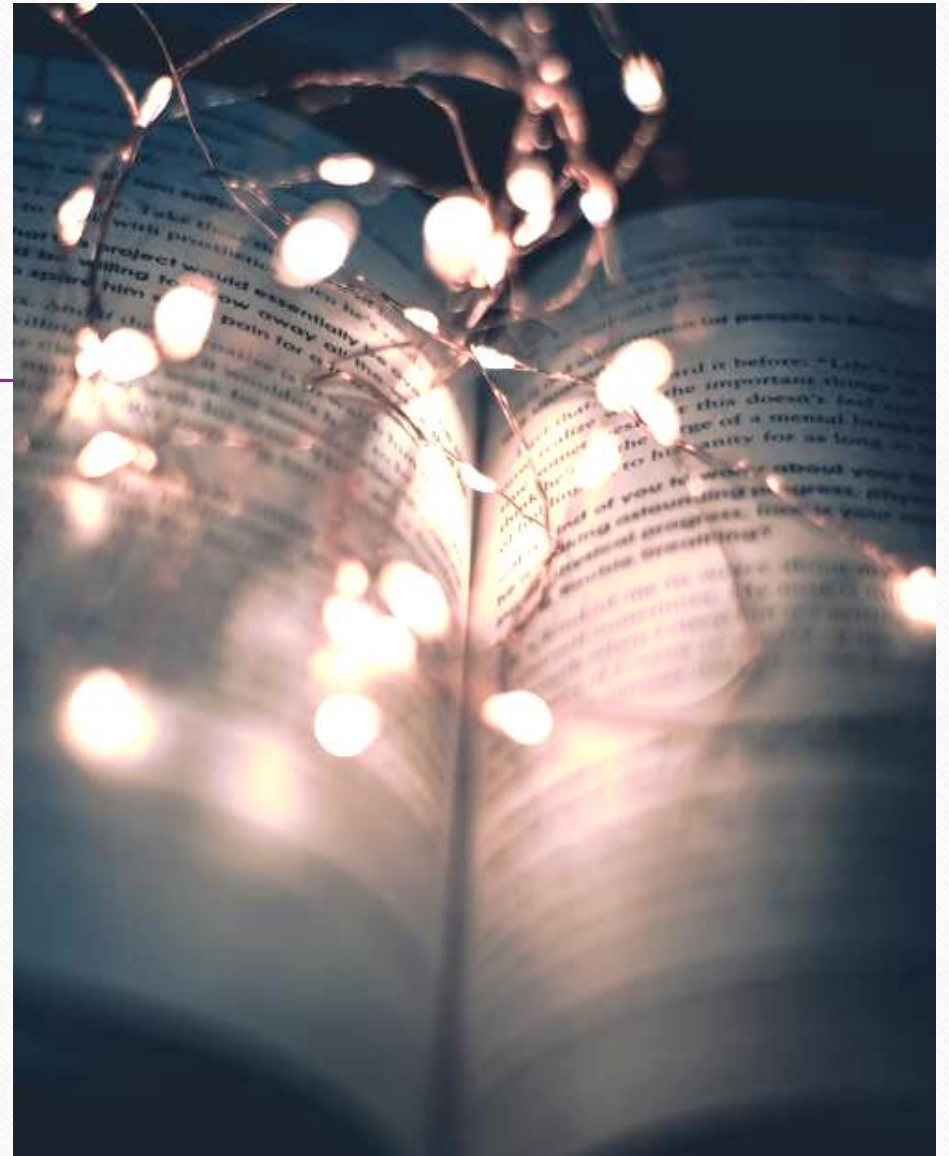


Photo- Open book with a string of small, decorative lights on top

# Learn Something Together: Ideas

---

- Find a quick article (or ask team for suggestions) for everyone to read then meet to discuss.
  - Give people plenty of time to read and absorb the material.
- Take a video course through LinkedIn Learning together.
  - Process improvement, stakeholder management, and visualizing data are great things many teams on campus can benefit learning about.
- Peer sharing: Give everyone a chance over a few weeks to do a 10 minute presentation with the intent to teach the rest of the team something.

# Learning Resources

---

- Process Improvement Foundations [LinkedIn Learning Course](#)
- Project Management Foundations: Stakeholders [LinkedIn Learning Course](#)
- Data Visualization: Storytelling [LinkedIn Learning Course](#)

# Solve a Problem Together

---



Photo - A Rubik's Cube puzzle that has been completed



# Solve a Problem Together: Ideas

---

- Now that people can't be together like we used to, how are you celebrating birthdays? Are there other things you did as a team that got left behind during COVID that could be reimaged?
- This is a great time to revisit the team's communication processes. How are things working for individuals on the team? What could go more smoothly?
- What processes need to still be converted to paperless?
- Create feedback loops: How are you gathering customer feedback?

# Solve a Problem Resources

---

- Creating Feedback Loops [LinkedIn Learning Course](#)
- Customer Experience: Service Blueprinting [LinkedIn Learning Course](#)

# Show Appreciation and Celebrate

---



Photo - Person in bow-tie smiling and making gesture with fists that conveys success

# Show Appreciation and Celebrate: Ideas

---

- Create a Win Calendar—add a block on a shared calendar for the end of the day for people to add a win to share with the team.
  - It may take prompting at first—give it a few weeks!
  - Consider reviewing the wins at a staff meeting.
- Let the team know when it receives kudos or appreciation from others.
- Have a discussion about the 5 Languages of Work Appreciation (Words of Affirmation, Quality Time, Acts of Service, Tangible Gifts, Consenting Physical Touch).
  - What is the primary way each individual likes to receive appreciation?
  - Brainstorm ideas: “With us not being able to give high-fives right now, how can we show a Consenting Physical Touch person appreciation?”

# Show Appreciation and Celebrate: Ideas

---

- Take an Appreciative Inquiry approach. Break people into pairs:
  - Have them answer these questions: “When have you felt most appreciated by those with whom you work? How did it impact you?”
  - Then, have each person tell the other person’s story to the group.
- Work with the team to set goals and check in as a team on those goals monthly. Celebrate even small achievements and thank the team for their hard work.
- At your next one-on-one, commit to telling each employee what you value about them, their work, and why. This will have even more impact if you incorporate their chosen form of appreciation (from the 5 Languages of Appreciation).
- As a team, create regular mechanisms for showing each other appreciation or gratitude.
  - For example, find an unsung hero every month to spotlight.

# Appreciation and Celebration Resources:

---

- How to Make Your Team Feel Valued and Appreciated [Article](#)
- In Times of Crisis, A Little Thanks Goes a Long Way [Article](#)
- Becoming a Culture of Continuous Recognition Webinar  
<https://www.youtube.com/watch?v=oKs-x63FHko&t=27s>



Photo - Gloved hands holding a globe wearing a surgical mask

# Focus on Well-being

---

# Focus on Well-being

---

- Check out the [Supervisor's Wellness Toolkit](#) and [Infographic](#) .
  - Consider doing a wellness activity or attending (and then discussing) a Wellness webinar as a group. [You can view all the programs on the Faculty & Staff Wellness webpage.](#)
- Best practices:
  - Provide time at the beginning of meetings for people to talk about how they are doing.
  - Remind people to use their well-deserved vacation days, and set a good example!
- Ask if anyone would volunteer to be the team's [Wellness Champion](#), or rotate the role, and invite them to initiate a small wellness activity at regular meetings.
- Remind people that Impact Solutions has free resources for employees who may be feeling mentally, financially, or emotionally overwhelmed by what is happening.



# Additional Well-being Resources: Impact Solutions

---

- Impact Solutions is our Employee Assistance Program and they have special services for our campus during COVID-19.
- Impact Solutions offers 5 free meetings with a counselor for any single issue.
- Phone support is available on an unlimited basis for you and your family: **1-800-227-6007**. Your call will be immediately answered by a qualified masters/doctoral level mental health professional 24 hours a day, 365 days a year.
- Visit <http://www.myimpactsolution.com/> and log in (orange button) by typing in the letters CWRU in the Member Login Username field.

# Getting Started

---



Photo - Crossing signal light with green figure walking

# Implementation Tips:

---

- Every team is different—which strategy would be the best for them to start with?
- Always introduce any new management change or activity to the team first, either by email or in a meeting, and then implement at a later date. Let people ask questions.
- Share your own emotions and concerns about the challenging times we are in, and gently help people focus on the benefits of continuing to grow as individuals and as a team.
- If you pose idea-generating activities to the team, make sure to share any limitations up front: budget, scope, time-intensive use of people and resources, etc.

# Implementation Tips:

---

- Remember: underrepresented communities are suffering even more during this crisis.
  - Be aware that you may have people who are dealing with difficulties that they may be reluctant to share.
- People may not be as creative or productive right now due to the large psychological and emotional toll of this situation.
  - We recommend keeping the tone of your engagement activities low-key and easy going.
- Remember: Zoom meetings can be more tiring than in-person meetings.
  - Be mindful of people's energy and adjust meeting times or the length of meetings if necessary.

# Support from The PDC



Phot - Person using video platform to meet with a group of people

The PDC is always available to support you in your efforts—from being a thought-partner to facilitating an engagement session for you and your team. Our services are free.

**Coming August 2020! Virtual Office Hours for Team Engagement:**

**Team Tuesdays@2:00**

Register on CampusGroups and pop in to the Zoom from 2-4 PM on Tuesdays Aug, 4 – Oct. 6th

**Thank you!**  
**Please let us know if you  
have additional team  
engagement ideas to share.**

---

If you would like additional information,  
Please contact:

The Human Resources  
Professional Development Center



Photo - Sign that lights up which says You Got This