Keeping Your Team Engaged

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

Approximate time to complete: 5-10 Minutes
# Table of Contents

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>SLIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Importance of Engagement</td>
<td>3</td>
</tr>
<tr>
<td>Four Engagement Strategies:</td>
<td>4</td>
</tr>
<tr>
<td>Learning Together</td>
<td>6</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>9</td>
</tr>
<tr>
<td>Appreciate and Celebrate</td>
<td>12</td>
</tr>
<tr>
<td>Focus on Well-being</td>
<td>16</td>
</tr>
<tr>
<td>Tips for Implementation</td>
<td>19</td>
</tr>
</tbody>
</table>

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
Creating Ways to Engage: 4 Strategies

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

Photo - Art chalk in red, orange, yellow, green, blue, and purple
Learn Something Together
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 reimagined?

• 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
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
Focus on Well-being

Photo - Gloved hands holding a globe wearing a surgical mask
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/](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

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