

The Manage & Engage Toolkit

Modules for your Toolkit:

- **Trust:** The Starting Point for an Organization to Excel
 - The value of trust to employee engagement
 - Why trust is assumed...but not actualized
 - Actions that generate positive trust, continually
- **Engagement:** Why It Means More than Coming to Work
 - Evidence from employee engagement statistics
 - The benefits of an engaged employee base
 - The manager's responsibility and ability for employee engagement
- **Communication:** How to Make This Dynamic Part of Your Success
 - The basic preferred communications/behavior styles (DISC)
 - How to identify general style characteristics
 - How to adapt one's personal style to communicate successfully with other styles
- **Performance:** 4 Steps to Improvement ("Have to" Isn't a Step)
 - The natural fears that hinder performance improvement
 - The critical factors that overcome those fears
 - How-to tactics and techniques for applying the critical factors
- **Customer Satisfaction:** How to Excel-erate Every Customer's Experience
 - Distinction of the various members of the customer base
 - Specific elements/components of customer satisfaction
 - Strategy and tactics for individual and team ownership of customer satisfaction
- **Culture:** Continuous Improvement Is Not Only about "Doing"
 - Belief elements in a successful work culture
 - Belief elements essential to an employee engagement culture
 - How-to build and maintain an employee engagement culture
- **Recruiting:** 5 ways to Have Them Want to Work for You
 - Why "wanting the job" is not enough—for either side
 - Using workplace culture to "sell" the organization
 - The power of a thorough interview—for both sides



More of what we can put in your Bag:

- **Retaining:** 9 Ways to Make Them Want to Stay
 - Elaboration of the manager's/supervisor's role in one's desire to stay
 - Documentation of the financial benefits of retaining over hiring
 - 9 specific practices that generate retention
- **Problem-Solving:** 3 Tools to Use and Ways to Use them Better
 - Tried-and-true problem-solving approaches
 - New-and-better problem-solving approaches
 - How to make the most out of problems...and their solutions
- **Commitment:** 8 Tactics to Generate Commitment
 - Distinction between commitment and compliance
 - The manager's role as a commitment generator
 - Eight methods for managers to generate commitment
- **Conflict Resolution:** It Happens; Here Are 5 Techniques to Get Past It
 - The various types of conflicts; the various roots of conflicts
 - The manager's role in resolving conflicts
 - 3 approaches, 5 techniques to resolve conflict
- **Coaching:** Methods for Engagement > Performance Improvement
 - The difference between a manager and a coach
 - Who should coach, who should not
 - 5 coaching behaviors to adopt, 3 to avoid
- **Leadership:** What It Takes to Make Every Member Eager to Lead
 - Distinctions between managing and leading
 - When to manage, when to lead
 - Three leadership attributes to improve one's leadership ability

Some things to keep in mind:

- ✓ 1, 1½, 2 and 2½ hr formats *(Best practice: 2 or 2½ hrs.)*
- ✓ Modules spaced as you wish. *(Best practice: every 2 wks.)*
- ✓ Your selection of modules and sequence. *(Best practice: let's confer.)*

I am committed to helping you and your community develop a true culture of and for Employee Engagement.

Call or e-mail me.
Let's make this happen.



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