



LEAP

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Employee Engagement Champions Guide

Giving Your Best Every Day



Baptist Health South Florida

Engagement Champions Defined

Engagement champions are...

- Nominated by their leader for being positive role models who demonstrate perseverance, team spirit and a drive for results.
- Respected and admired by their leaders, peers and customers.
- People that demonstrate the BHSF core values and service excellence standards.

The Role and Responsibilities are to serve as...

- An ambassador for making BHSF the Best Place to Be Your Best.
- A positive role model and peer mentor for engagement initiatives.
- An informal leader within the department.
- An active contributor and facilitator in the department's engagement planning sessions.
- A partner to the department leader and liaison to staff in driving the team's engagement plan.

As a mentor to your peers, you may do the following...

- Be a sounding board
- Maintain confidentiality
- Be an empathic listener
- Offer social/emotional support
- Be a trusted advisor

Identifying your engagement champions:

1. Roles: Chair, co-chair, minute taker, cheerleader, and other key roles.
2. Ask the committee to assign their roles and responsibilities based on the engagement plans.
3. Solicit feedback about how to monitor progress.

High Value Questions – focus on these to discuss engagement needs:

- How do you interpret the results?
- What story is being told?
- What's working? What needs work?
- What are the top two priorities for this team?
- What do we need to start doing? Stop doing? Continue doing?

Keep in Mind!

Engagement has a tremendous impact on our people and organization.

Improving and nurturing engagement requires a two-way relationship between employer and employee.

Engagement is about a sense of being valued and involved. It's about development, recognition, and trust.

Best practices for improving engagement vary but always include action planning where the leader and employees are involved together in deciding what areas to focus on and taking ownership of the process.

Engagement Scores Discussion Tool

Look back at your team’s engagement journey in the last year and review the current action plan. Identify the following:

Drivers of Engagement	What’s Working (Successes and Wins)	What’s Not Working	Is this a Strength or Opportunity	What could we do to sustain or improve in these areas?
Organizational Domain				
Manager Domain				
Employee Domain				
Other				



With Your Leader: Planning Your Team Meeting

Engagement Meeting Agenda Items

- Why is Engagement important in our workplace?
- What is the data telling us?
- What is working well that we should continue to do?
- What is not working that we should stop doing?
- What are key items/issues we should focus on first?
- How can we best keep our team engaged and our engagement plan alive?
- How can we best track our progress?

With Your Leader: Best Practices in Facilitating Engagement Discussions

- Review the scores first. What are they telling you?
- Distribute the score card to your team. Explain how to read it.
- Create a safe environment to express opinions and ideas.
- Guide and participate in the group discussion, but do not dominate it.
- Brainstorm as a team on possible causes and solutions. What are we doing well? What's not working so well?
- Have the team select the statements that are significantly impacting their engagement (positively or negatively).
- Brainstorm on actions for the year and assign them to specific people, gaining their commitment and ownership.
- Document the plan and follow up regularly.
- Keep the plan alive! Review it regularly, present & discuss progress and achievements at every staff meeting.
- Celebrate successes along the way!

Suggested Activity

1. Review and discuss key highlights of the team's engagement scores. In the next page you can find a reflective tool to help you and your engagement team conduct their first engagement discussion when sharing results and moving into action planning.
2. Work with your HR Site team to assist in the process as necessary.