

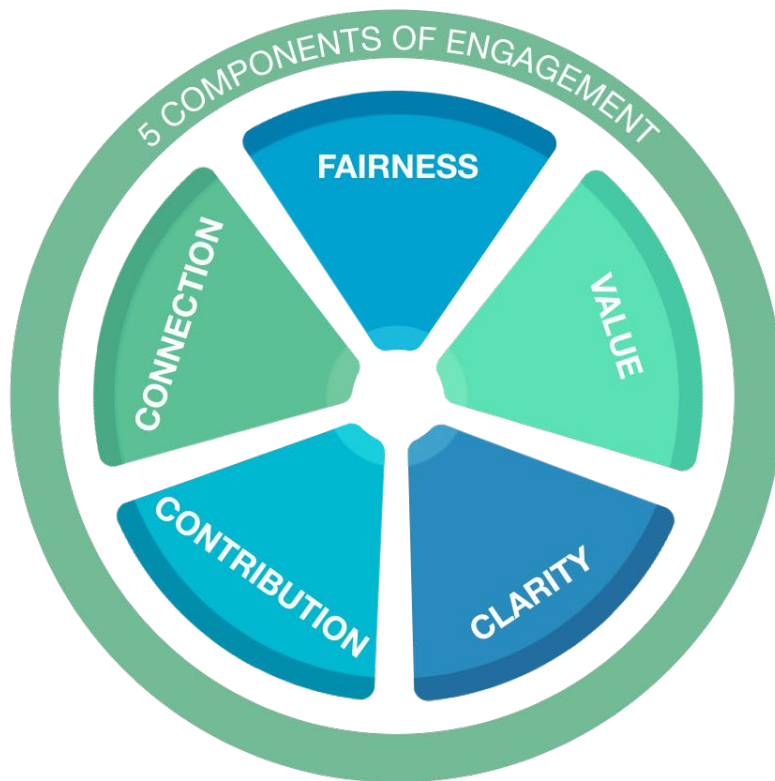
Building a Fully Engaged Team

The 5 Components of Engagement Scorecard

Engaged employees show up at their best.

They are ready to contribute to the practice and deliver beyond expectations. Taking time to build employee engagement will yield a more productive, flexible team and increased profitability for your practice.

To create a highly engaged practice team, you must focus on the five key components needed for engagement: Fairness, Value, Clarity, Contribution, and Connection.



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Directions

The 5 Components of Engagement Scorecard gives you an opportunity to reflect and score how well you use these five areas of engagement.

First, read the reflection questions for each engagement component. Carefully think about the questions and answer as truthfully as possible. Score your use of each component on a scale from 1 to 5, with 1 being “inconsistent” and 5 being “consistent.”

For the components you gave a 1, 2, or 3, how can you boost them to a 5? Brainstorm actions and ways you can change behavior so these components can become a consistent part of your practice.

For the components you gave a 4 or 5, continue to excel in these areas and brainstorm new ways to enhance them in your practice.

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Fairness

Employees are significantly more engaged in an environment where the perception is that everyone is treated fairly. Leaders must consider what the team views as fair or unfair when shaping a practice.

Reflect: Read each question below and answer as truthfully as possible.

1. Are employees aware of how decisions are made and is the decision-making process transparent? Explain your answer.

2. Is there a comprehensive set of expectations that fully describes the team at its best? Is everyone held to the same expectations? Why or why not?

Score: Based on your answers above, how consistent are you with demonstrating fairness in your practice?

1	2	3	4	5
Inconsistent				Consistent

Brainstorm: Your score is now a starting point for the change you want to see. Brainstorm ways either to increase or enhance the perception of fairness in your practice.

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Value

Employees must feel valued by the place where they work and also feel that they add value to the practice.

Reflect: Read each question below and answer as truthfully as possible.

1. What behaviors, attitudes, traits, and characteristics are valued in your practice?

2. How do you show employees they are valued?

Score: Based on your answers above, how consistent are you with providing value in your practice?

1	2	3	4	5
Inconsistent				Consistent

Brainstorm: Your score is now a starting point for the change you want to see. Brainstorm ways either to increase or enhance value in your practice.

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Clarity

To have a practice that runs smoothly and efficiently, employees need clarity on their roles, the organizational structure, processes, and expectations.

Reflect: Read each question below and answer as truthfully as possible.

1. Does every employee understand the structure, processes, and expectations of the practice? Why or why not?

2. Has confusion, miscommunication, or ambiguity ever affected your practice? How?

Score: Based on your answers above, how consistent are you with providing clarity in your practice?

1	2	3	4	5
Inconsistent				Consistent

Brainstorm: Your score is now a starting point for the change you want to see. Brainstorm ways either to increase or enhance clarity in your practice.

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Contribution

Employees need opportunities to continuously develop their skills and increase their contributions to meaningful work and the future of the practice.

Reflect: Read each question below and answer as truthfully as possible.

1. How do employees share thoughts, input, and feedback?

2. Are employees given regular opportunities to grow, develop, learn, and advance? How?

Score: Based on your answers above, how consistent are you in providing opportunities for contribution?

1	2	3	4	5
Inconsistent				Consistent

Brainstorm: Your score is now a starting point for the change you want to see. Brainstorm ways either to increase or enhance employee contribution in your practice.

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Connection

Engagement increases when employees have strong connections to their team, their work, and the practice.

Reflect: Read each question below and answer as truthfully as possible.

1. What activities or experiences are offered to help employees form and maintain relationships?

2. How do you ensure that all employees understand and actively uphold the mission and vision of your practice?

Score: Based on your answers above, how consistent are you in providing opportunities for connection?

1	2	3	4	5
Inconsistent				Consistent

Brainstorm: Your score is now a starting point for the change you want to see. Brainstorm ways either to increase or enhance connections in your practice.
