**Employee Engagement**

***Building Employee Connection to Their Work***

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Behind the words “Employee Engagement” is the question: *“How do I create a work environment where workers will be connected to the work, to each other, and to the organization in a way that they will want to excel?”*

There are some pretty impressive statistics which make a strong case for employee connection:

* Gallup research shows that…
* Organizations with a highly connected workforce report 27% higher profits.
* Employees who are connected perform at 120%, provide better service, and increase customer retention.
* Another study shows that connected employees perform 20% better and are 87% less likely to leave.

**What can you do to create an environment where your employees can build this personal connection to their work?**

Trust and Respect – The most important factor is you. Treat each employee with respect and deliver on your commitments.

Communication – All workers have a need for frequent communication and sharing of information. Ask for feedback and for their ideas. Listen, ask questions for clarity and address concerns.

Coaching and Training – Assume that every worker wants to do a good job, and provide them with the training and coaching that will allow them to be successful. Broaden the responsibilities of those who show interest and promise. Help them stretch and grow.

Accountability – Be clear about what you expect and hold each employee accountable to those expectations. Provide appropriate consequences for delivering or not delivering on set expectations.

Involvement – Involve employees in decision making and execution when appropriate. Invite their ideas.

Flexibility – Determine where you can offer flexibility and where you can’t.

Giving Back – Make your employees part of your efforts to give back to the community in which they work.

Learning and Growth – If there is a career path with you, help your employees find it. If not, help them recognize the new skills they are learning on the job and how these skills will make them more prepared for their next career move.

Make a conscious decision to assess where you are today and determine what you can do to help each employee to become more connected to their work. This investment in your employees can give back in bottom line results, customer satisfaction, productivity and retention of your best employees.