

# Engaged...

## *Building an Organization Where Employees Love to Come to Work*

*Prepared for:*



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COMPANIES

*Building organizations where employees love to come to work  
and customers love to do business*

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# What Are the Characteristics of a Great Leader Whose Employees are Fully Engaged?

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

What is the Difference Between a Manager and a Leader, if any?

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# 10 Keys The Best-of-the-Best Organizations and Their Leaders Do Differently to Engage Their Teams!

1

Create a  
Compelling,  
Positive Vision with  
Clear Goals

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2

Communication...  
The Right Stuff at  
the Right Time

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3

Select the Right  
People for the  
Right Job

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4

Remember...  
We're on the Same  
Team

4. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5

"Cool stuff" ...  
Continuous  
Improvement and  
Innovation

5. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

6

Recognize and  
Reward Excellent  
Performance

6. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7

Accountability...  
Performance  
Counts

7. \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8

Every Employee  
Learns and Grows

8. \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9

Problems...  
No Problem!

9. \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10

It's All About the  
Customer!

10. \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

# Six Priceless Outcomes of an Engaged Workforce

Priceless Outcome #1: \_\_\_\_\_

Priceless Outcome #2: \_\_\_\_\_

Priceless Outcome #3: \_\_\_\_\_

Priceless Outcome #4: \_\_\_\_\_

Priceless Outcome #5: \_\_\_\_\_

Priceless Outcome #6: \_\_\_\_\_