



## Greater Orlando Organization Development Network Meeting

### “Making Employee Engagement Real, Tangible, and Actionable”

**Friday, February 9th - 8:30am-12:30pm**

At University of Phoenix

2290 Lucien Way

Maitland, FL 32751

(407) 667-0555

Sharon Parker, Senior Consultant

Foresight International, Inc.

[www.surveysupport.com](http://www.surveysupport.com)

#### Session Overview:

Employee engagement has now become the buzz word in employee survey research. For years we have been measuring the satisfaction levels of our employees. Now we're being asked to measure engagement. But are the two constructs really different? Most organizations struggle with trying to define employee engagement and to differentiate engagement and satisfaction. In our hearts, we know having employees who are more motivated and committed actually make a difference to the organization and to our customers. So how do we measure whether or not our employees are engaged?

Foresight's model of employee engagement provides a simple and realistic framework for identifying issues that drive engagement. The engagement model helps managers focus on issues that matter most to their employees by starting at the basic level. The employee engagement model works with every type of survey instrument. It is not prescriptive and does not dictate what questions you should or should not include on your survey. However, recommendations are given for questions that are proven to measure employee engagement. The framework can be applied to all employee survey processes.

This session will provide information and hands-on tools to those who are involved in employee engagement surveys as well as others who use data to drive organizational change and improve leader performance. GOOD Network participants who are not “engaged” in employee surveys will find the tools helpful and applicable to other organizational development and change efforts.

#### Key Session Objectives:

In this interactive presentation, we will:

- Apply the concepts of Foresight's employee engagement model to an organizational case study.
- Discuss methods for analyzing the survey results to gain greater clarity of the issues.
- Present tools and methods for selecting and prioritizing action steps.
- Explore ways to conduct employee feedback sessions.
- Discuss methods for coaching managers who receive less than stellar survey results.
- Identify trends impacting employee engagement.
- Link leadership behaviors to employee engagement.

## Directions to University of Phoenix:

### Going west on I-4 coming from Sanford/Daytona Beach:

- Exit I-4 at Exit 90b onto Maitland Blvd. West. At the bottom of the exit, turn right (west) onto Maitland Blvd. At first traffic light, turn left onto Lake Destiny Drive, go approximately 20 yards and turn left at the next light. Follow Lake Destiny Drive as it curves around and turn right onto Lucien Way. Univ. of Phoenix is the 3<sup>rd</sup> building on the left (2290 Lucien Way, Maitland Green II building).

### Going east on I-4 coming from Disney/Tampa:

- Exit I-4 at Exit 88 onto Lee Road/SR 423. Turn right onto Lee Road and then an IMMEDIATE left onto N. Wymore Road. Go about 1 mile and turn left onto E. Kennedy Blvd. (CR-438A), followed by an IMMEDIATE right onto Lake Destiny Drive. Follow Lake Destiny Drive for only ¼ mile and then turn left onto Lucien Way. Univ. of Phoenix is the 3<sup>rd</sup> building on the left (2290 Lucien Way, Maitland Green II building).

### Additional Details:

- See map below (University of Phoenix building is indicated as “UOP Maitland Green II” in red) – if lost, you may contact Kristin at 407-760-0949
- Park any where in the parking lot
- Note the University signage as you enter the building ( so you know you are entering the right building)
- Take the elevator to the 4<sup>th</sup> floor and follow the signs

A continental breakfast and beverages will be provided.

