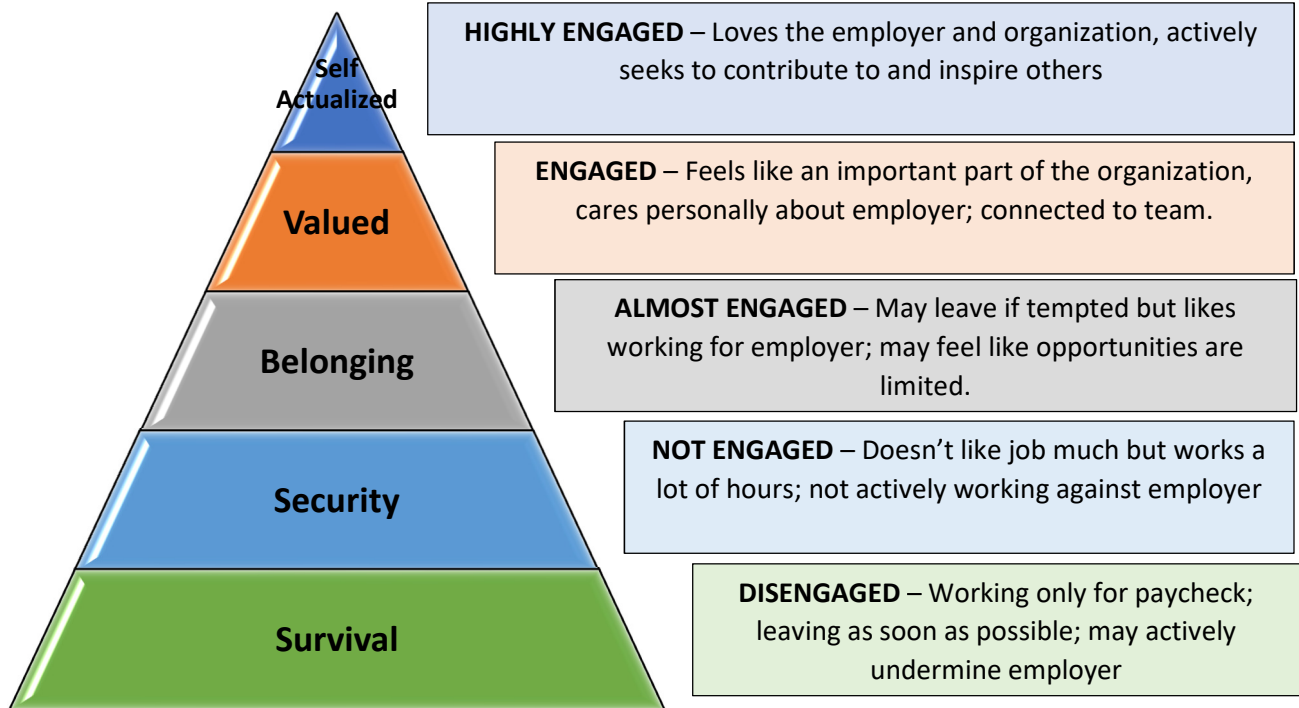




### Employee Engagement

Employee Engagement can be defined as the emotional commitment that an employee has for their employer, the goals of their employer, and to the people that they serve. Employees can be happy or can be satisfied with their work and still not be fully engaged. Engagement occurs when an employee truly cares both about their work and their company. Engaged employees will take the initiative to go above and beyond in their work. Having highly engaged employees is strongly correlated to having better business outcomes. Employee engagement may look like the Maslow hierarchy of need.



### Employee Engagement - Beyond Compliance

Healthcare of all types is highly regulated and fully complying with extensive regulations can take a lot of effort on its own. But compliance is really the floor under true quality of care and quality of service. To build upon that floor, you need a workforce that is fully committed to providing the people that they serve with the highest possible quality of life. That takes an engaged workforce.

Engaging employees requires trust between and among leaders, managers and employees. Behaviors that support the development of trust:

- Clearly and consistently communicating a strong narrative about the organization's mission, vision, and goals;
- training and supporting managers to translate that narrative into daily operations;
- seeking out, being receptive to, and acting upon an empowered employee voice; and
- integrating the stated organization values into action by leaders and managers.



Sage Squirrel Consulting can support your organization in assessing the engagement of your workforce and in the development of strategies to improve business outcomes through employee engagement. Contact us for assistance.