



EMPLOYEE ENGAGEMENT AND ENGAGING MANAGERS

Engaging managers can make all the difference to employee engagement within your organisation

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You may have heard of the saying 'people don't leave bad jobs they leave bad managers' and for many this is true.

Managers play a pivotal role in building relationships with their teams and help them to perform well and deliver results.

Engaging Managers builds on employee engagement

Managers need to **feel empowered** in their roles and have the **right skills, tools and resources** to help them succeed.

Engaging Managers need to;

- **Understand and engage** themselves within the organisation and where is it heading
- Be **role models** and demonstrate the behaviour(s) they expect from others
- Be clear and **effective communicators**
- **Get to know the individuals** with their team, what are their needs and desires? What are their motivators? What are their overall career aspirations?
- Be able to **coach and guide** individuals to get the best out of them and help them deliver the results that are required
- Welcome **open communication and feedback** within the team
- Be able to provide **feedback** in a constructive way that will **provide focus and direction** moving forward
- Confidently **address performance** issues and carry out difficult conversations effectively
- Provide **recognition and praise** to those who have achieved results within the team and understand how best this recognition should be given.

Accidental Managers

Recent CMI (Chartered Management Institute) research has shown that 68% of UK managers categorise themselves as so-called, '**accidental' managers and feel they do not necessarily have the right skill set to be effective in their role.**

For some, 'accidental managers' have had many years' experience in doing the job of the individuals in the team and the next level of career growth is managerial, but they have little or **no experience in actually managing others**, which is sometimes forgotten.

It is great to be able to promote within an organisation and **enable employees to develop** in their careers but more often than not these new managers are **not given the right tools and resources** to be able to do their job and **manage people effectively**.

Likewise with new managers joining organisations they are just left to get on with it and it is expected that they should already know everything there is to do with being a Manager, but is how they managed before **the right fit** with how you want and need them to manage within your organisation?

Training & Development

Organisations should ensure their Managers are **confident and competent at managing others** to ensure they are **getting the best overall results for the business**. Having poor managers in place will only lead to poor results.

The **training and development** of Managers is key to ensure that there is a **consistent approach** within an organisation as to how this is done and that all Managers understand what is expected of them.

By designing and delivering a tailor made **inhouse Management Training and Development Programme** which covers key management areas will not only give Managers a sound understand of these areas but also how they are reflective within your organisation.

Some of these key topics could include;

- Performance Management
- Giving effective feedback
- Having difficult conversations
- Sickness absence reporting and Management
- Recruitment and Selection
- Onboarding new employees
- Reward and Recognition

It may be beneficial to create a **Managers toolkit** on these key areas with your organisation which can be used as a resource for all managers to access as and when they require.

It may also be useful to **gain feedback from your Managers** as to what support or training they feel they could benefit from to strength them within their role.

By **investing in your Managers** will help them feel engaged and will enable them to help the organisation achieve the desired overall results as they will be able to engage and inspire their team to achieve.



Contact Us

If you would like to find out how BroadHR can help your organisation, please get in touch



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