



# Engaging Managers Development Programme

**MAKING THE LINK BETWEEN PEOPLE & PRODUCTIVITY**

[ Developing frontline managers for peak performance ]



“People join companies but leave their bosses.”

Marcus Buckingham

“The line manager relationship is the most important work based relationship for all of us and has been found to effect 47% variability in engagement levels.”

**David MacLeod  
& Nita Clark**

Enhancing performance through employee engagement

## Key influencers - Power of 95

### Whose responsibility is engagement anyway?

**Research has shown that the majority of engagement comes from your relationship with your boss!**

Although a shared responsibility, your frontline managers need to take the initiative for driving and encouraging engagement within their teams. However, they need the behavioural competencies to know and understand how to do this.

This programme has been designed to develop your frontline managers in the behavioural competencies that are

essential to be an engaging manager, and positively influence and engage your workforce.

Frontline managers are typically influencing up to **95%** of the entire workforce during day to day activities. For this influence to have a positive impact on business results, the relationship between the workforce and their line manager is crucial.

### During the programme your frontline managers will:

- Understand the management competencies to **manage self and effectively deal with others to achieve business objectives**
- Identify and develop behavioural traits in the **four key areas of an engaging manager**

### They will also:

- Learn about the **value of coaching and developing** to identify potential and improve performance in others
- Understand the **competencies of leadership and managing change** in addressing business challenges
- Gain insight into self management models and effective techniques to **influence others**
- Explore self awareness tools to **improve self management**
- Develop self through gaining greater insights, and understanding the impact of their own **behaviours, preferences and tendencies**
- Identify paradoxical imbalances and seek to develop these to **improve personal performance**
- Identify and discover how to **leverage the team's strengths**
- Learn how to be **emotionally intelligent**

# Managing self, others and the business

The Engaging Manager training programme explores the three elements of managing self, dealing with others and managing the business - all of which are relevant and required for the successful frontline manager to engage their team and achieve the desirable business objectives.



- Confidence to lead & motivate others
- Visually manage daily performance
- Managing change

- Self-awareness and managing self
- How to be emotionally intelligent
- Key drivers of an Engaging Manager

- Effective communication
- Building rapport
- Dealing with difficult situations

"Only organisations that truly engage and inspire their employees produce world class levels of innovation, productivity and performance."

**David MacLeod and Nita Clarke**

Engaging for success: Enhancing performance through employee engagement

**40%**

lower staff turnover

Companies with high levels of engagement show a turnover rate 40% lower than the companies with low levels of engagement

**18%**

higher productivity

Organisations in the top quartile of employee engagement had 18% higher productivity than those in the bottom quartile

**2.5x**

higher revenue growth

Organisations in the top quartile of engagement scores demonstrated revenue growth 2.5 times greater than those in the bottom quartile



**ENGAGE  
FOR  
SUCCESS**

Regional Ambassador

# Engaging manager behavioural competency

The engaging manager competency measures the individual against the behavioural traits that are essential, desirable and to be avoided for success within this key role using Harrison Assessments technology.

Once areas for development have been identified, an individual approach can be used to drive the necessary behavioural change that will enable the candidate to become a better fit and ultimately become more effective as a key influencer and engaging manager in the organisation.

**Growth:** It is not only important for managers to demonstrate a desire for self-improvement but also that they show a genuine passion and commitment to improve and advance their team where appropriate.

The following skills are necessary to promote individual and team growth:

- Leadership
- Coaching and mentoring
- Facilitation

**Trust** is key to becoming an engaging manager as it enables individuals and organisations to thrive.

The three characteristics of trust - compassion, competence & character (or integrity) - are essential to develop and maintain levels of:

- Cognitive trust
- Emotional trust
- Behavioural trust



Appropriate **recognition** and appreciation encourages an environment for:

- Innovation
- Creativity
- Continuous improvement

This, in turn, will deliver new and better ways of working. Sincere and thoughtful recognition can go a long way to making team members feel valued and encourages them to make discretionary effort.

**Communication** is critical because it forms the backbone for the other engagement efforts of trust, recognition and growth.

Good interpersonal and influencing skills are essential for effective communication. A healthy environment for effective communication should encourage:

- Frequent two-way communication
- Active listening
- Action based feedback

3P is a Harrison Assessments International™ Partner, Marshall Goldsmith licensed executive coach, accredited Master and Business NLP practitioner, and Engage for Success regional ambassador.

Experience • Passion • Intellect • Creativity • Value • Fun

If you would like to discuss how 3P can help you develop your frontline managers, contact [info@3p.co.uk](mailto:info@3p.co.uk) or call either 0191 487 2797 or 07453 973 791

[www.3p.co.uk](http://www.3p.co.uk)