

Reigniting Post-Covid Employee Engagement by Creating a High Performance CommuniTEAM



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COVID-19



Shared priorities
Meaningful work
Clarity of expectations
Timely communication
High levels of trust
Sense of "community"

2

COVID-19

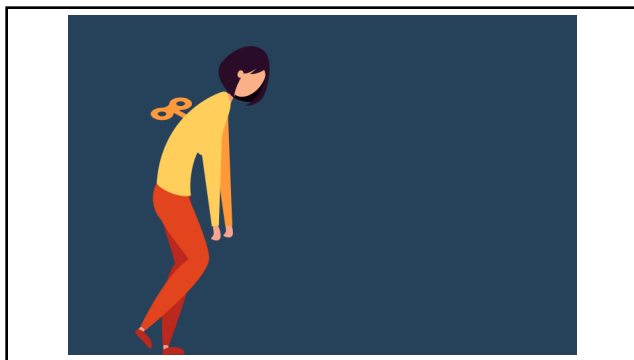


Shared priorities
Meaningful work
Clarity of expectations
Timely communication
High levels of trust
Sense of "community"
Appreciation

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4



5



6



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Gallup Q¹²®

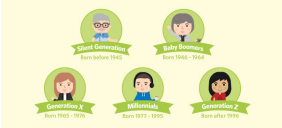
1. I know what is expected of me at work
2. I have the materials and equipment I need to do my work right
3. At work, I have the opportunity to do what I do best every day
4. In the last 7 days, I have received recognition or praise for doing good work
5. My supervisor, or someone at work, seems to care about me as a person
6. There is someone at work who encourages my development
7. At work, my opinions seem to count
8. The mission or purpose of my company makes me feel my job is important
9. My associates or fellow employees are committed to doing quality work
10. I have a best friend at work
11. In the last 6 months, someone at work has talked to me about my progress
12. This last year, I have had opportunities at work to learn and grow

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To be equipped
 To feel a sense of belonging
 To be valued
 To engage in meaningful work
 To have opportunities to grow

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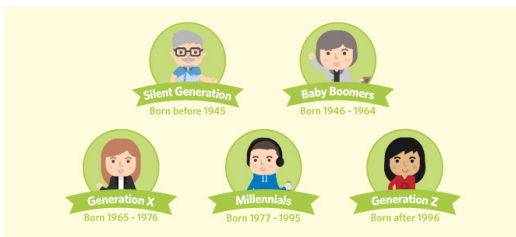
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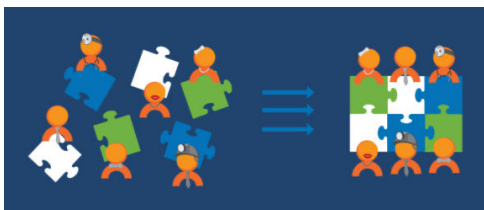
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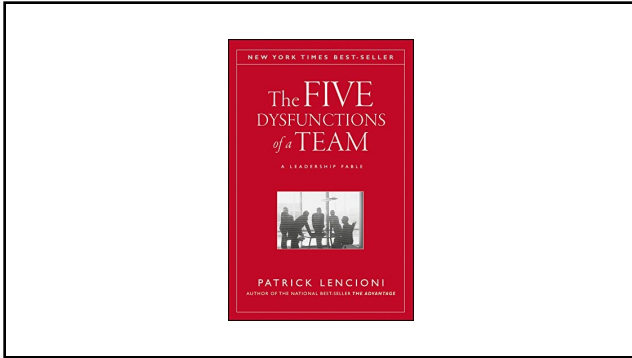
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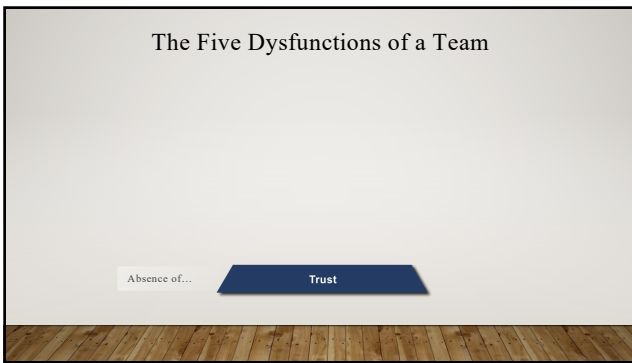
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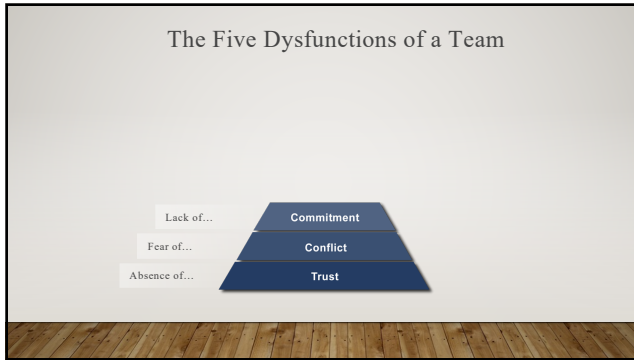
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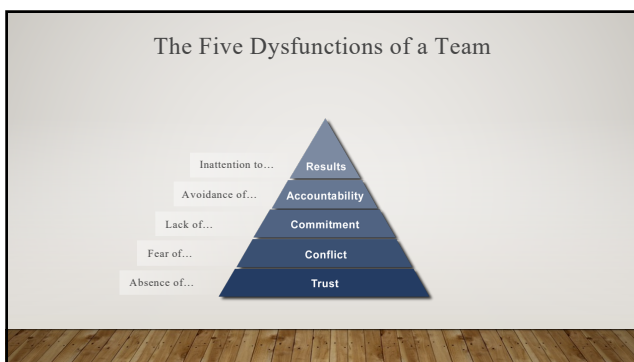
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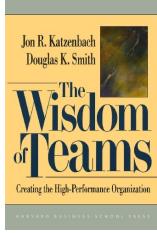
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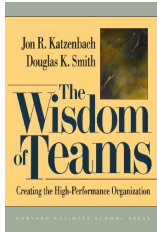
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Real Team

$1+1+1 = 4$

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Real Team

$$1+1+1 = 4$$

High-Performance Team $1+1+1 = 10+$

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Real Team

$$1+1+1 = 4$$

High-Performance Team $1+1+1 = 10+$

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High-Performance CommuniTEAM



- To be equipped
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High-Performance CommuniTEAM

Workplace environment where people...



Know & are Known

Trust & are Trusted

Love & are Loved

Hold Each Other Mutually Accountable

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Know & are Known

Leader getting to know staff

Staff getting to know leader

Staff getting to know each other



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Know & are Known

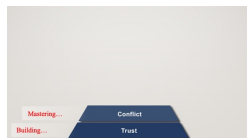
Leader getting to know staff

Staff getting to know leader

Staff getting to know each other



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Trust & are Trusted

Be Trustworthy

Credible

Competent
Dependable
Accountable
Believable

Relatable

Available
Real



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Trust & are Trusted

Be Trustworthy

Credible

Relatable

Trust Staff

Collaborate with staff
Empower staff



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THE RITZ - CARLTON

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Trust & are Trusted

Be Trustworthy

- Credible
- Relatable

Trust Staff

- Collaborate with staff
- Empower staff



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Love & are Loved

Love

- Action-oriented
- Finding ways of showing care

Be Loving

- Be aware
- Be interested
- Be thankful



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Love & are Loved

Love

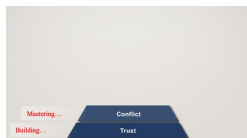
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Hold Each Other Mutually Accountable

Focus on team priorities

Asking for & offering support

Review performance vs priorities at team meetings



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Creating a High-Performance CommuniTEAM

Weekly Check-ins



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Weekly Check-ins

"How are you doing?"

"What are you working on?"

"How can I help you?"



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Creating a High-Performance CommuniTEAM

Weekly Check-ins

Annual "Stay Interviews"



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Annual "Stay Interviews"

"What opportunities for self-improvement would you like to have that go beyond your current role?"

"What talents, interests or skills do you have that we haven't made the most of?"

"If you could change one thing about your job or in your department, what would it be?"

"What can I do to make your experience at work better for you?"



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Creating a High-Performance CommuniTEAM

Weekly Check-ins

Annual "Stay Interviews"

Annual Leadership Team Retreat



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Annual Leadership Team Retreat

1 day

Off-site

Self-led or outside facilitator

Main Objectives

Team building

Review past year

Collaborate on coming year

Have fun



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High-Performance CommuniTEAM

Workplace environment where people...



community

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