
Employee engagement

Employee’s relationship with their manager has a greater impact on engagement than anything else.

The factors that affect engagement

1. Managers help employees solve problems.
2. Managers effectively navigate difficult conversations.
3. Managers make it easier for employees to get work done.
4. Managers enable individual autonomy.
5. Managers support employee development.
6. Managers listen.
7. Managers care.
8. Managers communicate clearly.
9. Managers understand the organization’s problems.
10. Managers provide feedback.

Employee performance

High manager capability increases the likelihood of high individual performance by 12%.

WHAT DO GOOD MANAGERS DO?

Communication

- Provide frequent, clear feedback on employee performance.
- Encourage open communication.
- Provide regular updates and feedback to employees.
- Create a safe and inclusive work environment.
- Foster a positive team culture.

Recognition

- Recognize and reward employee contributions.
- Celebrate employee achievements.
- Provide opportunities for recognition and celebration.
- Show appreciation for employee efforts.
- Provide opportunities for employee development.

Development

- Provide opportunities for professional development.
- Encourage employees to take on new challenges.
- Provide opportunities for mentorship.
- Offer opportunities for career growth.
- Provide resources for learning and development.

Clearing barriers

- Remove obstacles to employee performance.
- Provide support and resources.
- Foster collaboration and teamwork.
- Create a supportive work environment.
- Provide opportunities for skill development.

How do managers do it?

They meet more often with their employees.

Engaged managers meet more frequently with their employees compared with disengaged managers.

They help employees solve problems.

At the No. 1 quality people want in a manager is problem-solving.

And overall, they take action.

When team members believe their manager will take action based on their feedback, they tend to be significantly more engaged.

See how managers help build a strong organization.