

Igniting Employee Engagement with Effective Communication



Employee engagement reflects the involvement and enthusiasm of employees in their work and workplace. Business units with high employee engagement achieve higher productivity, higher customer loyalty/ engagement, better safety, lower turnover and higher profitability, among other positive business outcomes.



Sadly in our Country

EMPLOYEE ENGAGEMENT

Gallup Q1² items; see "Appendix 3: Support Information" for item wording

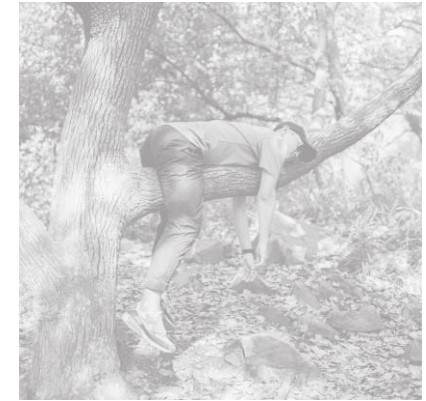
| Rank | Country | Change* | % Engaged |
|------|-------------|---------|-----------|
| 1 | Philippines | -5 | 32 |
| 2 | Thailand | -2 | 25 |
| 3 | Cambodia | -1 | 24 |
| 4 | Myanmar | -2 | 22 |
| 5 | Indonesia | +1 | 22 |

| Rank | Country | Change* | % Engaged |
|------|-----------|---------|-----------|
| 6 | Laos | 0 | 22 |
| 7 | Vietnam | ** | 21 |
| 8 | Malaysia | +2 | 18 |
| 9 | Singapore | 0 | 13 |

*"Change" indicates the difference in percentage points when comparing the average from 2017, 2018 and 2019 with the average from 2018, 2019 and 2020.

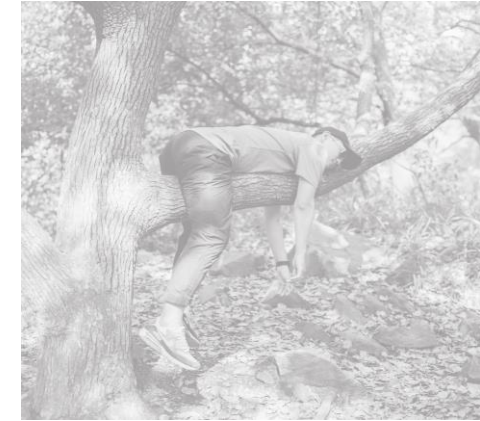
**This data point is not provided due to small sample size.

Employee Engagement



| Actively Engaged | Not Engaged | Actively Disengaged |
|---|---|--|
| <ol style="list-style-type: none">1. Passionate2. Positive Attitude3. New Ideas and Creativity4. Collaborative | <ol style="list-style-type: none">1. Remain Neutral2. Just a Paycheck3. Improvement - Innovation, Why bother? | <ol style="list-style-type: none">1. Negative & Resentful2. Under Performers3. Vocal & proud with their complaints |

Employee Engagement



| Actively Engaged | Not Engaged | Actively Disengaged |
|---|---|--|
| <ol style="list-style-type: none">1. Passionate2. Positive Attitude3. New Ideas and Creativity4. Collaborative | <ol style="list-style-type: none">1. Remain Neutral2. Just a Paycheck3. Improvement - Innovation, Why bother? | <ol style="list-style-type: none">1. Negative & Resentful2. Under Performers3. Vocal & proud with their complaints |

Employee Engagement



| Actively Engaged | Not Engaged | Actively Disengaged |
|---|---|--|
| <ol style="list-style-type: none">1. Passionate2. Positive Attitude3. New Ideas and Creativity4. Collaborative | <ol style="list-style-type: none">1. Remain Neutral2. Just a Paycheck3. Improvement - Innovation, Why bother? | <ol style="list-style-type: none">1. Negative & Resentful2. Under Performers3. Vocal & proud with their complaints |

4 Elements of Employee Engagement

LEADERSHIP

COMMUNICATION

RECOGNITION & REWARD

PROFESSIONAL GROWTH



Leaders play an important role in maintaining high levels of employee engagement so being accessible and engaged in social arenas can have a positive impact on team productivity.

4 Elements of Employee Engagement

LEADERSHIP

COMMUNICATION

RECOGNITION & REWARD

PROFESSIONAL GROWTH



Open and honest communication is crucial for maintaining engagement levels.

4 Elements of Employee Engagement

LEADERSHIP

COMMUNICATION

RECOGNITION & REWARD

PROFESSIONAL GROWTH

Celebrating work anniversaries, sending out notes of kudos after getting through a challenge, and sharing customer feedback are all great ways to implement positive reinforcement for hard work.



4 Elements of Employee Engagement

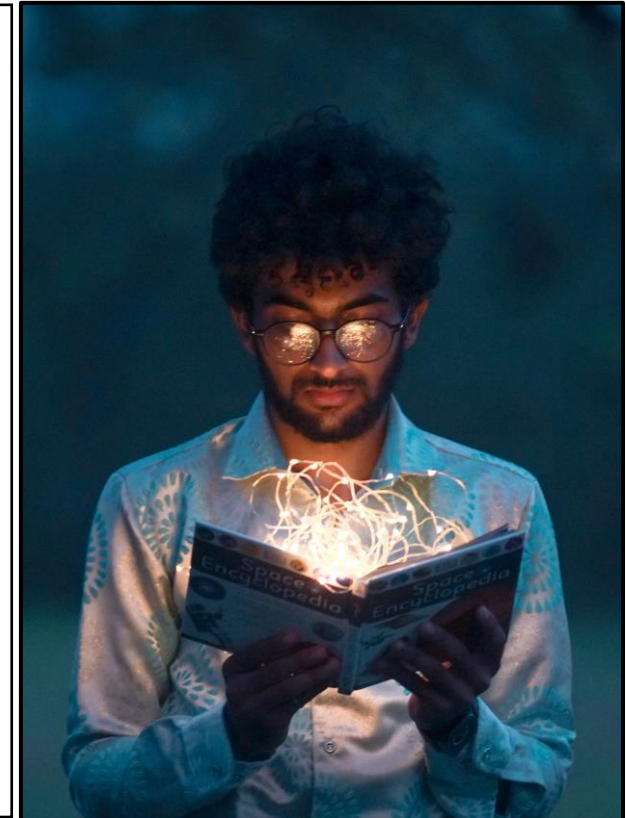
LEADERSHIP

COMMUNICATION

RECOGNITION & REWARD

PROFESSIONAL GROWTH

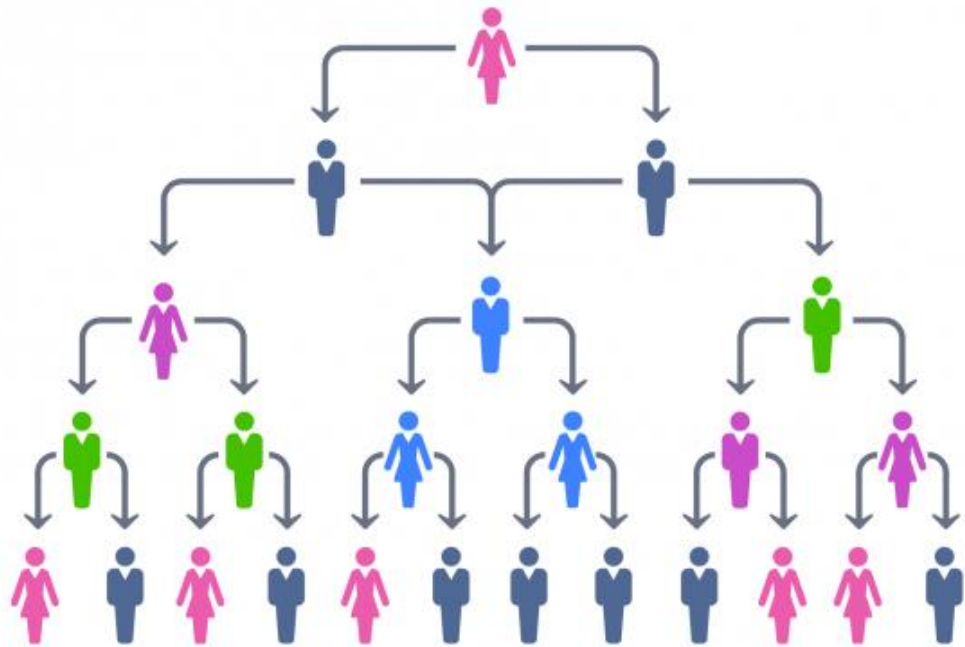
Opportunities for career development and growth can positively impact employee engagement levels.



Study shows that Organizations that want to foster engagement should **remove obstacles to internal information flow** and **provide ongoing feedback** to employees about individual and organizational issues.

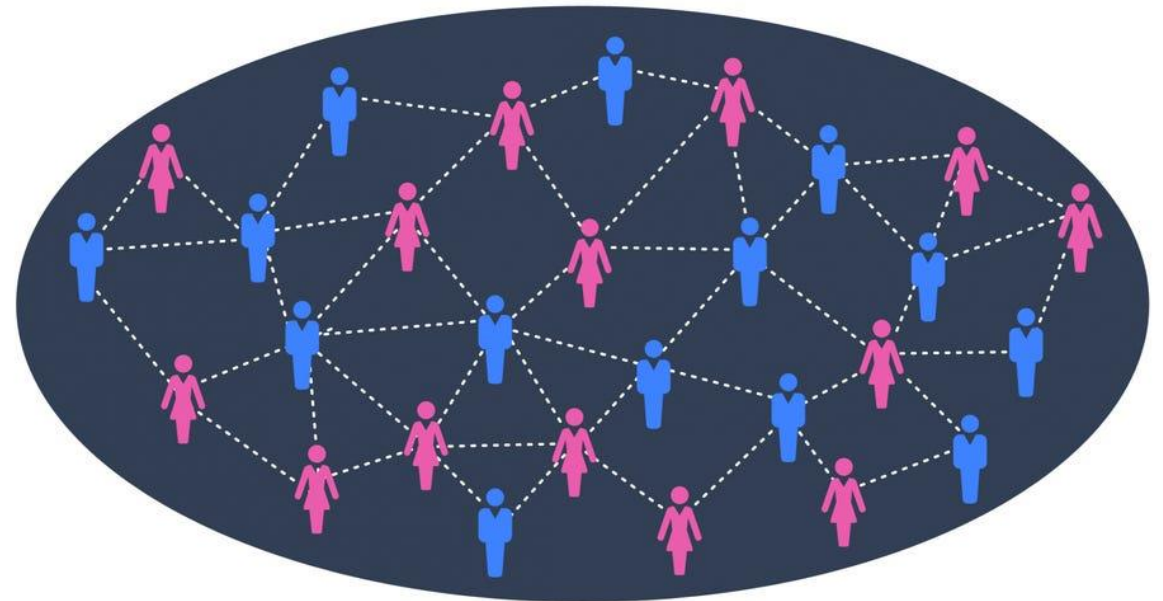
Why is it Important?

HIERARCHICAL ORGANIZATIONS



© Jacob Morgan (thefutureorganization.com)

FLAT ORGANIZATIONS



© Jacob Morgan (thefutureorganization.com)

Role of Communication



Boost Morale & Satisfaction, as no men left behind



Drives Commitment & Contribution



Gives Employee a Voice



Lessen the chance of misunderstanding

The Challenge



1. Some companies makes it difficult for everyone to be able to approach the leaders.
2. Outdated Communication Technology (Email, PDF, Intranet chat)
3. Over reliance on a Manager to cascade info for the employee

Removing Communication Barrier for better Engagement



1 Acknowledge the Communication Problem



- It is okay to be not okay
- Start with why
- Identify the Communication Barrier
- Set the Solution

2 “Buy in” Process: Collaborating with Stakeholders



- Why it is important: WIIFM?
- Invite Collaboration
- Implementing Solutions
- Ensuring Commitment

3 Education is the key!



- Provide guidelines
- Provide Sharing Session & Trainings
- Communication for Everyone
Campaign: Ask Me Anything, Sharing Session, Town Hall

4 Design the Communication



- Ensures clarity
- Promote & encourage Giving & Receiving Feedback
- Encourage Questions
- Set the tone right

5 Allow Retrospective



- Regular retrospective meeting
- Employee Satisfaction Survey
- Suggestion box