

# Employee Engagement

Employee engagement is a top priority for many organisations today. Bad things happen when people are not engaged, and we at MK&A help you avoid the myriad of negative impacts (to your business, employees or customers) that come from this serious business issue. Our proven methods help organisations create a civil, inclusive and productive workplace where employees are engaged and want to work.

Whether you are looking to improve or maintain your employee engagement, our unique solutions can help. Unlike other training options, we understand that creating—and sustaining—employee engagement requires ongoing learning experiences sustained over time to promote mastery of the civility skills needed to build a civil, inclusive and productive workplace. Civility can be understood through these key factors: being accessible, engaging in active listening, and being respectful, polite and welcoming.

We utilise proven best practices such as: conflict resolution, coaching and holding employees accountable, clearly communicating goals and expectations, creating caring and respectful connections, and encouraging people to speak up when problems arise.



## Why Does This Matter?

Disengaged employees can negatively affect your business. For example, they continue to show up each week for their paycheck, but fail to commit to creating value to your organisation’s goals. Even more, they often work against your business goals and values through such actions as gossip, creating conflict, theft, sabotage, etc. Conversely, employee engagement can be the key component of an organisation’s success. Businesses with highly engaged employees enjoy an average of 12% higher profits<sup>1</sup>.

## Highly Engaged Employees Are:<sup>2</sup>

**250%**

more likely to do something good for the company that’s unexpected of them

**480%**

more committed to helping their company succeed

**30%**

less likely to take a sick day

**250%**

more likely to make recommendations for improvement

**370%**

more likely to recommend that a friend or relative apply for a job

## How Widespread Is Incivility?

Incivility leads to lack of engagement, and it has become a workplace epidemic as shown in American statistics<sup>3</sup>:

**80%**

employees believe incivility is a problem in their organisation

**7 weeks**

a year spent by Fortune 1000 executives resolving employee conflicts

**96%**

of employees have experienced incivility at work

**20-40%**

of managers’ time is spent dealing with unproductive or unnecessary conflict

**60%**

of employees experience stress because of workplace incivility

1. 2013 State of the American Workplace, Gallup Inc.

2. Employee Engagement Benchmark Study 2013 by the Temkin Group, as reported in Market Watch January 2013.

3. The Cost of Bad Behaviour: How Incivility is Damaging Your Business and What to Do About It., Christine Pearson and Christine Porath, 2009.





## Engaging a Diverse and Inclusive Workforce

Diversity and Inclusion (D&I) are integral to achieving the cultural change that facilitates employee engagement, productivity and efficiency. But even though it is integral to workplace success, many organisations treat diversity as a compliance matter or attempt to address aspects of diversity in the context of individual training events. At MK&A, we help people work well together to promote inclusion and maintain focus in service to each other, customers, and the organisation.

### Why use MK&A to deliver Civil Treatment®

#### Learning Solutions for Managers and Employees:

- ✓ Help employee
- ✓ Help employees work effectively together on high-performing teams;
- ✓ Improve engagement, civility, productivity, and service delivery in your workplace;
- ✓ Provide insight and skills to demonstrate mutual respect and regard for diverse individuals;
- ✓ Help effectively resolve conflicts and maintain focus on important objectives;
- ✓ Equip leaders and employees with the skills needed to create and maintain an inclusive workplace culture;
- ✓ Help communicate and reinforce your organisation's commitment to workplace diversity and inclusion.

The ELI Civil Treatment Learning Solutions helps prevent harassment, discrimination, and other workplace conduct problems and address Federal, State and Commonwealth Law compliance requirements while helping to resolve EEO charges/claims.



For more information about the our learning solutions,  
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**Maureen Kyne & Associates** is the only Certified Instructor in Australia to deliver ELI's proprietary learning methodologies designed to build the link between on-the-job conduct and a businesses' success. In an engaging and interactive way, the programs motivate behavioural change and develop practical skills that participants value and can easily apply. To ensure training effectiveness MK&A works closely with clients to understand their business realities and tailor a solution and approach that most appropriately addresses their desired outcomes.

MK&A also offers an array of strategic services to help organisations identify learning issues and needs, align training with key business initiatives, plan effective implementations, and measure results.

