

PUBLIC COURSE: “DRIVING EMPLOYEE ENGAGEMENT”

It is in the current financial turmoil for every organisation essential to engage their employees. Engaged employees are not just committed, they are not just passionate or proud, they have a line-of-sight on their own future and on the organisation’s mission and goals. They are enthused and in gear, using their talents and discretionary efforts to make a difference in their employers quest for sustainable business success. To achieve this ensure that you as a manager are engaged and that they understand how to help and engage their team members.

OUR SOLUTION “DRIVING EMPLOYEE ENGAGEMENT” PROGRAMME

In this one day leadership training programme “*Driving Employee Engagement*” participants learn how to take responsibility for their role as a manager and to choose a management style that fits each team member, themselves and their work environment. It gives them a better understanding of who they are, how they (inter)act and the implication of their actions on the surrounding.

LEARNING OBJECTIVES

The training results in:

- Better insight in your behaviour
- How to be present for your direct reports
- What to do to show that you care and are sensitive to others’ states
- How to encourage people around you
- Be committed to be correct in your engagement with others

CONTENT OF THE TRAINING

The participants will be guided through the following two steps:

Step 1 “Who am I?”

- Self assessment
- How do other people see you?
- What is my leadership style?
- Who are my role models?

Step 2 “The Key Managerial Skills”

In step 2 we focus on management concepts and provide (equip) the participants with the Key Managerial Skills to be an effective, empathetic manager. When discussing these skills we empathize on what this means in times of tough economical and financial climate. The Key Managerial Skills for Engagement are: being Present, Empathetic, Encouraging and Rigorous (PEER). This model will help the participants to build their leadership engagement capabilities. A leader, who inspires others, engages their team members, empowers people and establishes a positive climate.

Being PRESENT

Engagement is not something we can multi-task. Direct reports need complete attention and know when you are distracted. The energy we bring into interaction determines the energy of the response we get. When we discuss this topic we focus on your presence, getting in sync with your colleagues; What is being present? How is your presence in general? Who in your environment is / isn’t present? What does it mean being present? What do you need to do to be present?

Being EMPATHETIC

Being empathetic means that you show you care, that you are sensitive to others’ states and express your feelings for the situation of the other. When you are empathetic you match your body language to your message. When you know and acknowledge your people and their feelings, they feel more motivated, work more productively, and are more likely to stay, even if the going gets tough. In this topic we focus on how to be empathetic, what you should do and shouldn’t do; What is empathetic for you? Who is empathetic in your environment? How important is body language and facial expression? What are the differences in the use of intonation? How to make rapport with your audience? How to listen with empathy? How to ask the right questions?

Being ENCOURAGING

Being encouraging is built on the foundation of first being Present and Empathetic. What inspires you and what inspires the people around you and how can you achieve that? We look at a variety of encouragements you can use in your daily job; acknowledgements, empathize, congratulations, reassurance, appreciation and thanks, paying attention. Topics being discussed are; What is encouraging for your team and individual team members? What are the different encouragements you can use? When to use what? What are the stages of team development? How to encourage your team?

Being RIGOROUS

Be committed to be correct in your engagement with others; as you practice to be correct it is important to be present, empathetic and encouraging. There are several things in which you can do to be correct: be honest, be authentic and be specific. When we discuss this topic we look at different situations where you could have been more honest and discuss what could be done to be more productive and make the relation more effective; What is being correct? Who is correct in your environment? Are you always correct? What is Situational Leadership; Directing, Coaching, Supporting, Delegating? How to use Situational Leadership in your daily management style? How to deliver and receive feedback?

THE TRAINING STRUCTURE

The programme combines in-depth testing of natural abilities, talents, aptitudes, etc., with a complete exploration of participants' personalities, temperaments, values, commitments, passions, spirituality, habits and life-styles. We help the participants to discover which management style is best for their individual make-up. They get insight into many issues that really matters to them. They are introduced to important factors that they haven't considered before, and are playing a major new role in day-to-day satisfaction and success. There will be an extra focus on how they can have a positive influence on their team while the economical environmental climate is full of uncertainties and pressure.

NOMINEES

The "Driving Employee Engagement" programme is suitable for employees at different levels in the organisation who are responsible for a team.



Profile Frank Kuijsters

Director Digne Consult Asia Pacific Pte. Ltd.

Expertise in: Proficiency, Global Management, Personal and Organisational Change, Communication and Coaching

In 2007 Frank founded Digne Consult Asia Pacific in Singapore. Prior to the start of Digne Consult Asia Pacific, Frank worked for several international training and consultancy organisations (TMP Worldwide, Hudson, VNU Media and Intermediar Management Training). Besides his leadership roles within these companies he continued to train, coach, develop Human Development programs and was consulted for supporting organisational changes. Over the years he worked for a wide range of organisations in Asia and Europe.

The combination of his management experience and his genuine interest in people makes him a qualified sparring partner for organisations and their employees. He excels at developing employees in combination with business objectives. He is result driven, pragmatic, and authentic and has an enthusiastic, stimulating and involving working style. Frank empowers others to reach both their personal, professional and organisational goals by using new approaches to a situation and by determining the real problem behind the problem. His key passion is to give people insight in how they can take responsibility for their own future by focusing positively on their opportunities and capabilities.

Frank has more than twenty years of experience and trained, coached and consulted (senior) executives and professionals at all levels in profit and non-profit organisations in multiple countries in Asia and Europe. He is a business coach to both entrepreneurs and executives of entrepreneurial firms. In previous consulting roles, he worked extensively on leadership/management capability issues, designed leadership development programs and has profiled (managing) directors of different organisations. He has consulted with different international and governmental organisations in Europe, Middle East, South East Asia and Australia. Frank writes articles for the trade press and has shared his knowledge in workshops at the HR Summit in Singapore, the Malaysian HR Congress, the Asia Pacific HRM Congress in Mumbai and HR Conferences in Singapore and Hong Kong regarding retention Generation Y and Employee Engagement. His business background ensures all training services provided deliver a measurable and sustainable ROI.

Originally Frank graduated in 1983 in professional development, training, communication and coaching at the University of Amsterdam followed by a masters program at the University of Nijmegen in The Netherlands (1991). Over recent years he has broadened and deepened his expertise by studying Theatre pedagogic (University of Berlin in Germany), Strategies in Services (Insead France), Project Management and Change Management (Netherlands) Coach Passport Program (Kuala Lumpur Malaysia) and Master Practitioner and Trainer Neuro Linguistic Programming (Singapore and Australia). Frank is internationally certified in the Proficiency® Training.