



PRINCIPLE 8 | Manage the Experience to Build Trust in You as a Leader

Impact of ENGAGED Exercise

Use this exercise to discuss the impact of and ENGAGED workforce on business results, customers, other employees, and managers.

1 What does “ENGAGED” look like?

Part A: Think about your **MOST ENGAGED employee.**

What does that engaged employee do?

- 1.
- 2.
- 3.

What is the impact of his or her behavior?

(On your business? Your customers? Your employees?)

- 1.
- 2.
- 3.

Part B: Think about your **LEAST ENGAGED employee.**

What does that unengaged employee do or not do?

- 1.
- 2.
- 3.

What is the impact of his or her behavior?

(On your business? Your customers? Your employees?)

- 1.
- 2.
- 3.

2 What is the impact to YOU of a more ENGAGED workforce?

3 To Do List

Actions I can take to create a more ENGAGED workforce:

- 1.
- 2.
- 3.