

Engaging Employees to Achieve Business Results

Many successful businesses and organizations achieve business results due to their diligent annual business planning including specific Organizational Goals and Strategies in areas such as:

1. Employee Effectiveness
2. International Operations
3. Customer Satisfaction
4. Financial

As businesses and organizations continue to identify and leverage annual and long-term goals and strategies related to achieving specific business outcomes, it is important to ensure clear Communication and Employee Engagement.

The objectives of the business plan including specific goals and strategies may not be fully realized if your employees are not aware of those goals and understand their role.

5 Simple Steps to Engaging Employees as Business Partners achieving Business Results:

1. **Communicate** – If you've taken the time to develop a business plan with goals and objectives, communicate and share those with your employees. This is often a missed opportunity and your employees may be key to meeting your business objectives. *It all starts with good communication!*
2. **Solicit Feedback** – Most business owners and leaders would agree the best ideas come from those doing the job. It is important to create an environment of openness and trust engaging your employees to solicit their ideas and feedback as to goals and their role. If you want your employees to contribute to business results, we need to treat them as business partners.
3. **Employee Performance Appraisals and Individual SMART® Goals** – Consider ensuring written individual goals aligned with organizational goals as part of the performance appraisal process. If there are specific business goals related to cross selling products and services, how do your employees play a role and do the individual goals equal the aggregate. Do you have specific skills, knowledge and abilities you need your employees to gain and is there a specific goal to achieve? Make sure the goals are well defined, measurable and you meet with employees throughout the year to ensure outcomes and gain feedback.
4. **Driving Employee Behavior** – Know what motivates your employees and create tangible and intangible incentives tied to individual goals and business outcomes; e.g.: bonus, commission, and other reward and recognition programs such as peer recognition.
5. **Leadership** - Lead by example, enable others to act, encourage the heart – *It all starts with good Leadership.*

Communicating your business and/or organizational goals to Employees and other stakeholders, ensuring individual Employee Goals are aligned with Organizational Goals, and Managing for Outcomes will help ensure the success of your business or organization.

For more information or ideas and all your Human Resource Consulting needs, contact Mike Dobert, S.P.H.R. at HR in Alignment, LLC. @ 281.494.2985 or mdobert@hrinalignment.com.

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