

Employee Engagement

S\$750

2 Days

For In-House Training only

About this Course

Do you want to know how to Develop and Lead Engaged Team?

Research shows that organizations with engaged employees outperform other organizations by 202%. Shareholder return is 19% higher when employees are engaged. In fact, engaged employees are emotionally and intellectually committed to the success of the organization. They go the extra distance; are more productive; have lower stress levels; enjoy greater work satisfaction and stay longer with the organization.

And yet, today's employees are seeking more from their jobs and careers than in previous decades. Apart from seeking tangible benefits such as salary, they look out for roles that will provide a sense of satisfaction and fulfillment. • The employee-work contract has changed, the balance of power has shifted from employer to employee, forcing business leaders to learn how to build an organization that engages employees as sensitive, passionate, creative contributors.

In this 2 day of highly interactive training, participants will discover and practice tools, ideas, practices, actions, and behaviors they can implement to build, strengthen, and nurture a fully engaged, connected and committed team.

Who is this for

This course is aimed at Supervisors, Managers, Leaders, HR Professionals and anyone else interested in nurturing employee engagement in their organizations



Day 1

Build a Case for Employee Engagement

Participants will be introduced to the concept of employee engagement, why it has become a top-level business priority and critical factor to organization success and learn what the most recent researches indicate about it.

Know yourself

"To know thyself is the beginning of wisdom", particularly for managers who play a pivotal role in engaging their own people. Through an interactive group exercise, participants will reflect on what are the expected managerial skills, acknowledge their preferred leadership style, be comfortable with their own strengths and weaknesses.

Start with the why

Participants will learn how start with the why, inspire action through purpose and set a compelling vision can nurture engagement and ignite passion.

Through the case study analysis of the top 3 employers in Singapore, they will examine the correlation between being a purpose based organization and driving a more engaged workforce.

Know your people well

Who are your employees - Gen X? Gen Y? - , what is that they need to stay motivated, identify symptoms of engaged and disengaged behaviours. Participants will be introduced to the extrinsic and intrinsic motivational factor model and work in small teams to create an Identikit of engaged employees.

Day 2

Be in the zone

Through a very intense role playing in small groups, participants will experiment themselves on how harnessing people's emotions, and their own, into a positive, energized status, called "be in the zone". Active listening, handling meaningful conversations, setting clear goals, creating opportunities to grow and rewarding people will be the explored areas of such simulations.

Create a positive workplace

A deep dive on the issue of work life balance, its impact in establish a flexible, positive, inclusive workplace, and what Singapore firms are currently doing to help employees strike work-life balance.

Stay authentic

A deep dive on the issue of work life balance, its impact in establish a flexible, positive, inclusive workplace, and what Singapore firms are currently doing to help employees strike work-life balance.

Make it stick

Last, but not least, participants will be encouraged to take action and put learning into practice. They will be given time to reflect on their two-day training journey, make a personal commitment on what habits they will stop, start or continue to engage people upon their return to the office, and share it as a group, before the final wrap-up.



Luisa Gentile

About the Trainer

During a progressive 18-year career in the international telecommunications industry, Luisa has worked in Marketing, Human Resources, Customer Care, Project Management, Sustainability and External Affairs positions.

Luisa has been listed in the Top 100 Thought Leaders in Trustworthy Business Behavior in Europe and the Middle East 2011 following the creation and launch of Vodafone Qatar's award-winning Sustainability strategy, "Better World".

Luisa is the founder of the "CSR Majlis in Qatar" a first time in Qatar informal network of locally based companies and organizations that serves as a platform for networking, sharing and partnering with the goal of strengthening and increasing CSR awareness and practice in Qatar.

She has also published 'Vodafone Women in Qatar: the insight story' . The book provides insight into the private worlds of Vodafone Qatar female employees and spouses and, through their voices, it supports the community with all proceeds donated to fund local writers.

After challenging roles in Italy, Egypt and Qatar, Luisa has recently relocated to Vodafone Group External Affairs in London where she has designed, launched and currently implementing "Protect&Secure" ,an innovative security awareness, change and transformation programme across 26 Vodafone markets.

Luisa owns a BA (Hons) in Pedagogy & Philosophy from the University of Rome (IT) and a Post Graduate Certificate in People and Organisational Development from the University of Essex (UK).

Luisa has passionately advocated sustainability leadership in several conferences and university lectures in the Middle East, South East Asia and Europe.

"I could use everything I learned today in my organization. I am leaving with action items I can't wait to implement."

Ms Lisa Lim, Human Resources Manager

"Excellent presentation, lively and engaging presenter, useful tools!"

Mr Alex Goh, VP, Marketing

"Fantastic, practical workshop for engagement!."

Ms Helen Goh, Manager



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