**10 tips for employee engagement**

The role of the line manager is at the heart of successful employee engagement. The influence of a manager on how an employee feels about their work is profound.

1. **Get** **to know your team**. One of the most effective things you can do to support employee engagement is develop positive working relationships with each of your team members. It’s not just about getting the job done, it’s about understanding people on a personal level, including what matters to them and what motivates them at work.
2. **Communicate**. Ensure that your team members are aware of what is going on in the organisation. Share key messages and provide timely information. Keep people updated on issues that might impact them or their work.
3. **Listen** – and give people a voice. Employee voice is a key driver of engagement – provide people with the opportunity to voice their opinions, concerns and ideas. This can take place on a 121 basis or through team meetings.
4. **Provide clarity**. People need to know what is expected of them at work, so ensure your team members have a clear job description and a set of up to date objectives.
5. **Say thank you**. Recognition and appreciation can give a real boost to employee engagement. Ideally, recognition should be as close to the event as possible (don’t wait for a performance review) and specific – don’t simply say thank you but say why you are thanking them and what it is that you appreciate about the individual’s performance or efforts.
6. **Give feedback**. Giving feedback is a key management responsibility. As a minimum this should happen through the performance review process, but ideally should be a much more regular event. Actively seek feedback from others on the performance of your team members. Also ask them for feedback on you – and what they need from you as a manager.
7. Provide opportunities for **learning and development**. The ability to learn and gain skills is a significant factor in motivation. Make sure you talk to people about their learning and development needs and career aims. This isn’t just about training courses (although it can be) but providing opportunities through their work to build skills and knowledge. Review learning and development on a regular basis.
8. **Consider wellbeing**. Managers can have a real impact on the wellbeing of the people that work for them, particularly in relation to workloads. Managers should encourage their team members to take part in wellbeing activities, and have wellbeing conversations as part of their regular dialogue with their team. Simply asking ‘how are you’ is important.
9. Deal with the **hygiene factors**. This means signing off holiday and expense forms promptly, as well as responding to questions and requests for support. Ensue that you hold 121s and apply policies appropriately. These might seem like small things, but these small things matter – and they have the power to disengage your team if not properly addressed.
10. Act with **integrity**. Respect employee confidentiality, communicate honestly, and treat team members equally and fairly according to their individual needs. Uphold the values of the University in your role as a manager.