



Creating employee engagement  
through Line Manager conversation

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BE YOUR BEST

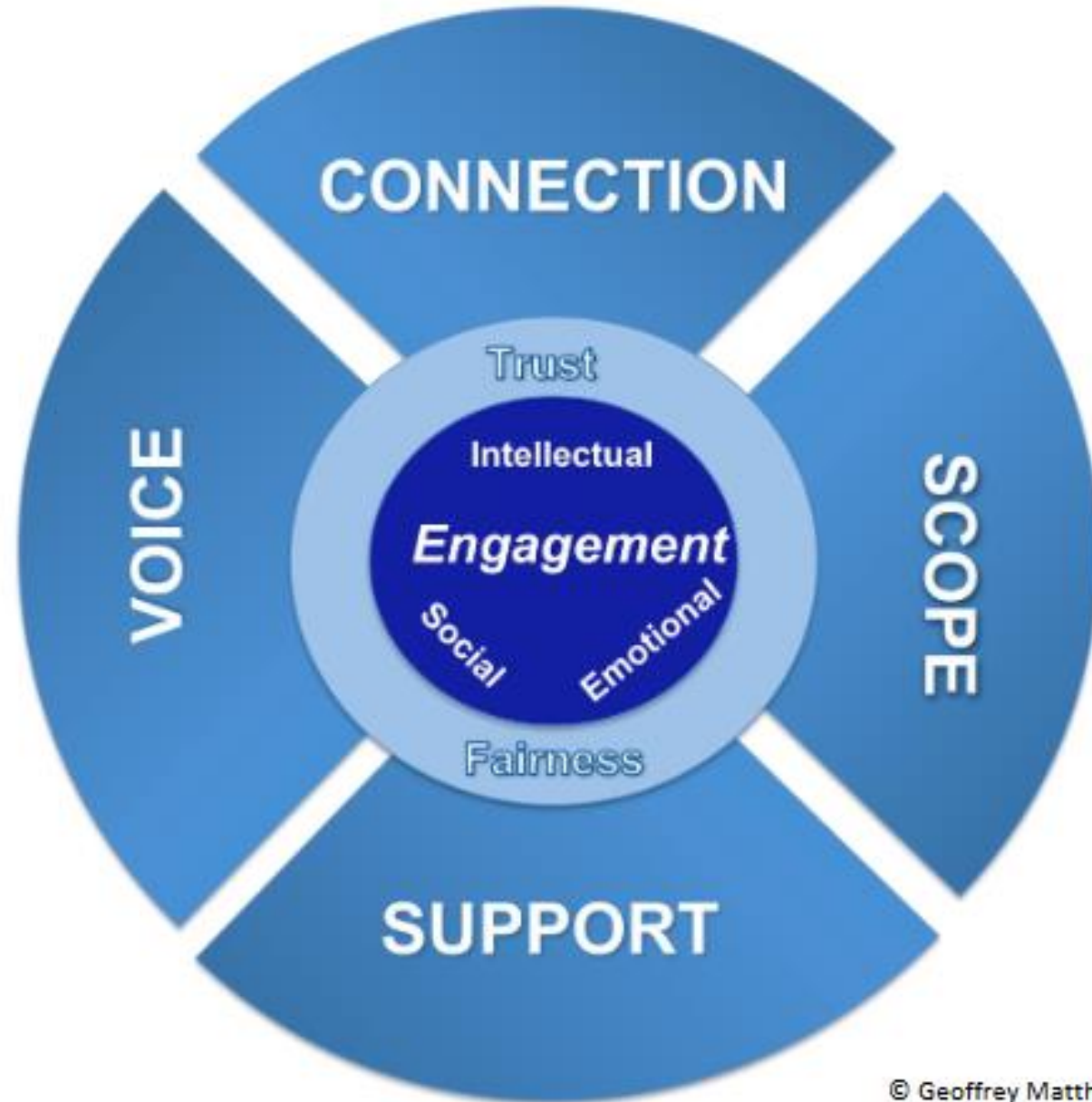
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To have good employee engagement, employers, managers and leaders must create these conditions within their employees.

They must help them:

- Feel a sense of **Connection** to the organisation
- Feel they have a **Voice**
- Feel **Supported**
- Know their **Scope** – the part they play in the organisation's success

The manager plays the biggest part in satisfying these conditions - enabling them through the interactions and conversations they have with their people.



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# To have high engagement organisations need to make their people feel

## **Connection**

- Feel pride in the organisation
- Have a sense of common purpose
- Feel like they belong
- Align with the behaviours of their peers

## **Support**

- Feel valued by their manager
- Believe they're treated fairly
- Believe they're treated as an individual
- Feel enabled and trusted
- Feel cared for

# To have high engagement organisations need to make their people feel.....

## **Voice**

- Feel they know what's going on
- Know they are listened to
- Feel involved and that they're contributing

## **Scope**

- Feel personal autonomy
- Feel empowered
- Feel like they are growing personally
- Think their work means something

# How managers, during conversation can help people to buy in and feel positive about the new norm.

## **Build their sense of 'Connection' to the future.**

- Paint a picture of the future (with personal purpose)
- Explore their version of that?
- Explain how the new norm enables purpose
- Help them explore the difference they make

## **Listen to how they feel and their needs (Voice)**

- Explore their part in the team – where can change happen?
- Explore thoughts on new team norms/processes
- Give progress updates, often (more than you need)

## **Ensure they feel 'Supported' to the new norm**

- What can/cant they do? What to keep/What to lose?
- What does the new norm look like to them?
- Explore how the future impacts their life/world
- Flex where you can. Compassion. Empathy. Understand

## **Let them know the part they play in it (Scope)**

- Explore opportunities the new world brings them
- Explore how they want to be managed.
- Explore what you can let go of for them to own