



PGZ

COACHING AND CONSULTING

Simplicity In Action

6 simple steps to Employee Engagement and High Performance

Leading and engaging your people to perform at their peak has always been a tricky business. There are many reasons for that and we believe that if you have the following 6 things in place when leading your people you have a much greater chance of them bring the best version of themselves to achieve your goals every day. When you read them, you will see they look simple and straight forward, to fulfil them is slightly more challenging as it means that you as a leader need to commit time and energy to your people every single day. The return on this investment is huge - take a look and see what you think.

6 Leadership Behaviours that Engage your People to Perform at their peak

1. **Tell people what you want** – Clarity is key, SMART goals, clear instructions and direction for people to travel in means that everyone knows where the team is headed and their part in the plan. Research carried out by the Corporate Leadership Council concluded that clarity alone can drive and increase in performance of up to 36% - can you imagine just by being clear with people about what we want them to do could increase our profits by about 1/3 – not bad eh?
2. **Know your people** – this is about really knowing your people and what makes them tick. It is about taking a personal interest in them. Different people have different motivations and what motivates you might be very different from what motivates others. To be able to have people bringing their best self to work you need to know what that best self is and how to bring it out. Take some time to understand the person behind the job title and what they need to help them to excel in their role.
3. **Let them know what they are doing well** – Catch people getting it right. We tend to focus on the mistakes people make or where they could improve – what if we told people what they were good at – wouldn't that be novel. And there is a science behind this – when you tell people what they are doing well they get an injection of testosterone which is a happy hormone that gives confidence and helps you to succeed. When you criticise someone or tell them what they are not good at then this releases cortisol. This puts people in fight or flight mode and is the hormone that is linked to depression and anxiety. It can have a detrimental effect on people's confidence and takes a long time to wear off.



PGZ
COACHING AND CONSULTING

Simplicity In Action

6 simple steps to Employee Engagement and High Performance

4. **Stretch and develop your people** – empower them to take ownership and accountability for their own work without having to come to you for permission. Give them challenging goals and let them know you believe they can achieve them, and they will. Remember if you really know your people, as per point 2, then you will know how far to go with this. It is about believing that people come to work with a rucksack full of potential on their back and letting them use it.
5. **Get them talking business** – So many businesses fall into the trap that only managers can make decisions or come up with strategies. Ask your people what they think, ask them what they know, and you will be amazed by the insight you gain but also the impact including people has on the performance they deliver.
6. **Look after your people** – Safety is our top priority, but this is more than that. It is the health and wellbeing of each individual and ensuring inclusivity in everything you do. We are living in a world where the health and wellbeing of our people is a huge contributor to how they show up to work and as we move into a permanent more flexible working world, checking in and supporting other will have a massive impact on their resilience and ability to perform.

If you would like to meet up for a coffee or a virtual coffee to explore how we can help you make this happen email info@pgzconsulting.co.uk