



# Using the 12 Elements of Engagement to Tackle a Business Problem

As you prepare to tackle a specific business problem with your team, ask the questions below to help set your team up for success and to ensure that employees are doing effective work while still being engaged. Discuss the answers to these questions with your team frequently, post them in a visible place and adjust as needed. Focus on the first six items first, ensuring that you are covering the basics.

**Q01.** I know what is expected of me at work.

- What do we need to do, and what are the timelines to accomplish it?
- How and how often should we check in to make sure we are on track and on time?

**Q02.** I have the materials and equipment I need to do my work right.

- What materials, information or equipment do we need to be successful?
- If we don't have something that we need, what other options do we have?

**Q03.** At work, I have the opportunity to do what I do best every day.

- Do each person's talents, skills and knowledge align with the project?
- Do any of us feel we could contribute to this project in different ways than we are currently being asked to?

**Q04.** In the last seven days, I have received recognition or praise for doing good work.

- How can we make sure we appreciate one another during this project?
- What are the best ways to communicate and celebrate accomplishments?

**Q05.** My supervisor, or someone at work, seems to care about me as a person.

- How often should we check in?
- How can we make sure that team members have different opportunities to interact with one another?

**Q06.** There is someone at work who encourages my development.

- How can we use this project to develop individually and as a team?
- Do team members get the opportunities to learn about different parts of this project?

**Q07.** At work, my opinions seem to count.

- How can we collect ideas and opinions about this project?
- How can we involve every team member?

**Q08.** The mission or purpose of my company makes me feel my job is important.

- How does our work support or advance the organization's mission?
- How does this project support or advance our team's mission?

**Q09.** My associates or fellow employees are committed to doing quality work.

- How can we make sure the end results meet or exceed the expectations we have set?
- How and how often should we check our quality along the way?

**Q10.** I have a best friend at work.

- How can we build stronger relationships as we work together on this project?
- How will we build trust along the way?

**Q11.** In the last six months, someone at work has talked to me about my progress.

- How can I connect this project to my own progress?
- What personal goals has this project helped me achieve?

**Q12.** This last year, I have had opportunities at work to learn and grow.

- How have we grown from this experience?
- What did we learn?

*Adapted from Brim, B. (2013, April 30). Applying employee engagement to a specific business problem. Retrieved October 10, 2017, from <http://news.gallup.com/businessjournal/162041/applying-employee-engagement-specific-business-problem.aspx>.*