

Engagement

Engagement Drivers

When the following four needs are met we're more likely to feel engaged at work.

Connection	Competence
Employees feel connected when they are part of a close-knit team that supports each other and shares personal feelings and thoughts.	Employees feel competent when they can learn and develop, allowing them to adapt flexibly to what the work demands of them.
Autonomy	Meaning
Employees feel autonomous when they can decide for themselves and make their own choices.	Employees experience that their work is meaningful when they feel that their contribution makes a difference.

Coaching questions

Autonomy – Leaders can facilitate their teams by granting freedom and responsibility and giving them voice to help them feel psychologically free to make their own decisions.

- On a scale of 1 – 10, how satisfied are you with how much autonomy you have at work?
- Where do you wish you had more (or less) choice?
- How happy are you with how often you are in charge of your work?
- What are areas in which you wish you had either more freedom or more direction?
- Do you feel a bit micromanaged in any areas? What do you think is causing it?
- What are some areas where you would like your voice to be heard more?

Competence – Leaders can strengthen staff members by delegating tasks and responsibilities, giving them challenging jobs and stimulating their talents to help them feel more competent. Strengthening refers particularly to acquiring or increasing knowledge and skills.

- What do you see as your biggest strengths? How often do you use them?
- What challenges or goals excite you or matter to you most and why?
- What were your achievements since our last conversation, what learning have you gained from these?
- Whose work do you admire or are you curious to learn more about?
- Where do you wish you felt more progress?
- In what was can you become even more effective in your current role?
- What responsibilities or roles might you want to take on in 1 – 5 years?
- What might hold you back from attaining your goals?
- What skills, knowledge or experiences might help you do more of the work you want and achieve your career priorities?

Connection – Leaders can create connection by encouraging collaboration and creating a good team spirit to help staff feel more comfortable and experience a sense of togetherness.

- On a scale of 1 – 10, how satisfied are you with your sense of relatedness at work?
- How satisfied are you with how often you collaborate with others?
- How satisfied are you with your sense of belonging on the team?
- Where would you like to be more (or less) included?
- How much of your real self do you get to bring to work?
- Who do you turn to for help? Who else might be a good resource?
- What feedback do you have for me? What could make our relationship just 10% better?

Meaning - Leaders can create meaning by communicating a vision, mission, idea or plan and by acknowledging each staff member's personal contribution to the overall goal of the team or the organisation.

- On a scale of 1 – 10, how satisfied are you with how much meaning you have at work?
- What matters to you about ___?
- What's a recent contribution you are proud of?
- Where would you like to make more of an impact?
- How satisfied are you with how much recognition you get for your work?
- What are you looking forward to?