

**Master class:**

# **Employee Engagement** **(an Essential tool for Improving** **Organizational Performance)**

**Sylvia Zachariah**  
**World Class Consultant**

**Dates** 4<sup>th</sup> & 5<sup>th</sup> March 2019

**From** 08:30 to 16:45

**Language** – English

**Venue** - HILTON Hotel – Nicosia

## **About the Master class**

**Employee Engagement** is an essential foundation on which to build business success. Surveys and research have established that successfully engaging employees at all levels **facilitates enhanced performance, increases staff tenure, retains and develops talents** and creates greater customer loyalty in a competitive market place.

This seminar will explore the best approaches and their results, but also how to deal with negative feedback and techniques for re-engaging staff. Participants will have the opportunity to explore the necessary thinking and approach to deal with the challenges of creating and sustaining genuine Employee Engagement throughout the employment lifecycle and spanning generational differences.

The seminar highlights the crucial role HR has to play in this process and how it can garner the required support from other parts of the business to implement actions and practices.

## **Aims of the Master class**

This training program is designed to provide you with the knowledge and skills necessary to:

- Explain what Employee Engagement means to your organization
- Present a compelling case for the need to implement measures to improve Employee Engagement
- Understand what can affect Employee Engagement negatively and how to turn this around
- Increase confidence and ability to propose, implement and evaluate actions spanning the entire employee life-cycle to increase and maintain Employee Engagement
- Understand Employee Engagement measurements and tools and how to deal with negative feedback

## **Programme Structure**

**Part 1 – TWO DAY TRAINING SEMINAR** 4<sup>th</sup> and 5<sup>th</sup> March 2019– HILTON Hotel – Nicosia

**Part 2 – SITE VISIT**

The company of each person who attends the two-day Seminar is expected to subscribe to a half-day session of 4 hours, in the second stage of the program. The instructor will visit each company and spend time working with those who attended the Seminar, and, where appropriate, with their senior colleagues.



## Master class:

# Employee Engagement (an Essential tool for Improving Organizational Performance)

## Benefits of Attending

By the end of this seminar participants should be able to:

- Identify the tools and practices that are most useful for their organizations
- Develop a Workforce Engagement Strategy that is aligned to the business strategy, goals and objectives, as well as to the aspirations and expectations of their employees
- Establish and advance an engagement driven mind-set by staff, managers and senior leaders.
- Save money through initiatives that will impact the business positively through real Employee Engagement resulting in increased productivity; profitability and contribution to the business



## Who Should Attend

Directors, Human Resource Managers, Senior Managers, Finance Managers, and other managers / officers who have responsibilities for managing, training and developing staff and /or have an involvement in shaping HR strategy.

## Issues to be Addressed

- **Employee Engagement** (what is it – and what not)
- **The 8 Foundation stones of effective Employee Engagement**
- **Employee Engagement and Employee Lifecycle**
- **Case Study - What effective Organizations do?**
- **The role of HR in Employee Engagement**
- **Reward – Does it always have to be monetary?**
- **Employee Engagement models** – practical examples of employee engagement strategies
- **The concept of maximization**
- **Case Study – Best practice examples of leading organizations**
- **The 7 Key factors that can kill employee engagement**
- **Employee engagement stages**
- **Employee engagement surveys**
- **Case Study – Making a compelling case for investing in employee engagement**
- **Managers delivering HR engagement interventions**

# Employee Engagement (an Essential tool for Improving Organizational Performance)

## Programme Leader

### Sylvia Zachariah - World Class Consultant

A successful consultant, practitioner and Investors in People Assessor. Throughout her professional life, she gained practical and academic insights, which now conveys to audiences in a way that enthuses and empowers them to want to implement better approaches. Her Investors In People work provides direct and indirect consultancy support. She has worked with a wide range of organizations across all sectors, which has taught her a great deal about how to do things well and what excellence should look like



In previous work she gained practical experience as Operations Manager, HR Manager and Director. She lived and worked in many countries including the USA / Singapore / India / Lebanon / Thailand and Spain, she has gained an excellent understanding of cultural differences and that "one size – does not fit all", which is invaluable when sharing knowledge and experience. She approaches her training and hands-on support in a pragmatic way – using academic knowledge, but contextualizing it in a practical way so that business and individuals can actually apply this knowledge to the benefit of their organization.

Her seminars are aimed at providing tangible benefits, stimulus, knowledge and challenge, to encourage people to strive for continuous improvement

## ZERO Cost Master Class

The training program approved, by the Human Resource Development Authority (HRDA), as a vital importance seminar and is fully subsidized to eligible organizations that meet the HRDA criteria.

**The Masterclass is addressed only to OEB's members.**

## APPLICATION FORM

**SURNAME / NAME**

**POSITION**

**I.D. NO**

**Mob. Phone NO**

1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

### COMPANY / ORGANISATION

Company's Name: \_\_\_\_\_ Social Insurance No: \_\_\_\_\_

Contact Person \_\_\_\_\_ e-mail \_\_\_\_\_

Address: \_\_\_\_\_ Post Code: \_\_\_\_\_

P.O.Box: \_\_\_\_\_ Post Code: \_\_\_\_\_ District: \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_ No. of Employees: \_\_\_\_\_



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