

Employee Engagement and Retention Workshop

Megan Maddocks,
People & Culture Champion at PCC

Objectives

Workshop participants will:

- Understand what employee engagement is and why it's important
- Assess your practice's current employee engagement strategy
- Create a plan to improve employee engagement at your practice

What is Employee Engagement?

- Connection to your place of work
- Fulfillment from doing your job
- Enthusiasm and dedication
- Role clarity
- Being met where you are at and set up for success

Megan's Mission

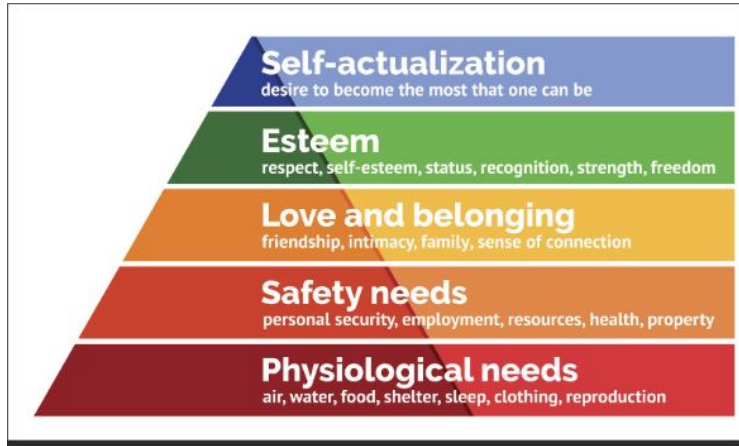
Help people want to come to work everyday

Take care of employees, so they can take care of:

- Themselves
- Each other
- Patients

Maslow's Hierarchy of Needs

A framework for how people are taken care of and are able to provide for others



- ★ Self-actualization: Become most evolved self
- ★ Esteem: Autonomy and learning opportunities
- ★ Love and belonging: Positive work relationships
- ★ Safety needs: Safe work environment, job security
- ★ Physiological needs: Benefits, salary, job skills

Herzberg's Two-Factor Theory of Motivation

Hertzberg applied Maslow's theory of human needs to the workplace

This is also known as Motivation-Hygiene theory

Hertzberg married a pediatrician!



Hygiene (Foundational)

- Work relationships
- Practice policies
- Physical workspace
- Salary/benefits
- Security
- Supervision
- Personal life

Motivators (Atop Foundation)

- Achievement
- Autonomy/Ability to complete job
- Recognition
- Advancement
- Ability to learn and grow

Two Factor Formula

+ Hygiene/Satisfaction

+ Motivation

= Employee Engagement

Workshop Activity - Phase 1 (10 mins)

Use worksheet to document:

- What you do now
- What you would like to do

Start with one or two things, add more if you have time

Workshop Activity - Phase 2 (10 mins)

Find a partner and discuss your work together!

Workshop Activity - Phase 3 (10 mins)

Come back to the big group!

- What were your initial reactions?
- What did you and your partner learn from each other?

Workshop Activity - Phase 4 (5 min)

Wrap up

Take time now to write at least one item to take back to your practice!

Please fill out the
course survey in the app

What Questions Do You Have?