MANAGER ENGAGEMENT

WHY IT MATTERS...

PRAISE = HAPPINESS

Realising Potential

Managers who feel that they are genuinely listened to by their senior managers are 6 times more likely to have high job satisfaction and 11 times more likely to feel committed to their company than those who do not feel listened to.

81% of employees say recognition makes them more likely to stay with their organisation.

Recognition

63% of employees said recognition made them more satisfied with their work and company position.

Only 3% of employees receive feedback at a clear vision for their manager.

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Only 23% of employees believe managers are genuinely concerned about their well-being.

Developing Strengths

60% of employees believe managers treats them like an organisation asset rather than a person.

Only 8% of employees believe managers treat them as a key part of the organisation.

Listening

75% of UK employees waste up to 2 hours of their working week due to inefficient managers.

Emotional Intelligence

A single point improvement in emotional intelligence on a five-point scale is associated with the same increase in output as a 12% increase in the labour force.

80% of employees who feel their manager is competent in emotional intelligence are more engaged.

MANAGEMENT

PERFORMANCE

"75% of UK managers rate their manager as ineffective in understanding and changing the world of their team.

70% of employers provide line managers with the support they need to upskill their managerial staff.

40% of employees in England say they need to upskill their managerial staff.

50% of line managers think their line manager rarely listens with the intent to understand."

Use Your Intuition

"Intuition becomes increasingly valuable in the new information society because there is too much data." – John Naisbitt

"Live managers are key in improving engagement, so supporting them to truly engage with their teams is a priority!" – Chief Executive, Amey

64% of people said they have more to offer at work and claim that they are currently being asked to demonstrate a skill they have never been asked to demonstrate before.

Only 8% of managers believe that they have potentially new skills that might affect their work area, on decisions that might reveal that only 51% of UK managers felt that they have investing and challenging work.

Point of View

Just one third of employees believe their senior leadership are not reducing their ability to achieve their goals.

What do employees think about their managers?

31% of employees feel that their senior managers communicate effectively and honestly.

45% of employees believe their manager understands their long term success.

60% of employees believe creating a climate of open communication is one of the most important factors for line managers to achieve high levels of employee engagement.

Be Authentic

"Authenticity is all about words being consistent with actions." – Daniel Goleman

"Wherever you work, your job as a manager is to make your people feel the best they can be. It's individuals that make the difference." – Sir Alan Jones, Chief Executive, Amey

Only 34% of employees think they are given room for personal growth.

Communication

An organisation does not have a vision, a culture, or goals. It cannot communicate, compete or grow. It's the people who do that.

What can managers do?

TEN TOP ENGAGING BEHAVIOURS

- Have a sincere interest in employees’ wellbeing.
- Act quickly if people ask for help.
- Give employees regular constructive feedback.
- Explain the why as well as the what.
- Inspire enthusiasm for work.
- Think big.
- Have integrity.
- Engage yourself.
- Above all—listen.

Good line management can improve better health, well-being and improved performance – mime CEO

Only 5% of all employees provide management feedback.

65% of employees say they feel more committed following a discussion with their line manager.

40% of managers feel that their manager are deficient in management and leadership skills.

50% of employers provide line managers with the support they need to upskill their managerial staff.

80% of employees who feel their manager is competent in emotional intelligence are more engaged.

EMOTIONAL INTELLIGENCE

In a study that demonstrates the performance in every field - the single most important factor is the emotional intelligence. Of the competencies required for excellence in performance, 67% were emotional competencies." – Daniel Goleman

"Most people do not listen with the intent to understand. They listen with the intent to reply." – Stephen Covey

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References


12. Department for Business Innovation and Skills (2012) Leadership and Management in the UK - the key to sustainable growth


