

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

### Hear Me

This element of engagement can be viewed as an employee's "internal stock price." It measures the sense of value that employees put on their work and their organization.

Employees want to feel valued. They want to know that their input is important and that they are making a significant contribution and a difference to their work environment. This feeling creates a greater sense of inclusion among workers and reinforces their self-worth.

On average, fewer than one in five workers strongly agree that they receive meaningful feedback when they make a suggestion about improving performance. Improving the proportion of employees who rate this item highly can substantially affect customer ratings, productivity, employee retention, safety and profitability.



### Three Ways to Create a Culture of Idea Sharing

- 1 Accepting.** Be open to each team member's opinions and feedback.
- 2 Proactive.** Regularly contact others to get their opinions.
- 3 Responsive.** Provide feedback on opinions you solicited.

# Engaging Conversation Starters

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

Employees' ideas aren't always the best, but listening to and giving feedback on these ideas helps them know that you heard them and considered their opinions. Appreciating and responding to employees' opinions makes them feel valued.

### Quick Connect Conversation

A Quick Connect is a one- to 10-minute conversation to stay connected with employees and their short-term work.

Questions to Ask	Sharpen Your Approach
<p>What are you focusing on? How is your current project going?</p> <p>Are there areas in your work where you are ineffective? How could we make improvements in these areas?</p> <p>Who needs to hear your ideas?</p>	<p>Thank team members for their ideas and suggestions. Listen for any unresolved issues and decide how best to address them. Look for opportunities to encourage your team members to voice their ideas, concerns and opinions.</p>

### Team Check-In Conversation

A team Check-In is a 10- to 30-minute conversation to discuss team successes and current needs while still keeping a focus on the team's future work.

Questions to Ask	Sharpen Your Approach
<p>What suggestions or changes would you recommend to improve our team's productivity?</p> <p>What changes could we make to be more efficient as a team?</p> <p>Do you have any ideas or suggestions for improving the quality of service our team provides to customers and internal partners?</p>	<p>Thank team members for their ideas and suggestions. Listen for ideas you could implement.</p>

### Individual Developmental Conversation

Developmental conversations are typically 10 to 30 minutes. They help assess and identify employees' engagement needs.

Questions to Ask	Sharpen Your Approach
<p>What are you focusing on? How is your current project going?</p> <p>Are there areas in your work where you are ineffective? How could we make improvements in these areas?</p> <p>What ideas do you have that could contribute to, build on or improve any of our team's tasks, goals or engagement?</p> <p>Do you feel comfortable giving your opinions at work? What can we do to help you voice your opinions and ideas?</p> <p>Are there times when you feel like your voice isn't being heard? If yes, follow up with this question: When that happens, what can you do, and what support do you need from me?</p>	<p>Listen for ideas you could implement.</p> <p>Based on what you hear, determine how frequently you should ask for this employee's input on various matters.</p>