Managing Performance through Employee Engagement

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All Managers need to keep in mind – that to get Performance out of employees – they need to engage them in various Activities & Tasks. When we talk of engagement – it can be in various forms –

- Engagement through interviews & assessments,
- engagement through Developmental Activities ,
- Engagement through internal & External Customer oriented activities ,
- engagement in developing New Process & re-engineering old process,
- engagement in checking quality aspects,
- engaging in Cost Analysis,
- engaging in Risk assessment,
- engagement in Safety aspects,
- engaging in team work,
- engaging in projects
- engaging in task evaluation
- engaging in Report preparation
- engaging in MIS preparation

A Manager in the morning need to have a clear cut PLAN (Please Look Ahead Now) – of how to engage each employee in these various activities so that at the end of the day the Employee gets a fulfilling satisfaction of a meaningful day.

But any such engagement does not guarantee in PERFORMANCE and that too RESULT DELIVERY.

To make the team PERFORM and get RESULT out of them – the Manager himself need to get engaged into various other Roles like Leadership Role, Role of a Coach & role of a Mentor – to prepare the employees and develop their competencies so that they can handle a Job or a Task.
Most of the time the Managers FAIL to perform the other role – which ultimately result to non-performing employees and the cumulative number of non-performing employees severely affect the Balance sheet of Company at the end of the year.

So to get the Employees Performing and engaging them through various engagement fields – the Manager need to engage himself – First for HIS own Development to become a Good Leader, A Good Coach & A Good Mentor.

Lets understand when the Manager play the Role of a Leader - he need to have a clear cut VISION about his team & his Department – where they are currently and where he wants them to be. His personal VISION for his team and his department should have a clear alignment with the Company VISION. Once this is decided – now he can communicate to his team about the departments vision and to achieve that what are the current objectives that all the members need to pursue in order to achieve the Leader vision about the department.

Once this is done – now HE need to Assess the current competency Level of Each Employees. To keep it short – COMPETENCY is all about the ABILITY & WILLINESS of a person to do a PARTICULAR ACTIVITY – so a person may be COMPETENT on one Activity / TASK – but may not be COMPETENT in another similar looking job/task. Say for example : You are COMPETENT in driving a car – but are INCOMPETENT to drive a Formula 1 Car. Though both the activities look the same but – the ABILITY & WILLINESS require to PERFORM both the job/task is very different ie. COMPETENCIES required for both the job/task is very different and it requires different level of preparation. So, to prepare a person to a Next Level of job/task the Manager now need to now switch his Role from a Leader to COACH.

AS a COACH – he will now develop the person with requisite SKILLS to perform the Job/task. At this juncture as a Coach he should take repeatedly evaluate the person to TEST his understanding to execute the task.

If at any point the person don’t feel like attempting the task due to lack of will – the Manager should switch his Role to a Mentor – to give guidance at both PERSONAL & Professional Level to the employee to boost up his moral, inspire him to get motivated and remind him about his aspirations and the liabilities
he shoulder at his personal life – to bring back the employee into a Performance Track.

So to conclude – the more an Employee is engaged with meaningful

1. OBJECTIVE
2. MEASUREMENT
3. TARGET
4. INITIATIVE and
5. REWARD n RECOGNITION ...

The more PRODUCTIVE the employee will be and the better the Quality of Supervision – the better will be the RESULT ORIENTATION.