



Seven Steps to Organizational Engagement:

The Ready, Set, Engage Path

1. **Personal Engagement** – The RSE Path starts with a personal commitment from the executive and the organization.
2. **Organizational Values Off the Wall** – Know how the organizational beliefs pertain to roles in the company. Model and integrate the aligned beliefs.
3. **Employee Tasks and Organizational Beliefs** –Align organizational beliefs with an employee’s tasks. Employees don’t leave companies; they leave relationships or leave because of uncertain expectations.
4. **Employee Engagement Levels** –There are three engagement levels: Highly engaged, not engaged and actively disengaged. The goal is to increase the percentage of highly engaged employees by focusing on strengths, establishing clear expectations, and developing relationships with employees. Be prepared to reassign staff if there is a “wrong fit”.
5. **Customer Engagement** – Partnership, Passion and Perseverance: without these elements, you cannot drive customer confidence, loyalty and enthusiasm. Emotional customers commit. Either you create an experience for your customer or they will create one for you.

6. **Team Alignment** – Creating a high performance team is more than “rounding a group of people up”. High impact teams are built on the foundation of seven key elements: trust, communication, healthy conflict, commitment, reliability, results-driven, and a common purpose. They focus on having the “right people” as it pertains to the objective. An unspoken prerequisite to successful team alignment is executive support and the authority granted to make high-risk decisions related to the team purpose. *(For more on creating high impact teams contact: www.livewireconsultinggroup.com)*

7. **Thriving Connections**

RSE Path =Thriving Connections

Ready (Leadership to Organization)

Set (Organization to Employees)

Engage (Employees to Customers)

Destination: Employees that enjoy what they do and customers that keep coming back because you excel at what you do.

For information on how you can experience a Ready, Set, Engage™ interactive event or information on other Ready, Set, Engage™ products go to www.ReadySetEngage or call: LiveWire Consulting Group at: 765-437-1325.

3901 Southland Ave., Kokomo, IN 46902 ph [765] 437-1325

www.livewireconsultinggroup.com