



# The Science Behind Truly Engaged Teams

with Jim Harter

## Understanding the Q12 Engagement Model for Employee Engagement

Jim shows how employee engagement is assessed through 12 elements, representing a hierarchy of needs - span from basic requirements like clarity of expectations and essential resources, to higher-level needs like individual recognition and sense of belonging. It progresses to connect with the company's mission, relationships with coworkers, and culminates in opportunities for learning and growth.

## Top 3 Takeaways

### Increase Employee Engagement

Start by addressing basic needs, teamwork, and growth in a deliberate order. It might look like:

- Providing clear goals and expectations.
- Giving employees a sense of purpose.
- Meaningful weekly conversations with team members.

### Strengths-Based Approach

Focus on understanding and amplifying your strengths to enhance engagement and well-being.

You can utilise tools like the Clifton Strengths Assessment to identify and develop your strengths, emphasising their positive impact on work and life.

### Hybrid Work Dynamics

Hybrid work requires deliberate design, involving teams in shaping their work arrangements. Balancing remote and in-person interactions is crucial for both social connection and business success.

Recognise the importance of in-person time for team cohesion, well-being, and customer satisfaction.

## Learn More

### Think

- 💡 Review the [Q12](#) below and think about how you could drive engagement at work for you and your team?

### Read

- ★ Jim Harter's book - [It's the Manager](#) and [Culture Shock](#).



### Act

- 📅 Work on identifying your strengths, ask others how they see you using them.
- 📅 Take 15-30 minutes to have a meaningful conversation with your team member or manager. Use the Q12 below as your guide.

## Listen

Unlock this Pod Sum Up by listening to [Jim's interview](#).



## My Next Steps

Use this section to record your next steps...

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# How to Measure Employee Engagement With the Q12

<b>0</b>	<b>How satisfied are you with your company as a place to work</b>
<b>1</b>	<b>I know what is expected of me at work.</b>
<b>2</b>	<b>I have the materials and equipment I need to do my work right.</b>
<b>3</b>	<b>At work, I have the opportunity to do what I do best every day.</b>
<b>4</b>	<b>In the last seven days, I have received recognition or praise for doing good work.</b>
<b>5</b>	<b>My supervisor, or someone at work, seems to care about me as a person.</b>
<b>6</b>	<b>There is someone at work who encourages my development.</b>
<b>7</b>	<b>At work, my opinions seem to count.</b>
<b>8</b>	<b>The mission or purpose of my company makes me feel my job is important.</b>
<b>9</b>	<b>My associates or fellow employees are committed to doing quality work.</b>
<b>10</b>	<b>I have a best friend at work.</b>
<b>11</b>	<b>In the last six months, someone at work has talked to me about my progress.</b>
<b>12</b>	<b>This last year, I have had opportunities at work to learn and grow.</b>