

Employee Engagement That Actually Works

Build the daily experience
people want to stay for.

LISTEN

FOLLOW THROUGH

RECOGNIZE



Rock Region[®]
CONSULTING

About Me!

- Master of Science in Human Resource Management
- 15 years of HR experience across multi-state & international organizations

Certifications

- ❖ PHR – Professional Human Resource - HRCI
- ❖ HR Consultant Certification - IAP Career College
- ❖ Certified Development Dimensions International (DDI) Trainer
- ❖ Certified Ken Blanchard Trainer
- ❖ Workplace Investigative Interviewing Techniques – W-Z & Associates
- ❖ DiversityFirst™ ERG Academy – National Diversity Council



Gina Smith, PHR

CEO & Principal Consultant, Rock Region Consulting, Inc.

Think of the supervisor who brought out your best...

What did they consistently DO?

Think silently. Be ready to call out one behavior.

THINK + CALL OUT

- 01 Name one behavior**
- 02 Describe its effect**
- 03 Explain why it felt genuine**

Perks may create a moment. Leadership creates the climate.

A MOMENT

Pizza parties
Prizes
One annual survey
Same solution for everyone



THE CLIMATE

- Trust + fairness
- Clarity + resources
- Recognition + voice
- Growth + purpose

Perks can support engagement. They cannot repair a poor daily experience.

Which question would your team answer least confidently?

01

CLARITY

What is
expected of
me?

02

SUPPORT

Do I have what
I need?

03

VALUE

Does my
contribution
matter?

04

FUTURE

Can I grow and
have a voice?

Show 1, 2, 3, or 4 with your fingers. What pattern do you notice?

Supervisors shape the weather employees work in

70%

of the variance in team engagement is associated with the manager.

- 1 What gets attention
- 2 How mistakes are handled
- 3 Whether concerns get a response
- 4 Who gets recognized—and why
- 5 Whether words match actions

You may not control everything. You control the experience of being led by you.

Disengagement whispers before it shouts

● **WITHDRAWAL**

Fewer ideas. More silence.

● **MINIMUM EFFORT**

Only what is required.

● **TONE SHIFT**

Cynicism or indifference.

● **DISCONNECTION**

Less collaboration.

● **RELIABILITY**

New misses or delays.

● **STALLED GROWTH**

No interest in the future.

SHOW OF HANDS: WHICH SIGNAL HAVE YOU SEEN? GET CURIOUS BEFORE YOU CONCLUDE.

Help a manager open the conversation

THE SITUATION

Jordan was once highly involved.

Lately: quieter in meetings, two missed deadlines, and: “It doesn’t matter—decisions are already made.”

AUDIENCE COACHES

1. Name only what you observed

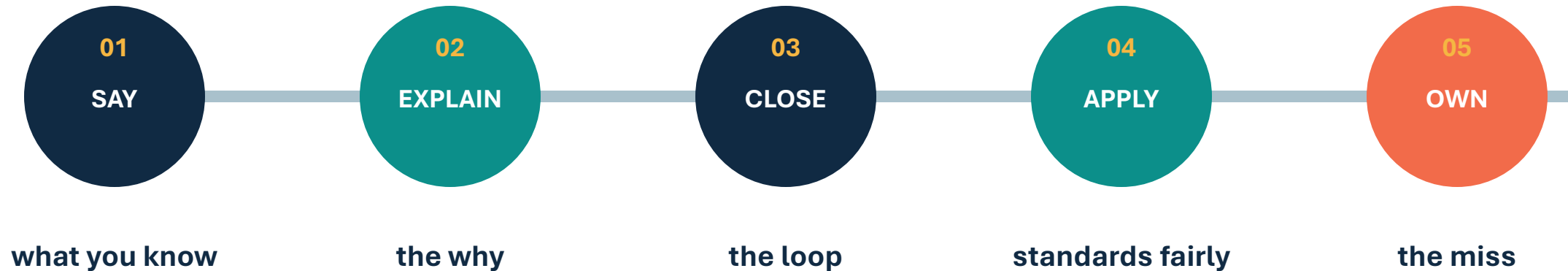
2. Avoid the story you invented

3. Open with curiosity

4. Ask what has changed

Listen. Improve the opening. Volunteer to try it.

Predictability is what makes leadership feel trustworthy



CALL IT OUT: Which step disappears first when work gets busy?

Choose the question that unlocks the conversation

2 MIN

What is going well?

3 MIN

What is getting in the way?

3 MIN

Where do you need support?

2 MIN

What happens next?

LISTEN FOR

clarity gaps • workload barriers • unrecognized effort • growth interests • broken follow-through

ROOM VOTE: Which question would you ask first—1, 2, 3, or 4?

Turn “Great job” into recognition that lands

“Great job!”

leaves the employee guessing

“You noticed the scheduling gap, raised it early, and helped prevent a delay.”

That protected the team and the customer.



SITUATION

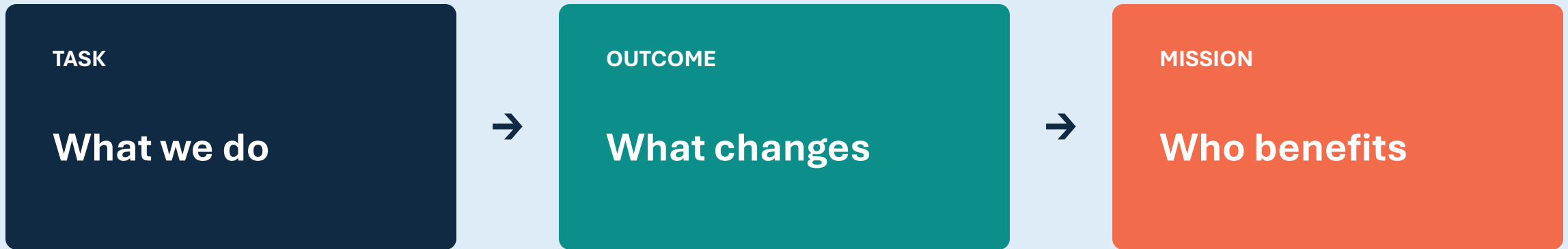


ACTION



IMPACT

Give routine work a reason to matter



PHONE NOTE: Choose one routine task from your work.

CONNECT IT: When we do ___ well, it helps ___ to ___.

Make three commitments—and schedule the first one

LISTEN

One question I will ask

My commitment

ACT

One loop I will close

My commitment

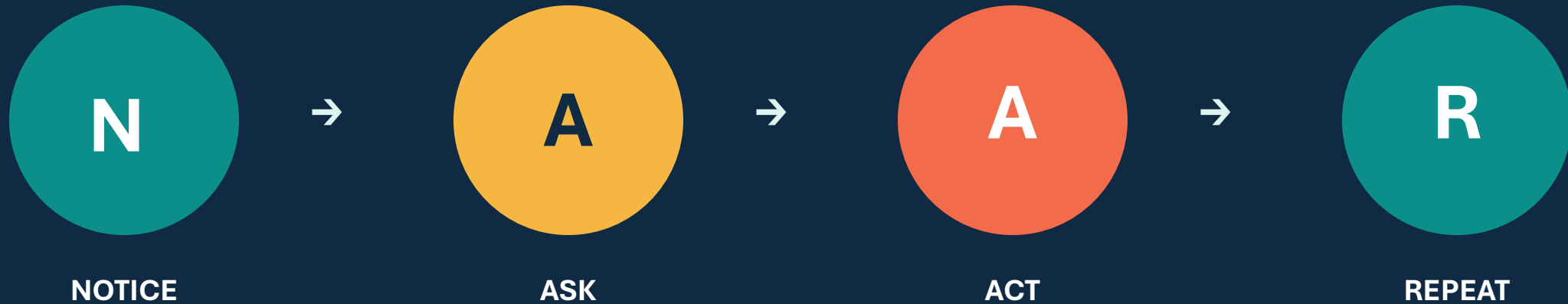
REINFORCE

One behavior I will
recognize

My commitment

CHOOSE ONE → PUT IT ON YOUR CALENDAR NOW

Notice. Ask. Act. Repeat.



Raise your hand when your first action is scheduled.

Sources & research notes

01

Employee engagement + manager influence

Gallup · gallup.com/workplace/285674

02

Q¹² engagement framework

Gallup · gallup.com/q12-employee-engagement-survey

03

Frequent, meaningful feedback

Gallup · gallup.com/workplace/357764

04

Specific, individualized recognition

Gallup · gallup.com/workplace/236441

Thank You

GINA SMITH, PHR

Human Resource Consultant



501-507-0770



rockregion.co



gsmith@rockregion.co



400 W Capitol Ave. Ste 1700, Little Rock, AR 72201



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