



# Employee Engagement

Employee engagement is a top priority for many organizations today. Bad things happen when people are not engaged, and we at ELI® help you avoid the myriad of negative impacts (to your business, employees or customers) that come from this serious business issue. Our proven methods help organizations create a civil, inclusive and productive workplace where employees are engaged and want to work.

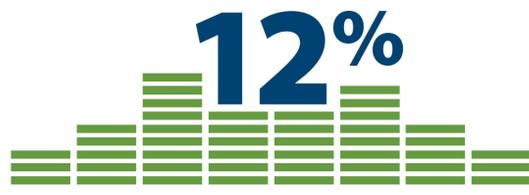
Whether you are looking to improve or maintain your employee engagement, our unique solutions can help. Unlike other training options, we understand that creating—and sustaining—employee engagement requires ongoing learning experiences sustained over time to promote mastery of the civility skills needed to build a civil, inclusive and productive workplace. Civility can be understood through these key factors: being accessible, engaging in active listening, and being respectful, polite and welcoming.

## Q: Why Does This Matter?

**A: Disengaged employees can negatively affect your business.**

**Example:** An employee continues to show up each week for their paycheck, but fails to commit to creating value to your organization's goals. Even more, they often work against your business goals and values through such actions as gossip, creating conflict, theft, sabotage, etc.

**Conversely, employee engagement can be the key component of an organization's success.**



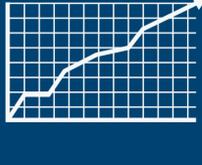
Businesses with highly engaged employees enjoy an average of 12% higher profits.<sup>(1)</sup>

## Highly Engaged Employees Are:<sup>2</sup>



**30%**

less likely to take a sick day



**480%**

more committed to helping their company succeed



**250%**

more likely to do something good for the company that's unexpected of them



**250%**

more likely to make recommendations for improvement



**370%**

more likely to recommend that a friend or relative apply for a job

## Q: How Widespread Is Incivility?

**A: Incivility leads to lack of engagement, and it has become an American workplace epidemic:<sup>3</sup>**

**96%** of employees have experienced incivility in their organization



**7 Weeks a Year** are spent by Fortune 1000 executives resolving employee conflicts



**80%** of employees believe incivility is a problem in their organization



**60%** of employees report stress due to incivility in their workplace



**20-40%** of managers' time is spent dealing with unproductive or unnecessary conflicts

1. 2013 State of the American Workplace, Gallup Inc.  
 2. Employee Engagement Benchmark Study 2013 by the Temkin Group, as reported in MarketWatch January 2013.  
 3. The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It., Christine Pearson and Christine Porath, 2009

## ELI's Civil Treatment® Learning Solutions for Managers and Employees:

- Help employees work effectively together on high-performing teams
- Improve engagement, civility, productivity, and service delivery in your workplace
- Provide insight and skills to demonstrate mutual respect and regard for diverse individuals
- Help effectively resolve conflicts and maintain focus on important objectives
- Equip leaders and employees with the skills needed to create and maintain an inclusive workplace culture
- Help communicate and reinforce your organization's commitment to workplace diversity and inclusion

ELI Civil Treatment Learning Solutions also help prevent harassment, discrimination, and other workplace conduct problems and address Title VII and state law compliance requirements while helping to resolve EEOC charges.