



Employee Engagement: Going the Extra Mile

Continuing Professional Education Credits (CPE): **4 Hours**

Course Duration: **12 Weeks**

Materials and access requirements:

- Reading materials are included electronically as part of the course
- Computer with Internet access
- Basic computer skills
- Most recent version of Java
- Flash player

Who should participate?

Environmental services leaders, support services leaders

This is a 12-week self-directed course for independent learners. Self-directed learning is learning initiated and directed by the learner, and places the responsibility for learning directly on the learner. Learners who take the initiative in learning and are proactive, learn more and better than passive learners. The independent learner is one who is more involved and active within the learning process.

Course Description:

The healthcare environment is rapidly changing and healthcare facilities must adapt. To thrive in this ever-changing work world, Environmental Services leaders must make employee engagement a priority.

Employee engagement is the extent to which employees are emotionally connected and committed to their organization and to their role, and go the extra mile for their organization, department, or manager. Engaged employees are essential to an organization's long-term success, yet, on average, only one in three employees are engaged.

As a manager, how do you cultivate an engaged workforce? This online course examines the major factors, trends, and drivers of employee engagement. It explores why engagement is so important, and how managers can boost engagement to position their department for success. In addition, the course is specifically designed to get you thinking about how altering or incorporating a few management practices can change the culture of your department, and get your employees to go that extra mile.

Course Objectives:

- Define and evaluate the most essential components of employee engagement including job satisfaction and commitment, delineating the differences and nuances of each
- Identify and summarize the employee-cited factors that drive job satisfaction and individual engagement
- Assess the impact of disengagement and non-engagement on the US workforce
- Identify and summarize the primary and secondary drivers of employee engagement
- Examine and reflect on line manager's highly influential role in driving employee engagement
- Investigate specific leadership practices that can assist managers in building engagement

Course Requirements:

- Each lesson's assignments must be completed in order for learners to pass the course. Learners who do not complete the minimum required assignments by their due dates will not receive continued professional education (CPE) credits.
- The readings must be completed on time in order to prepare learners to participate fully and contribute to online discussions.
- All assigned coursework must be submitted within the designated timeframe. By reading and reviewing all the required materials, the coursework can be successfully completed and the course learning objectives can be met.

Lesson 1 – Going the Extra Mile

Lesson Objectives:

- Explore, describe and draw comparisons to the key concepts of employee engagement and discretionary effort
- Evaluate the concept of reciprocity as it applies to engaged employees

Required Assignments: (Listed as "Activities")

- Navigate and become familiar with the AHE Learner Community site.
- Post introduction – Introduce yourself to your fellow learners
- Review Interactive Presentation: "Employee Engagement – Going the Extra Mile Lesson 1" (version 5)
 - Watch Video "Richard Hadden and Discretionary Effort"
 - Watch Video "Richard Hadden: Going the Extra Mile at Wegman's"
- Read "Will Employees Go Above and Beyond? Depends on You!"
- Review the "Liz and Jim" Scenario
- Post After reviewing this scenario, please reflect on how the situation was handled
- Take Quiz "Lesson One Quiz"

Lesson 2 – Engagement, Commitment and Job Satisfaction

Learning Objectives:

- Define and characterize the most essential components of employee engagement including job satisfaction and commitment, delineating the differences and nuances of each
- Review programs in which employers are influencing employee engagement
- Identify and summarize the employee-cited factors that drive job satisfaction and individual engagement

Required Assignments:

- Read “Job Satisfaction vs. Employee Engagement”
- Review Interactive Presentation “Engagement, Commitment, and Job Satisfaction” Lesson Two
- Read “Job Design”
- Review to the Lesson Two presentation, “Engagement, Commitment, and Satisfaction”
 - Watch Video “Engaged and Committed Employees: A Winning Combination!”
 - Watch Video “Job Satisfaction/Attitude”
 - Watch Video “Why Employee Engagement Matters”
- Review Interactive Chart, “Engagement Odds & Ends”
- Post Share an Example of High Level Engagement
- Take Quiz “Lesson Two quiz”

Supplement Resource: (Optional)

- Read “Job Satisfaction and Engagement”

Lesson 3 – Engaged, Disengaged, Not-Engaged

Learning Objectives:

1. Consider the notion that just as people are multi-dimensional, engagement is also multi-dimensional; explore the differing levels of engagement that employees demonstrate
2. Compare and contrast the various aspects of engagement, disengagement and non-engagement
3. Assess the impact of disengagement and non-engagement on the US workforce

Required Assignments:

- Review Interactive Presentation “Engaged, Disengaged, and Non-Engaged Employees” Lesson 3
- Watch Video “The Difference Between Engaged, Non-engaged, and Disengaged”
- Watch Video “The ‘X’ Model of Employee Engagement”
- Create a word cloud and Submit it to the ‘BOX’ Folder
- Post Peer Review “Word Cloud Feedback”
- Post “Leader’s Role in Influencing Engagement”

- [Take Quiz](#) "Lesson Three Quiz "

Lesson 4 – The Building Blocks of Engagement

Learning Objectives:

- Identify and summarize the primary and secondary drivers of employee engagement
- Examine and reflect on managers' highly influential role in driving employee engagement
- Take an engagement self-assessment to determine factors relevant to individual engagement; evaluate applicability at the workplace
- Review specific leadership practices that can assist managers in building engagement

Required Assignments:

- [Review Interactive Presentation](#) "What are the Building Blocks of Employee Engagement?"
- [Watch Video](#) "How to Create Employee Engagement: 4 Leadership Methods That Work"
- [Read](#) "Motivating Employees"
- [Read](#) "Rewarding Employees"
- [Review](#) the chart "How Can Managers Drive Engagement?"
- [Complete](#) an engagement self-assessment to determine relevant factors and evaluate applicability at the workplace
- [Post](#) "Where will you start?"
- [Take Quiz](#) "Lesson Four Quiz"

Final Lesson - Course Project – Case Study

Required Assignments:

- [Review Case Study](#) "Kelly at the Hospital"
- [Create and Submit](#) 2 page Action Plan based on Case Study (details provided in the course activities section)
- [Complete](#) Course Evaluation Survey

When all Lesson Activities are complete, along with the Course Evaluation Survey, your Certificate of Completion will be available to **Claim** and **Print**.

Please note that the **FINAL DAY** to submit ALL of your required assignments is Monday after the twelfth week from the start date. (Please view details within the course for specific due dates)