



## 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 leaders must adapt. To thrive in this everchanging 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 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

## Lesson 2-Engagement, Commitment and Job Satisfaction

Learning Objectives:

- TakeQuiz“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 bui24 (h)-4 (a)ha10 ( )-10 (T)1  
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