



Cultivating Employee Engagement

Master Facilitator:
Nikki Dixon-Foley

HRSA Funding Acknowledgement:

This training is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to CHCANYS' New York State Primary Care Association (NYS-PCA) totaling \$1,709,057.00. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

NOV 2025
CHCANYS


FUTURE**SYNC**
INTERNATIONAL
www.future-sync.com

406•254•2326
info@future-sync.com
copyright©2012

Today's Focus

Objectives:

1. Recognize the impact of employee engagement on workplace performance and culture.
2. Identify the 12 key ingredients that drive employee engagement.
3. Apply practical leadership tools to strengthen and sustain engagement.

Chat Room Question

Describe what an
engaged employee
looks like to you?

The Mosaic Engagement Definition:

Intentional "Discretionary Efforts"



Applied in Real Time!

Architecture of Engagement



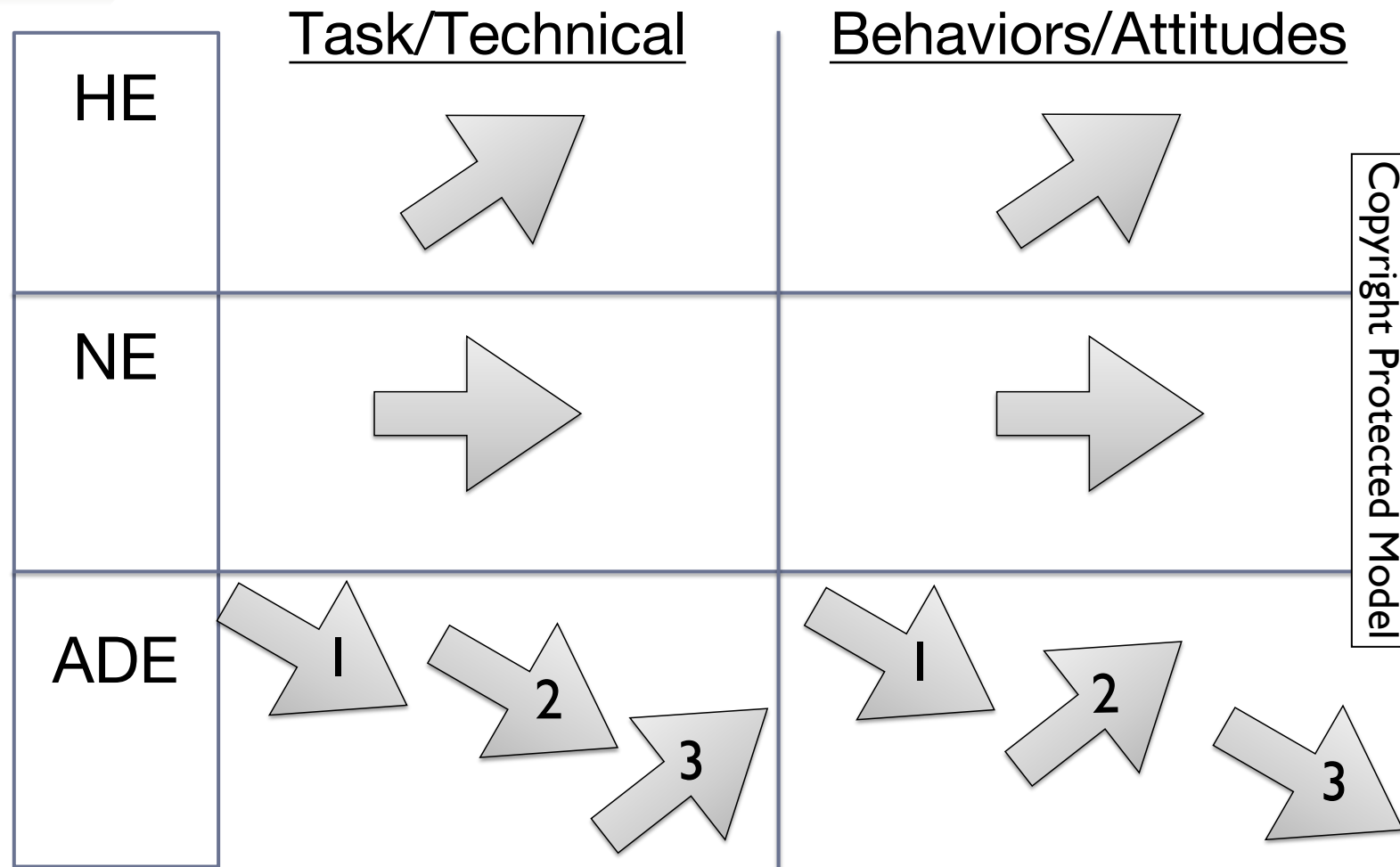
***Engage + Enable =
Performance Resiliency***

NOV 2025
CHCANYS

FUTURE**SYNC**
INTERNATIONAL
www.future-sync.com

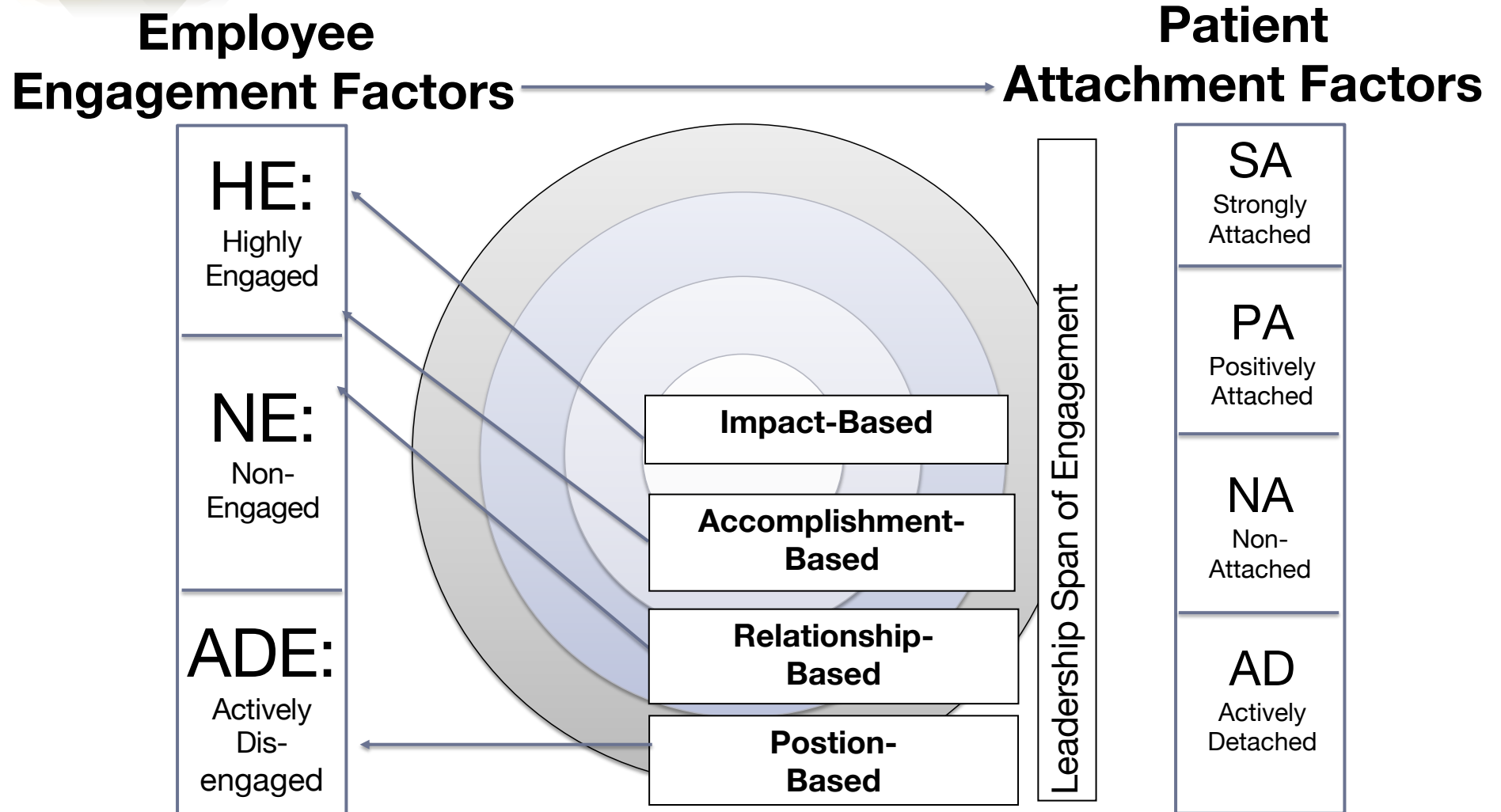


406•254•2326
info@future-sync.com
copyright©2012

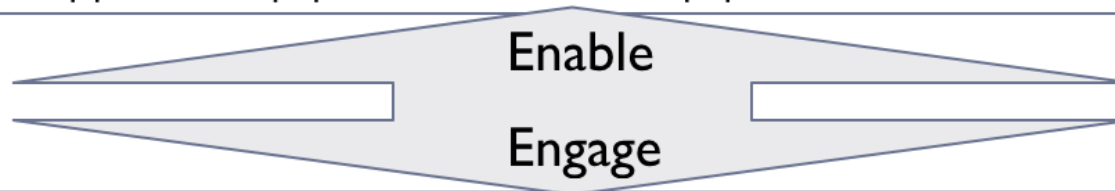


Chat Room Question

In your experience, how might employee engagement levels impact patients?



12. Contribution — Alignment: Big Picture/Strategic Plan
11. Contribution — Empowerment: Decision & Opinions
10. Contribution — Accountability & Teamwork: Quality/Quantity
9. Support — Grow: Feedback, Coach, & Develop
8. Support — Focus: Clarity of "Must Haves"
7. Support — Equip: "Know How" & Equipment



6. Belief — Sense of Belonging: Community, Trust, Care, & Value
5. Belief — Core Values & Service Standards
4. Belief — Mission & Vision
3. Capacity — Talents: Patterns of Thought & Behaviors
2. Capacity — Knowledge: Experiential, Fact-Based, & Technical
1. Capacity — Skills: Acquired/Learned

CAPACITY

“Capacity”, a foundational ingredient to begin to engage a workforce, is the ability to do one's job tasks based on natural or acquired skills, applicable knowledge, and talents that match the job requirements.

Driving Influences

1. Effective hiring practices.
2. Intentionally designed job training and onboarding processes.
3. Work tasks that are understood as meaningful to overall organizational success.



Chat Room Question

What is one thing you can do to improve the **capacity** ingredient for employee engagement?

Belief

“Belief”, the second ingredient to the engagement factor of a productive workforce, centers on how one's personal beliefs align with the organization's mission, vision, and values. The “Belief” ingredient also indicates how individuals view their sense of belonging to an organization.

Driving Influences

1. Does the work I do matter?
2. Do I matter to this organization?
3. Do I belong here - is this me?



Chat Room Question

Describe your “best practice” in creating an environment of **belonging** with your team?

Support

The engagement ingredient of “Support”, when executed effectively, increases an employee's ability to engage with job-related tasks productively and effectively. Support is described as an employee's access to appropriate resources, including tools and equipment.

Driving Influences

1. Proper resources are in place for employee to accomplish a task
2. Clear assignments, direction, and connecting importance of requested work.
3. Providing timely coaching, development and having difficult conversations.



Chat Room Question

What is one thing that intrigues you the most as a way to improve the **support** ingredient for employee engagement?

Contribution

“Contribution”, is how an employee views his/her opportunity to contribute to both team success and organizational success.

Driving Influences

1. Strategically design interventions that create team cohesion
2. Effectively build departmental/team decision-making privileges.
3. Proactively tie each employee's role, tasks, and contributions to the organizational strategic plan.



Chat Room Question

As you reflect on the employee engagement ingredients, what one idea or principle do you want to infuse into your leadership approach going forward?



Questions, Thoughts, or Reflections?

NOV 2025
CHCANYS


FUTURE**SYNC**
INTERNATIONAL
www.future-sync.com

406•254•2326
info@future-sync.com
copyright©2012