



Enhance Your Work Culture:
Disney Institute Debrief Session
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Notes

Reflective Exercise

1. What are three takeaways from the Disney Training you are leaving with today? As a supervisor, is there anything you plan to do differently?

Table discussion on employee engagement

2. What behaviors do you expect to see exhibited by someone who
 - is actively disengaged? (*physically present but psychological absent*)
 - is not engaged? (*productive, but not psychologically connected to the organization*)
 - is engaged? (*loyal and psychologically committed to the organization*)

In seeking to understand employee engagement the following elements are surveyed for:

basic needs: *knowing expectations, having needed equipment & materials*

individual: *being able to do your best work, being recognized, feeling cared for, receiving encouragement for development*

teamwork: *feeling your opinions count, feeling a sense of purpose, colleagues committed to quality work, work friendships*

growth: *having discussion on your progress, having opportunities to learn & grow*

3. As supervisors, how can we
 - address the negative behaviors of actively disengaged employees?
 - support the constructive behaviors of engaged employees?
 - create a culture that promotes positive engaged employees?
4. What kind of questions should we be asking our direct reports to determine their engagement?

Next Steps

- Questions for a conversation with those you supervise to build engagement and collaboration:
 1. What do you believe you are paid to do? How do you measure what you are paid to do?
 2. Are there things that distract you from or get in the way of meeting the responsibilities of your role?
 3. Are there times when you feel conflicted about priorities?
 4. What do you think I expect of you this year? How can we determine whether you are meeting these expectations?
 5. How can I help you be successful? What do you expect of me as your manager?
 6. What parts or activities of your current role energize you? How much of your time at work do you spend doing those things you really enjoy?
 7. When do you feel your job is important? What do you do that adds value to our team?
 8. How do the relationships you have at work help you do your job better?
 9. Tell me about the best recognition you have ever received. Why was it the best?
 10. When you achieve your goals, how do you like to be recognized?