



The Four Pillars of Employee Engagement

RECOGNATION

Every Moment Matters™

The Questions

At the highest level, the four pillars of employee engagement are answers to questions every team member is asking themselves, whether they know it or not. We are constantly assessing the answers in both our personal lives and in the workplace.

The questions are as follows:

- 1 DO I FEEL CONNECTED?**
Employees feel a connection to co-workers, the organization, and/or to the work itself.
- 2 DO I FEEL INFORMED?**
Employees are aware of what's going on in the organization, both good and bad.
- 3 DO I FEEL VALUED?**
Employees feel that their individual efforts and contributions are appreciated.
- 4 DO I FEEL MY OPINION MATTERS?**
Employees feel they have a say in both their own work and the direction of the organization.



The answers to these questions can vary significantly between different employees, which is why it's helpful to have them rate themselves on a scale. Their answers are meant to be a starting point so you can dive deeper into why they may rate themselves high or low in each category.

Connection

Do I Feel Connected?

Human connection is critical in many things we do. It's at the heart of every healthy, thriving relationship - and the workplace is no different! Connection is not just about having that best friend at work. It can have to do with multiple work relationships, the work itself, or the organization.



Work

Job function, daily tasks, large projects, meaningful contributions



People

Employee-manager relationship, peer relationships, connection to executive leadership



Organization

Overall mission and vision of the organization, core values, community involvement

To learn more about strengthening the pillar of connection, click [here](#).

A sign of disengagement is disconnectedness right from the get-go.
-Andrew Bishop

Communication

Do I Feel Informed?

Employees tend to feel disengaged when they are constantly left in the dark. They don't want to hear about the truth through other avenues. Transparency between senior leaders, direct managers, and other levels creates a culture of trust.

Frequent and open communication shows a level of respect for your employees. You don't have to have all the answers when relaying information or being honest. Vulnerability can be a powerful tool in engaging your people. It's important to communicate both the good and the bad information.



The Good

Accomplishments, training & development, promotions, daily efforts, awards



The Bad

Missed goals, financial struggles, losing team members, critical survey feedback



The Neutral

Changes in processes, restructuring, housekeeping, policy reminders



If your team members are not informed, they will start forming their own narratives and stories in their heads. That can be dangerous and create false rumors. By keeping everyone in the loop, you tell one consistent story.

To learn more about how to strengthen the pillar of communication, click [here](#).

Appreciation

Do I Feel Valued?

Positive feedback is the regular fuel that drives high-performing teams. We want to know that we matter and that our work makes a difference. Employees are not likely to be “all in” when they can’t see that they are valued by their manager, peers, and organization as a whole.



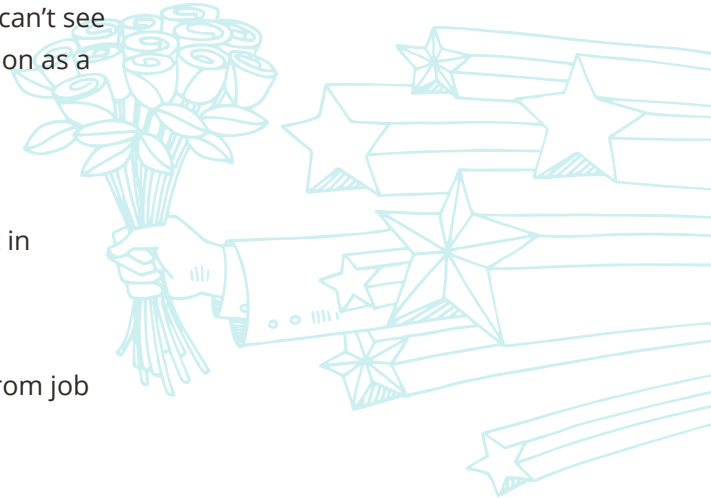
As a Contributor

The work you do and the time and effort you put in matters



As a Person

You are valued as a unique human being apart from job function



Feeling insignificant and unvalued can erode all three of the other pillars. If you genuinely want healthy and thriving relationships with your team members, **express your gratitude for them on a regular basis.**

Recognize both their daily effort and big wins. Show that you value them as a “human being” rather than a “human doing.”

To learn more about how to strengthen the pillar of appreciation, click [here](#).

Voice

Do I Feel My Opinion Matters?

Employees want to feel that you are listening. And not only that you are listening to them, but that their opinions matter and you are acting on feedback.

It's one thing to survey your employees. The next step is acknowledging the feedback that you're getting, both good and bad. This goes back to the communication pillar. Finally, demonstrate that their opinion really matters by sharing the next steps. Even if you can't act on the feedback right away, share some possible future solutions.



Employee's Direction

A say in their own daily tasks, development, and future career

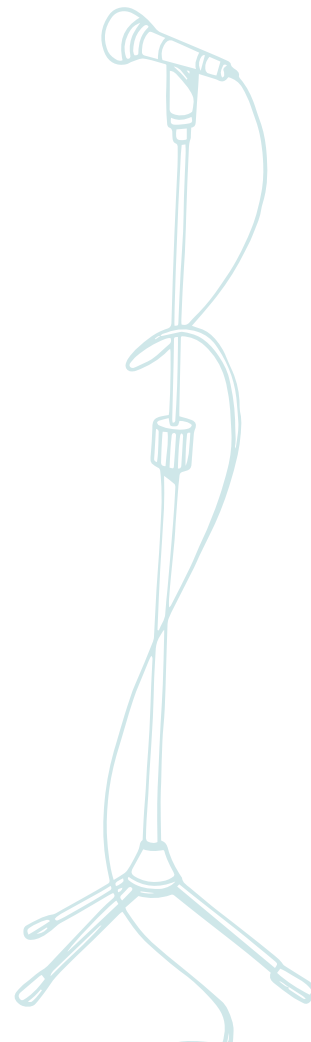


Company's Direction

A say in team projects, department decisions, and company pursuits

Not everyone can have a say in final decision-making. Many people don't wish to have that power. But it can be empowering and ignite innovation to consider the ideas of your entire organization.

To learn more about how to strengthen the pillar of voice, click [here](#).



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