



Employee Engagement Ambassadors

A high level of employee engagement leads to stronger agency performance, improved program results and increased retention rates, all of which help agencies carry out their missions more effectively.

The Employee Engagement Ambassador program will develop a cadre of employees at your agency who will be responsible for developing and implementing employee engagement initiatives. Using the Best Places to Work in the Federal Government® rankings, the program helps participants understand and improve the state of engagement at their organization and provides them with essential tools for creating action plans for doing so.

In advance of the session, leadership should identify priority areas they would like the ambassadors to address. During the sessions, participants will learn and apply innovative methods for understanding the root causes of engagement challenges in order to design long-term, sustainable solutions. By the end of the two-day program, they will present their ideas to agency leaders for implementation in their offices.

This program will:

- Develop a cohort of ambassadors who will pioneer efforts to strengthen engagement at your agency.
- Demonstrate how to use the Federal Employee Viewpoint Survey results to better understand the employee experience.
- Explore best practices from across government for improving the workplace culture.
- Support participants in designing programs that will be integrated into engagement action plans in their offices and regions.

An option for a three-day program is available upon request.

TESTIMONIALS

“Very powerful session, not only for inspiring innovation in the work of the ambassadors, but for practical ideas and implementing change more effectively.”

“The course was presented well, and the instructors did an excellent job! The whole process provided a great framework to take action.”

“This [program] sets a tremendous base for us to build from. This can and will be heavy hitting—we are now prepared!”

PRICING

\$30,000 for up to 25 participants; travel costs may apply for delivery at government locations.

MORE INFORMATION

For more information, please contact Cameron Kober at CKober@ourpublicservice.org.

AGENDA

DAY 1: UNDERSTANDING THE ENVIRONMENT

TIME	ACTIVITY
8:30 a.m.	Session Overview
9:15 a.m.	Welcome and Vision from Leadership
10:00 a.m.	Assessing the Current State of Employee Engagement <ul style="list-style-type: none">Participants will consider their experiences and observations of employee engagement at their agency.
10:30 a.m.	Break
10:45 a.m.	Data Overview <ul style="list-style-type: none">Review FEVS and Best Places to Work in the Federal Government® scores.Identify focus areas for engagement and divide into teams.
12:00 p.m.	Lunch
1:00 p.m.	Identifying Outcomes
2:15 p.m.	Break
2:30 p.m.	Understanding the Problem <ul style="list-style-type: none">Identify the root cause of the challenges their teams will address in their action plans.
3:30 p.m.	Bridging the Gap: Best Practices and Techniques
4:30 p.m.	Adjourn

DAY 2: DESIGNING SOLUTIONS

TIME	ACTIVITY
8:30 a.m.	Welcome and Overview
8:40 a.m.	Human-centered Design Overview <ul style="list-style-type: none">Understand the employee experience using human-centered design, an approach that focused on the needs of the end-user (agency employees) when developing solutions.
9:00 a.m.	Designing Your Question <ul style="list-style-type: none">Participants will develop a question to address in their action plans.
10:30 a.m.	Break
10:45 a.m.	Developing Solutions <p>Teams will:</p> <ul style="list-style-type: none">Brainstorm interventions to address engagement challenges.Design prototypes of their engagement efforts to make concepts more tangible.Practice pitching their ideas.
12:00 p.m.	Lunch
1:00 p.m.	Project Team Time
2:30 p.m.	Break
2:45 p.m.	Engagement project presentations <ul style="list-style-type: none">Teams will present their project ideas and receive feedback from senior leadership.
4:00 p.m.	Commitments to Action and Session Evaluation
4:30 p.m.	Adjourn