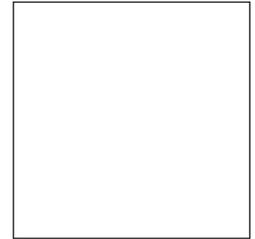
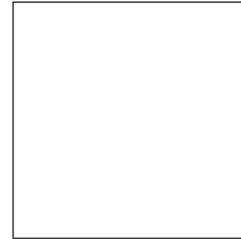
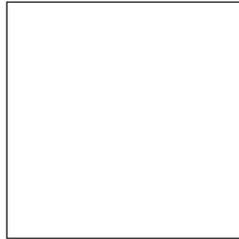
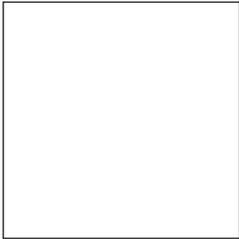


# Meaningful Employee Engagement for managers & their teams™



## A Self-Learning Program that Achieves Measurable Results

Meaningful Employee Engagement is a simple, practical and easy to apply self-learning system implemented by each manager with his or her respective teams. It is the fastest and least expensive way to increase employee engagement in a way that enhance individual and team accountability for improving customer satisfaction, reducing costs, increasing productivity, improving teamwork. You are **guaranteed** to get measurable results within seven (7) short lessons; and it happens within your current meeting structure instead of adding down time in facilitator-led workshops.

## Are You Frustrated By...

- Low scores in employee engagement or satisfaction?
- Employees who play the “blame game” and avoid taking initiative to solve problems?
- Pressure to accomplish more with fewer resources?
- Poor internal customer service between functional areas?
- Managers who don’t engage their employees or listen to their input?
- Too many conflicts caused by poor communication or conflicting priorities?
- Ineffective meetings that take too long and accomplish too little?

## ...Then *Meaningful Employee Engagement* is for You!

If you want to increase accountability and employee engagement at all levels of your organization, Meaningful Employee Engagement is the most effective and least expensive solution for your organization.

Instead of hiring an outside trainer or even conducting a train-the-trainer program, your managers will lead this development and improvement program through a video-based program with workbooks for each participant. Meaningful Employee Engagement is based on applying Mark Samuel's famous Personal Accountability Model for transforming individuals and teams away from “victimization” and towards “accountability” for improving performance, communication and teamwork.

You will not only address your frustrations, you will provide a development program for your managers and individual contributors that will provide a return on investment in the form of improved customer service, greater efficiency and increased effectiveness.

## Why is Meaningful Employee Engagement so Effective?

IMPAQ is the foremost authority on increasing accountability and improving performance execution based

on over 25 years of experience working with organizations from all over the world. Realizing the need for increasing employee engagement, improving customer satisfaction and enhancing productivity in a way that would significantly lower the standard costs and time off the job for employees, Meaningful Employee Engagement was created.

Formerly called "Success Through Accountability," this online self-learning system was developed using IMPAQ's unique methodology to produce measurable improvements within seven (7) lessons. And, while this program was designed for Managers of Individual Contributors, organizations have used this program for development and improvement from all levels of the organization including senior management.

## You can Achieve Significant Improvements in 4 to 7 Months

- **Engage employees at all levels in meaningful discussions** for improving customer service, efficiency and teamwork
- Improve **external and internal customer service** and relations
- Increase employee input and **initiative for resolving problems, challenges and breakdowns**
- Improve teamwork, **trust and support**
- **Ensure Follow-up and Accountability** for action plans and commitments
- Develop "proactive recovery plans" for **sustaining improvements**
- **Decrease wasted effort, time and resources** to improve productivity
- Demonstrate **alignment, ownership and commitment** from all team members

## You Start with an Online Team Accountability Assessment

This assessment identifies each team member's confidential view of their team's accountability in ten areas of team performance and communication. The assessment helps to identify a baseline measurement for team effectiveness based on the following criteria:

- Roles and Relationships
- Team Meetings
- Communicating Openly and Honestly

- Handling Conflicts Effectively
- Achieving Team Priorities
- Mutual Trust and Support
- Decision Making
- Keeping Agreements and Commitments
- Shared workload
- Customer Service

## Then You Hold 7 Simple 30 – 60 Minute Video Led Lessons

Each lesson is designed to guide each manager with practical and easy steps for engaging team members and guiding discussions for improving teamwork, customer services and productivity. In addition, each lesson will guide the manager in developing clear commitments and action plans that will be followed up on after the meeting. In the seven lessons, you will learn and apply:

### Lesson 1

#### Accountability and Continuous Improvement

- Using the On-line Team Accountability Assessment to measure your current level of team effectiveness relative to 10 factors associated with high performance
- Define and understand personal and team accountability
- Establish and implement criteria for effective teamwork
- Transform "victim" behavior into "accountable" action to improve performance and communication

### Lesson 2

#### Clarify Your Desired Outcomes for Improvement

- Identify and agree on the expectations of your internal or external customers
- Clarify your "picture of success" related to improvement of customer satisfaction
- Specify the expectations of senior management for improving performance and achieving your annual goals
- Develop a "picture of success" related to accomplishing your team goals to support organizational success
- Commit to taking specific actions for improving communication and teamwork in order to improve customer service and achieve organizational goals

### Lesson 3

#### Assess and Improve Customer Satisfaction

- Assess current level of customer satisfaction and service, creating a baseline measurement
- Based on your assessment of customer service, prioritize the areas needed for improvement
- Develop actions for expanding your role and improving your effectiveness with your customers
- Identify ways for you to support each other in improving customer service

### Lesson 4

#### Assess and Improve Efficiency and Effectiveness

- Identify where efficiency, productivity and effectiveness can be improved based on current challenges and breakdowns
- Create a baseline measurement to track areas needing improvement
- Based on your assessment, prioritize areas for improvement
- Develop actions for improving efficiency, productivity and effectiveness
- Identify ways for your to support each other in improving operational effectiveness

### Lesson 5

#### Develop “Recovery Plans” to Ensure Success and Sustain Results

- Review and track the actions committed to in Lessons 3 and 4
- Develop “Proactive Recovery Plans” to get back on track, should you get off-track in taking actions necessary to achieve desired results
- Create a support plan for improving teamwork and moving to the next level of high performance
- Implement a “lessons learned” process for tracking successes and areas for continuous improvement

### Lesson 6

#### Taking Action to Sustain Results

- How to lead effective team meetings to stay focused, resolve problems and make decisions for improved success
- Surface and resolve obstacles to success through “think tank” problem solving and collaboration
- Develop a communications plan to ensure that information is shared effectively between team members and others in the organization

### Lesson 7

#### Acknowledging and Reporting Success

- Compare and document results from pre and post Team Accountability Assessment measuring improvements in team effectiveness
- Identify and reinforce new habits that resulted in higher levels of trust, communication, support and teamwork
- Document and report improvements in customer satisfaction
- Document and report improved productivity, efficiency and effectiveness
- Summarize specific measurable improvements to further demonstrate your return on investment
- Create a communications plan to share your results with others to influence change and respect for your improvement efforts and results

## What Makes it So Easy to Increase Employee Engagement and Get Results?

Use “Meaningful Employee Engagement” as part of your normal team meetings. As long as you meet at least once per month, you can implement this self-development and results-driven program and demonstrate results within 4 to 7 months (faster if you meet more often).

Imagine improving customer service, efficiency and teamwork within a few months by several teams at once in your organization. This self-learning program creates its own positive movement and momentum when implemented.

Using the self-paced “Meaningful Employee Engagement” video, each manager and his/her team will receive the guidance necessary to complete each lesson in 30 to 60 minutes of a regular team meeting. With the added support of an easy-to-use workbook for each team member, the manager will facilitate his/her team of employees in brainstorming discussions, assessments and committed actions for improvement.

At the end of each lesson plan, the manager and team will agree on actions for improvement that you will send electronically to your internal HR Advisor or Change Agent Team. In addition, you can send to IMPAQ for additional support.

## The Most Effective Self-Learning Program Offered

We all know that training is best achieved when there is an on-site instructor who can answer questions, model changes and help to solve challenges. But there is a significant cost associated with travel expenses, space, participant time to attend a workshop and the expense of internal or external presenters.

Now for less than \$100 per person, you can receive facilitated support through an online video, track the application of the concept for team improvement using a practical workbook, and set up a natural support system by including follow-up and tracking of results to ensure accountability and success. Everyone gets developed and applies their new skills to improve performance, communication, teamwork and customer service.

## The Value Proposition

- An online video of Mark Samuel, CEO of IMPAQ, explaining all of the concepts of accountability used for improving performance and communication, and guiding each manager and his/her team through each of the seven lessons in an easy step-by-step process (valued at \$749 per team)
- A 60-page workbook for the manager and each team member (valued at \$74.95 per person)
- A copy of Mark's book, Making Yourself Indispensable: The Power of Personal Accountability to support each person's learning and professional growth (valued at \$24.95 per person)
- A pocket-sized learning aide on the Personal Accountability Model for each person (valued at \$4.95 per person)
- A pre and post Team Accountability Assessment and summary that reports strengths, opportunities for improvement and the actual improvement of each team based on initial results (valued at \$19.95 per person)

## It Makes Dollars and Sense

If a similar program were offered with in-house instruction, it would cost over \$7,000 plus travel expense, without the value of having measurable results. Now, through this program, you deliver measurable results for under \$1,000.

If you were to buy each of these individual services for a 10-person team and its leader, it would cost you \$3,213; but that is not what you pay. You pay only \$995!

### But what if my team is bigger than 10 people?

No problem. We have packages for 15, 20 and 25 people and you can call us for special sized group pricing for over 25.

### But what if my team has 5 or less people?

No problem. We have a package price for teams of 5 or less for \$695. And, this price includes all of the features and benefits listed above—Team Accountability Assessment, copies of The Power of Personal Accountability and The Personal Accountability Card.

## Retail Package Pricing\*

5 Team Member Pkg	5 plus 1 leader; 6 people	\$695
10 Team Member Pkg	10 plus 1 leader; 11 people	\$995
15 Team Member Pkg	15 plus 1 leader; 16 people	\$1395
20 Team Member Pkg	20 plus 1 leader; 21 people	\$1745
25 Team Member Pkg	25 plus 1 leader; 26 people	\$2125

Call us for teams with more than 25 members.

\* All prices are in USD & may be changed without notification.

