



Oregon Dairy Industries  
100<sup>th</sup> Annual Conference

Teamwork & Employee Engagement

Presented by:

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## MRA Facts

- Helping members thrive for 110 years
- Locations in Wisconsin, Illinois & Iowa
- Not-for-profit, member based
- 130 employees with HR & Business experience
- Serving 2,000 member companies, making MRA the largest employers association in the Midwest, 2<sup>nd</sup> largest in the United States
- Serve over 3,000 organizations per year

*Small or large, you're in good company at MRA!*



## MRA Mission Today

MRA is dedicated to exceeding member expectations as we help organizations solve the challenges of a constantly changing business environment.

We help develop an engaged, high performing workforce with programs and services focused on the needs of our members.

*HR Means Business at MRA.*



## We KNOW Your Workplace Realities

- 2,000+ Members
- 3,000+ Organizations served
- 20,000 Calls
- 1,100 Training Programs
- 20+ Roundtables

**We're listening to employees at all levels in  
your organizations!**

## Training & Development

### Leadership Development

- Advanced Leadership
- Coaching & Counseling
- Creating an Engaged Workforce
- Group Leadership Series
- Principles of Management Series
- Strategic Workforce Management

*“The Principles of Management Series provides consistent training on competencies that a new supervisor may never have been exposed to before. Targeted, timely, and consistent training...key components of success for our supervisors.”*

*Tracy Slavik - Secura Insurance*



## MRA Training

- Public Programs
  - Networking
  - Outside Ideas
- Tailored, Onsite Programs
  - On-Target Training
- Webinars
  - Blended Learning

## Professional Networking

- MRA Roundtables
  - Executive/CEO
  - CFO
  - Senior HR
  - HR Practitioner
  - Small Company HR
  - Solo HR Practitioner
  - Manufacturing Professionals
  - Quality Professionals
  - Sales Manager Discussion Group
  - Society of Human Resource Professionals

## Objectives

- Understand teamwork in our workplace
- Learn how to practice team behaviors at work
- Understand “Employee Engagement”

## Employee Engagement

- Exercise: Most Embarrassing Moment
- What is it?
- MRA survey responses

## Behaviors of An Engaged Employee

- High levels of effort
- Persistence at difficult tasks over time
- Help others
- Go beyond the norms or expectation of the workplace

*(Valtera)*

## Behaviors of An Engaged Employee

- Voice recommendations for change and improvement
- Expand their role or responsibilities in response to a team or organizational need
- Adapt to and even facilitate change to improve the work, the workplace and organizational effectiveness

*(Valtera)*

## Factors that Distinguish

- Set clear, compelling directions that empower each employee
- Practice open and honest communication
- Continue focus on career growth and development

*(from several studies including MRA's Top 10 Engagement Factors)*

## Steps in Engagement

- Understand employee engagement
- Assess the level of employee engagement in organization
- Develop an employee engagement action plan
- Evaluate results of the engagement action plan periodically

## Employee Engagement

- Success stories with engaging employees
- Share
- Large group

## Employee Engagement

- Identify strategies / action plans to introduce focus on engagement
- Establish a database
- Axiom: “can’t improve...”

## Teamwork

- Identify 3 team behaviors
- Share
- Process

## Teamwork

- Obstacles to being a team player
- Share
- Your blind spots
- Give others permission

## The “JoHari Window”

- What you and I both see in me
- What I see in me
- What you see and I don't
- What no one sees

## Teamwork

- Choose two most important team behaviors
- Share in group
- Agree on 4 most important!

## TRUST: Pillar of all teams

- Openness
- Acceptance
- Reliability
- Congruence

## Conduct a team event / exercise

- Identify what's missing
- Share obstacles / constraints
- Communication / trust
- Hold each other accountable



THANK YOU!

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