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| A - Engage people |  |
| 1. Be able to identify current and desired levels of employee engagement | 1. Evaluate, select and implement from a range of diagnostic approaches and tools 2. Analyse, interpret and draw accurate conclusions from information about levels of engagement |
| 1. Be able to develop and implement strategies to achieve high levels of employee engagement | 1. Evaluate, recommend and justify strategic engagement plans 2. Describe, gain commitment to and implement plans to achieve high levels of employee engagement |
| 1. Demonstrate an engaging leadership style | 1. Understand principles of engaging leadership 2. Demonstrate the ability to adapt style to suit individuals, teams and outcomes |
| B – Communicate Effectively |  |
| 1. Effectively communicate vision and strategy | 1. Develop a compelling vision likely to engage the emotional and intellectual commitment of stakeholders and colleagues 2. Communicate the vision and related strategy in an engaging manner that takes account of the varied needs, perceptions and expectations of stakeholders and colleagues 3. Reinforce the vision and strategy at appropriate points, taking intelligent advantage of opportunities and circumstances |
| 1. Communicate effectively using a range of media | 1. Evaluate and select appropriate media to communicate vision and strategy effectively 2. Communicate effectively in presentations 3. Communicate effectively in writing 4. Communicate effectively one to one 5. Use social and electronic media effectively to communicate vision and strategy |
| 1. Be able to listen effectively | 1. Identify and take opportunities to listen to colleagues 2. Demonstrate active listening with groups and individuals 3. Be able to draw accurate conclusions from listening to colleagues 4. Develop and implement mechanisms to enable you to listen to the views of an appropriate range of stakeholders & colleagues |
| 1. Demonstrate a strategic understanding of the impact of language | 1. Describe how stakeholders and colleagues may respond to the emotional resonance of words 2. Make effective word choices in support of the vision and strategy |
| C – Motivate Others |  |
| 1. Demonstrate a detailed understanding of the motivations of stakeholders and colleagues | 1. Evaluate the implications of key differences between intrinsic and extrinsic motivation when seeking to engage stakeholders and colleagues 2. Compare and contrast a range of relevant motivation theories and evaluate their effectiveness when seeking to engage stakeholders and colleagues 3. Apply a range of motivational techniques to deliver a tangible increase in employee engagement |
| D- Be Self-Aware |  |
| 1. Demonstrate a detailed understanding of personal profiles | 1. Evaluate the implications of your own profile on your ability to engage stakeholders and colleagues |