

The Three Pillars of Engagement



Unlocking the Power of Discretionary Effort

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The three pillars of engagement are defined as Empowerment, Enablement and Connection. Leaders must put intentional focus and effort into developing each pillar to nurture a comprehensive culture of engagement. Each pillar is defined by a multitude of attributes that allow the pillar to come to life within your organization.

Empowerment

As leaders, we must first empower our associates if we truly want to remove the barriers they face in making the personal choice to become engaged. There are two major aspects of empowering people. The first is focused on developing Desire or emotional attachment. This centers upon ensuring that people are recognized and appreciated for their unique contributions to their teams and the organization. The second major aspect of empowerment is allowing people to have Authority or decision rights. Authority should span the spectrum of situations from taking responsibility of self and others, to challenging and providing feedback, to making business decisions and taking smart risk.

Enablement

Once people are empowered with Desire and Authority, they are not yet in a position to make an impact on the organization until we enable them. The second pillar in the Engagement Framework is Enablement. When a person is enabled, they have the Skills to take action and the Resources to apply their skills. Skills include the areas that most companies typically focus upon such as technical, management, leadership, financial, business and communication.

Connection

If people are Empowered and Enabled, they still are unable to make a full contribution to the organization until we connect them to the organization. Once they are fully connected, they are now able to use their full array of talents and resources to take ownership and make significant positive contributions specific to the organizational needs and opportunities.

Empowerment, Enablement and Connection serve as the three core pillars of The Engagement Framework. Building strength and competency in these core areas will allow associates and teams to become truly connected to the organization, unlocking the talents of each individual. When we remove the barriers to engagement in these three areas, we allow people to make the choice to become engaged. When they become engaged we open the door for them to fully contribute by using their heart, their mind and their hands. When we as leaders have supported full, authentic engagement, we will have unlocked the power of discretionary effort.

Taken from [Workforce Engagement](#), an exclusive report which examines the key elements and contributing factors to enable and nurture a culture of engagement. To read the rest [click here](#). Or to