

# DET Tools of Engagement

*"A responsive and reliable Strategic Partner"*

**60-minute team discussions  
that positively impact employee  
engagement and customer service**



**We positively impact DET's  
mission and vision when....**

We understand our agency partners business needs

We act with urgency to service requests and project timelines

We understand how optimizing services positively impacts our customers

## Prioritization

Using the Covey model, review tips and techniques to improve individual/team time management

## Employee Engagement

Review DET general vision for employee engagement, or customize to fit division/section



# "Coaching" a Positive Experience

## The Team/Customer Model



We create a positive customer experience when we engage and....

### Communicate

We invest time to learn our team's specific levels and mediums of desired communication, and seek opportunity to build trust.

#### How we engage teams:

- We provide daily informal 1-1 touchpoints (to demonstrate caring).
- We have informal weekly team meetings (to measure progress).
- We offer 60-minute monthly formal team meetings with agenda to review results, confirm direction.
- We informally ask if more or less communication is needed.
- We build trust by using open, honest, and timely communication.

### Listen

We invest time to understand individual and team needs.

#### How we engage teams:

- We ask for levels of support needed to carry out tasks.
- We include others in decision making process.
- We ask three questions to verify understanding before responding.
- We listen for buy-in confirmation, ask questions if it's not heard.
- We ask for opinions and create a safe place for others to share their opinions.
- We are open to other opinions, and honest with feedback.

### Standards

We consistently share our section's purpose/role.

#### How we engage teams:

- We demonstrate collaboration by including others to create processes and we always act with a sense of urgency to our staff commitments.
- Once a process has been created, following process documentation is an expected standard to be followed by all team members.
- We use metrics to evaluate our service delivery success.
- We inspect our expectations on high profile projects to demonstrate the value of urgency and commitment.
- We update our Outlook calendars to proactively communicate with our team.

### Delegation

We strive to develop staff skills through delegation.

#### How we engage teams:

- When unable to attend, we ask staff to represent our section at DET and customer meetings.
- We invite team members to join customer/staff meetings to evaluate if we heard the same message.
- When delegating, we provide and communicate the necessary amount of authority to the delegate so he or she can accomplish the task.

### Vision/Direction

We are approachable; we provide a consistent vision for success.

#### How we engage teams:

- We consciously take time to walk around and gauge individual levels of engagement with customers, co-workers, and projects.
- We avoid making quick judgments; rather, we listen to outcomes and use metrics to guide conversations.
- We use decision points to engage employees in project communication.

### Growth

We take interest in our staff's career and life aspirations.

#### How we engage teams:

- We annually discuss training plans with each team member (find meaningful training).
- When possible, we delegate tasks to develop staff skill-sets.
- We promote inclusion at team meetings and events.
- We provide opportunities to learn from each other and to find mentors.
- We value our own growth and seek out new areas of learning and improving.

### Appreciation

How we treat each other is an essential first step of creating a great work culture.

#### How we engage teams:

- We look for opportunities to compliment staff, and acknowledge their efforts.
- We find fun ways to celebrate individual and team success.
- We consistently plan food events to socialize with team members.
- We take time to have meaningful annual performances reviews.