

Factsheet

Levels of employee engagement

What is engagement?

Engagement is how government, agencies, individuals connect and interact in developing and implementing and/or changing policies, programs, services and projects. It is an open and accountable process involving a wide variety of interactions, including information sharing, consultation and, to the extent appropriate, active participation regarding decision-making processes.

Employee engagement goal

Inform	Consult	Involve	Collaborate	Empower
To provide employees with balanced, objective information to assist them in understanding the problem, alternative opportunities and/or solutions.	To obtain feedback on analysis, alternatives and/or decisions.	To work directly with employees throughout the process to ensure that their concerns and aspirations are consistently understood and considered.	To engage employees in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the employee/s.

Your commitment to employees

Inform	Consult	Involve	Collaborate	Empower
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how employee input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Examples of communications activity

Inform	Consult	Involve	Collaborate	Empower
Fact sheets, letters, intranet stories, media releases, signage and social media.	Targeted messages, feedback, online surveys, submissions, meetings.	Facilitated workshops, forums, ideas and issue identification.	Partnerships, committees, meetings, reference groups.	Co-production, participatory strategic planning.

Source: Adapted from the IAP2 Public Participation Spectrum, for more information available from the [International Association for Public Participation website \(http://www.iap2.org\)](http://www.iap2.org)