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. |
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| 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. |

**Reference:** IAP2’s Public Participation Spectrum, International Association for Public Participation, accessed on 25 February 2016, http://c.ymcdn.com/sites/www.iap2.org/resource/resmgr/Foundations\_Course/IAP2\_P2\_Spectrum.pdf