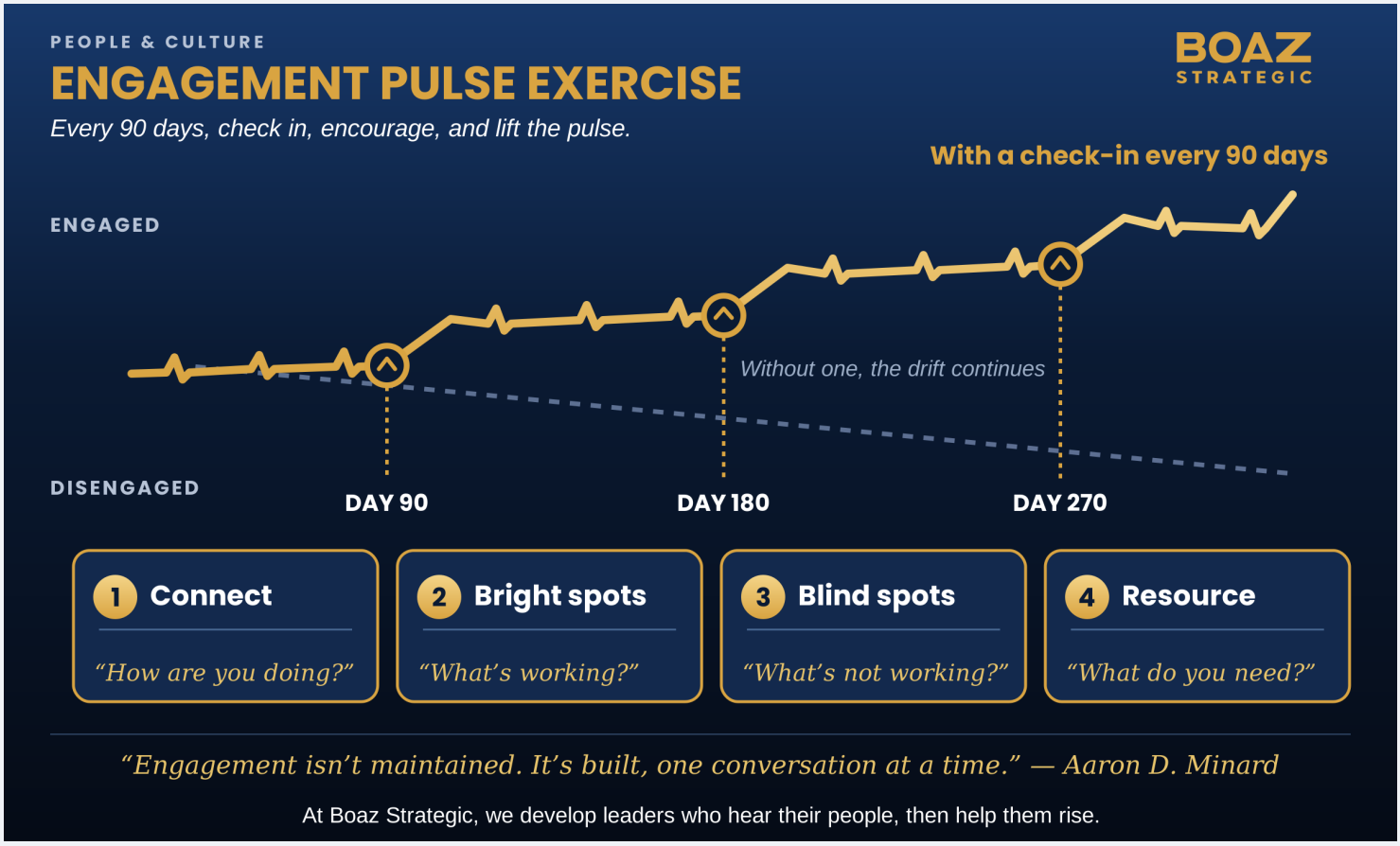


Is your team's pulse *rising, or fading?*

> *Engagement isn't maintained. It's built, one conversation at a time. — Aaron D. Minard*

Engagement isn't fixed. Like a pulse, it rises and falls, and left alone it drifts downward. When someone quits it can feel sudden, but they disengaged months ago. We just weren't present enough to notice.

The Engagement Pulse Exercise is a simple check-in, every ninety days. It isn't a performance review, and nobody is being evaluated. It's leadership asking how things are going in their role, and making clear that leadership is there to support them.

Think of a good officer moving from foxhole to foxhole. He isn't inspecting his soldiers. He's encouraging them, learning what's going well, what's gone wrong, and what they need to stay in the fight and fulfill the mission.

Start by connecting, human to human. Ask how they're doing, and meet the person before you talk about the work.

Next, find the bright spots: what's working? Aim to replicate it. Then look for the blind spots: what's not working? Repair it early, while the challenge is still small.

Finally, ask what they need, and actually resource them with it. That turns listening into something your people can see and feel.

The purpose is bigger than preventing resignations. Gallup has found that managers account for at least 70% of the variance in engagement scores across business units.

At Boaz Strategic, we develop leaders who hear their people, then help them rise.

Source: Gallup, State of the American Manager (2015)