



Tap.Partners Employee Engagement Program

Employee turnover and disengagement costs companies money, time, and talent. Tap.Partners helps organizations retain and re-engage employees by guiding use of new team processes.

The Tap.Partners Employee Engagement Program can help renew employee trust and creative input as well as help sustain existing positive dynamics. Our Employee Engagement program is specifically beneficial when the team or organization has experienced:

- Change in leadership
- New organizational initiative
- Lackluster performance
- Rapid company growth/reduction
- Return from Covid
- Merger or acquisition

Work with Tap.Partners to implement an iterative improvement strategy based on Agile Methodology that thrives on employee experience, skills, input, and creativity. Tap into the ingenuity and innovation already available within your team to drive engagement, commitment, and shared success.

Expected Outcomes

- Increased employee engagement
- Higher job satisfaction
- Improved productivity
- Better sense of team trust
- More retention (decrease turnover)
- Improve company culture
- Enhance company reputation

Timeframe

- 6 months (includes 3 iterative improvement cycles)

Team Resources

- Stakeholders – Leaders, managers, and champions driving the employee engagement initiative. Approximately 2-4 hours for kickoff and follow-ups.
- Core Sample – Representative sample of employees to participate in retrospectives. Approximately 1 hour for each person for each cycle.
- Captains – Teams or Individuals identified for specific improvements. Number of individuals and time involved depends on the improvement identified.

Our goal is to add value by promoting progress through a sustainable evolution of iterative improvements. Tap.Partners are NOT consultants. We have no intention of swooping in, stirring things up, and then leaving. We are Trainers, Coaches, and Mentors. Our goal for each engagement is to set up the company or team for success, to help them sustain improvements, and to ensure they are trained to continue the process of iterative improvements.

If at any time, the Stakeholders or Tap.Partners think that the program is not adding value to the company, team(s), or individuals, we will consider ways to change course or pause the program. We have designed the iterative program to build in the process of training individuals within the organization to learn and sustain an ongoing iterative improvement program to maintain continuous improvements.



Kickoff – Week 1

Tap.Partners to meet with 1-2 stakeholders and/or a team to discuss the existing or potential issue(s) and general expectations (timing, outcome) of Tap.Partners. When Setting Expectations, Tap.Partners takes the time and effort to explore the explicit (and implicit) issue(s), asks probing questions, analyzes different perspectives, and reviews solutions tried and/or considered.

Data Gathering – Week 2 - 3

Based on expectations set from the Kickoff, Tap.Partners will gather quantitative metrics and qualitative information. Some companies or teams will already have some of these metrics. Other metrics or information, we will have to collect.

Retrospective – Week 4

Tap.Partners explore the data points and trends that support, differ, or negate topics discussed during the kickoff meeting. We conduct small group “retrospectives” on a short list of topics or issues with the goal of identifying specific policies or practices to be continued, improved, initiated, or stopped.

Implementation of Iterative Improvements – Week 5 - 7

Based on the Retrospectives, Tap.Partners will train, coach, and mentor team(s) and/or individuals to implement the improvements.

2nd Retrospective Iteration – Week 8 - 14

3rd Retrospective Iteration – Week 14 - 21

Through these 3 cycles of Iterative Improvement, Tap.Partners explores the data points and trends that support, differ, or negate topics discussed during the kickoff meeting. For each cycle, we conduct small group “retrospectives” with the goal of identifying specific policies or practices to be continued, improved, initiated, or stopped. We also discuss how the improvement(s) may be implemented and how the employees can facilitate or contribute to the improvements.

Review – Week 22

When setting expectations at the beginning of the cycle, we identified the metrics or standards by which to evaluate the success of the cycle. During the review, Tap.Partners reviews the metrics and standards that were agreed upon and prepares a written or verbal report with the findings as well as recommendations for continued training, coaching, or mentoring of specific teams or individuals.

For teams who want to maintain their Employee Engagement Program and want ongoing assistance, Tap.Partners can continue to facilitate improvement cycles or can train, coach, and mentor individuals to facilitate the process of continuous improvement.

Trust is a Tap.Partners core value. To build and maintain trust, Tap.Partners will not share any information about individuals without full transparency by informing the individuals and allowing them to review the information to be shared. The only exception would be if withholding information poses a physical threat to anyone or a destructive threat to the company.

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