

# July 2024 - Engagement

Weekly leadership bites sharing best practices for engagement and retention through appreciation/recognition, connection to our mission, motivation/inspiration, and purposeful interactions

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# Week 1: Languages of Appreciation

# RAS Leadership Development Series

## Languages of Appreciation

A professional translation of “The Five Love Languages” concept by author Gary Chapman, The 5 Languages of Appreciation can be applied to your interactions with your team, your leader, and your peers.



**Words of Affirmation:** Providing specific examples and recognition to validate and affirm the individual's unique contributions.

**Quality Time:** Dedicating your time to support and engage with team members.

**Acts of Service:** Demonstrating taking on the weight of responsibilities in the ways that matter to your team, peers and leaders shows humility and respect.

**Tangible Gifts:** Providing personalized, thoughtful items such as a simple handwritten note or homemade item that demonstrate an understanding of the person's preferences.

**Appropriate Physical Touch:** While valid in some workplaces, at Right At School, we encourage our leaders to be a role model of the ways we interact with others. Generally, physical touch is not the best option

### Action Steps

- Ask someone how they like to be recognized
- Consider how to vary your approach to meet individual needs
- Try a new language of appreciation and observe how it is received

# Week 2: Engagement continuum

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Week 3:

# Leadership Development Series

## Engagement

# Retention Rockstars

This week, we are pleased to introduce two of our Field Leaders who have worked hard to implement effective engagement strategies.

These leaders shared their **top tips** for successful engagement:

## Terel Hayes TX

Terel increased his retention by **24%** this year

- Terel expressed the importance of spending **quality time** investing in **developing** and **coaching** future leaders
- **Feedback** from their team is a critical component of **measuring the effectiveness** of Terel's engagement efforts



- Carlos emphasized that **effective, varied communication** has been a game-changer for his team's engagement - **understanding his team's preferences** has really helped
- Having a team culture of **trust** and **open communication** has helped Carlos to implement team engagement strategies

## Carlos Fontanez NJ

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Join Carlos, Terel and your HRBP team for an interactive discussion session next week to share ideas, learn from other leaders and invest in your own growth!

## Action Steps

- Make Connections Today! Use the recent return intent survey data (Found in your Field Training Compliance Tracker) to reach out to your team.
- Express excitement for those who have said they are returning and reach out personally to those who have not responded.

Week 4: