

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Identify key drivers of employee engagement
Code	107094L5
Range	Partnering with major stakeholders to identify key drivers of employee engagement as an integral part of the organisation's competitive edge. This applies to the identification of key drivers of employee engagement in terms of employee motivation, productivity and agility to embrace different kinds of business and organisational changes, with the involvement of major stakeholders.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the importance and different methodologies of stakeholder management in order to engage major stakeholders effectively 2. Applications and Processes <ul style="list-style-type: none"> • Mobilise designated resources with appropriate representation across the organisation to oversee employee engagement initiatives • Identify major stakeholders and use appropriate communication channels to engage different stakeholder groups (e.g. senior management, managers, staff bodies, labour representatives) • Define key drivers of employee engagement in terms of employee motivation, productivity and agility • Consolidate, analyse and interpret inputs collected from major stakeholders on key drivers of employee engagement • Set up mechanism and channels to review employee engagement level with quantitative and qualitative indicators • Share the major findings on key drivers of employee engagement with major stakeholders through appropriate channels 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Solicit feedback from major stakeholders and manage their expectations in communicating the key drivers and improvement initiatives of employee engagement
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identification of key drivers of employee engagement for the organisation to review and improve employee engagement. • Execution of two-way communication with major stakeholders to identify key drivers of employee engagement in terms of employee motivation, productivity and agility (e.g. career opportunities, involvement in decision-making, commitment to employee wellness). • Establishment of mechanism and channels to review employee engagement level (e.g. engagement survey, employee consultation, exit interview, focus group).
Remark	