

How to engage employees throughout the employee life cycle

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This essay will look at ways to keep employees engaged throughout their job, which may be accomplished with the assistance of the Human Resources Department. The Human Resources department is like a mother to a corporation and oversees the company's well-being. Will invite new members into the family, educate them, teach them the home rules, listen to them, comfort them, care for their future, and wish the best for those leaving the family. The HR department, in my opinion, is the company's beating heart.

Marriott Hotel, which is the chosen big hotel for this essay, has a presence in 110 nations around the world, with more than 5,700 hotels spread across 30 brands. according to Statista (2022), Marriott Hotel had 120,000 employees in 2021. The HR department at the Marriott Hotel plays an active role from the moment the job need is identified, through selecting or interviewing candidates and training newly hired workers for the job, which will continue until the conclusion of the employment. Pay attention to the needs of the company and its employees until the conclusion of the employee's contract, which could be retirement or leaving the organisation. For the effectiveness of their employees' work, they will conduct a periodic survey asking questions regarding their feelings and emotional attachment. According to CIPD, the process will continue with a "proactive harness of employee feedback to alter workplace culture" (2021).

Line managers play a crucial role in enhancing employee engagement. According to Coffman and Gonzalez-Molina (2002: 130), to increase levels of engagement, organisations should: make employees aware of their individual strengths; provide continuous feedback on how those strengths are being used; "clear the path" so that employees can do what they do best; build trust by demonstrating commitment to the employee's success; challenge individuals within areas of their distinctive strengths; and focus on specific skills and knowledge in the employee's area of strength. (Armstrong, 2020, pg.442)

The Human Resources Team at Marriott has a direct impact on the company's overall culture, which workers grade as a B. Do not forget that culture begins at the top. The CEO of Marriott, Anthony Capuano, has been rated 77/100 by employees. The department of human resources at Marriott has a direct influence on the atmosphere of the workplace. At Marriott, workers are content with their surroundings and give it a grade of B. One of the users responded that Marriott has "excellent perks, amazing compensation, and culture," when they were questioned about the beneficial aspects of the culture and environment there.

Only 15% of workers around the world are "engaged" in their jobs, meaning they have a strong commitment to their team and the organization's ambitions and are willing to put in the time and effort necessary to achieve their goals. This is according to Gallup's State of the Global Workplace survey. Employee disengagement costs the United States upwards of \$550 billion per year in lost productivity, according to a new study from Gallop. As a result, it's easy to see why this is a major challenge for modern business leaders and managers, as well as a tremendous potential for forward-thinking organisations that figure out how to effectively motivate their staff.

Engaged personnel leads to success. Marriott International Executive Vice President and Global Chief HR Officer David Rodriguez have the data. Marriott surveys its global employees annually to assess the work environment, culture, and engagement. Over 90% of associates worldwide complete the survey. Their 2015 study of Marriott-managed full-service hotels in the U.S. revealed these traits in highly engaged hourly associates: +11% more productivity, +16% fewer guest problems, and +28% lower turnover (Leppla, 2016).

An organisational tool, the employee life cycle (ELC) model illustrates a worker's journey through the company. This model entails six steps: attraction, recruitment, onboarding, development, retention, and separation. Research suggests that AI-assisted HR ecosystems could enhance employee experience and engagement throughout the employee lifecycle.

Marriott International encourages its employees and customers to practise self-care. This is just one way in which the global hotel brand empowers individuals to live the Marriott culture and develop wellness. Marriott has taken this mission a step further by launching TakeCare Level30, a proprietary app-based well-being challenge available to guests and employees worldwide. According to Dr. David Rodriguez, Executive Vice President and Global Chief Human Resources Officer of Marriott International, "We launched Take Care as a well-being project many years ago in order to provide associates with simple, effective strategies to enhance their health and happiness. Today, it is a worldwide movement fuelled by a universal yearning for opportunity, community, and purpose"

International hotel group Marriott has built a game application for Facebook in an effort to make hospitality an attractive career to the "millennial" generation. Marriott, which collaborated with San Francisco-based branding firm Evviva Brands to develop its game, is the first corporation in the hospitality industry and one of the few globally to leverage gaming for talent acquisition and employer brand awareness.

"Since 70 years, we have worked with a single motto: Take care of your staff, and they will take care of your customers," says J.W. Marriott, the CEO of Marriott. This strategy should be used by all firms in order to remain competitive in a world where human capital is the most valuable resource."

In fact, word-of-mouth recommendations from current staff account for nearly 70% of all job openings filled. Furthermore, we know that candidates who are referred by others are typical of a higher quality. Therefore, many companies incentivize their employees to fill open positions by introducing friends and family who would be a good fit for the company.

Too often, the onboarding process for new hires is based on how much paperwork they must fill out instead of how well the company's leaders know the new hires. Even though the paperwork is important for hiring a new worker, some of those tasks can be put off until another day. They could be done even before the employee starts the job for real.

Natasha Rasheed, Area Director of Human Resources for Australia, New Zealand, and the Pacific at Marriott International, stated, "We place a large emphasis on training

and development opportunities for our workers." Aon's continual distinction as a Best Employer is a reflection of our commitment to our people, thus we are pleased to receive this honour.

Perhaps start with a new vision, an inclusive culture, and innovative ideas. "The next time you're in a Marriott hotel, ask a housekeeper what the company's guiding principle is, and she'll likely say something along the lines of 'Take care of the associates, the associates will take care of the guests, and the guests will return again and again,'" said Leigh Gallagher, an editor at Fortune magazine. This is J.W. Marriott's founding principle, and while it is not entirely original today, it is ingrained in the company's DNA.

Even if the coronavirus outbreak has prompted Marriott to furlough tens of thousands of employees, the company's leadership remains dedicated to providing the best possible service to its employees. To minimise the financial strain on employees, CEO Arne Sorenson forfeited his compensation for the year, and the rest of the company's leaders promised to cut their pay in half.

"I can assure you that I have never experienced a more challenging time than this one." "In his video speech to Marriott employees, stockholders, and customers, Sorenson stated the following: "There is nothing worse than informing highly valued employees — the very core of this firm — that their positions are being affected by circumstances beyond their control.

Despite appearances, there is good reason to maintain communication with a departing employee who has chosen to leave on good terms. Perhaps most importantly, satisfied workers (or past workers) make for excellent referrals of potential new hires. Alumni employees maintain and expand their extensive networks of current and former co-workers, friends, and family members, allowing them to continue to refer others for jobs.

During this time, it's important to remember the following in order to keep your employees engaged:

Use efficient offboarding processes, such as exit interviews and appropriate feedback mechanisms, to gain as much insight as possible from the employee's departure and to demonstrate your concern for the company's loss of the employee.

Build and maintain alumni channels for communicating with and learning from former employees who contributed greatly to your success.

In cases where it makes sense to do so, you should offer direct promotions to high-performing departing employees by informing them of open positions and other company developments that demonstrate its continued growth and success.

Executives jeopardise their organisations by failing to comprehend what employees are fleeing from and what they may gravitate toward. Some individuals are leaving full-time employment on purpose due to the fact that many companies are tackling the issue in the same manner, by failing to participate in a more meaningful employee experience and by failing to fulfil new needs for autonomy and flexibility at work.

Examine the benefits package on a regular basis to ensure that the supplied benefits are desired, cost-effective, valued and managed appropriately. Employees should be surveyed to determine how they feel the benefits package should be organised. Ensure that the benefits package follows benchmarking-identified best practices. Ensure that the benefits package is competitive and contributes to the company's image as an employer of choice. By providing comprehensive compensation statements, you may ensure that employees comprehend the worth of their perks. Consider allowing employees to choose their benefits through a flexible benefits system, such as safety and health (health insurance), status and tenure (company car), family-friendly (flexible working hours, childcare vouchers), and lifestyle/goodwill (for example subsidised staff restaurant). The value of your employees' positive engagement is high at any point in their employment lifecycle, from the time before they start working for you until long after they've resigned from their position.

Engagement has been talked about in different many ways. Engagement at work is usually seen as a positive, fulfilling, and emotionally motivating state of well-being at work. Work engagement is getting a lot of attention from both researchers and practitioners in the fields of human resource development, organisation development, psychology, and business. This is because of the structural relationship between its causes (such as job resources and personal resources) and its effects (such as performance and intention to leave the job). Even though work engagement is popular, there isn't a lot of real-world research on it in the academic literature. Since performance improvement is a big part of our field, we should pay special attention to the link between work engagement and performance.

As shown by Marriott's impressive results – the approach to HR engagement is straightforward- Employees need to feel a sense of belonging in their team – it is important everyone feels a personal connection in the company which is why Marriott's HR team has such a great approach to engaging their employees, this guarantees them their high retention rates which heavily extends the length of an employee's life cycle.

Shiraki et al. (2011) issued the following cautionary warnings based on research conducted by Hay Group: Employee participation is essential, but research indicates that alone is insufficient to sustain outstanding performance over time. People require procedures and work environments that facilitate their personal and organisational effectiveness. Motivated employees must also be able to put their enthusiasm into practical action.

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