

**Assignment title: Employee
Engagement and Motivation**

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How to engage employees Generation Ys throughout the employee lifecycle?

Contents

Introduction.....	2
Discuss the role of human resources in engaging employees.....	2
Explore the characteristics of Generation Ys.....	3
Suggest the ways of engaging and advantages of engaging a team.....	3
The employee lifecycle.....	5
Provide examples of how you could engage your team in the first person.....	6
Employee Engagement Model and How It Could Be Implemented.....	6
Conclusion.....	7
References.....	9

Introduction

Employee engagement is one important aspect that should need to be prioritized by human resource management that is associated with managing operations. One key aspect of employees' engagement is the level of commitment that is kept by employees towards the achievement of the mission of the company. For the achievement of organizational goals, one important thing is that of ensuring that a sense of direction has been developed among workers and they have been appreciated. Another important aspect is that of underscoring that involvement of employees is one important practice. An organization is required to appreciate the role of human resources in establishing effective employee engagement across the company. So, in the case of hotel companies, the role of the human resource department is based on being aware of the level of importance of keeping employees motivated interested and engaged with their careers (Saks, 2022).

A seamless travel experience is created by Delta Hotels by Marriott in more than 125 locations across different countries and regions including the Caribbean, Central America, the Middle East, and Europe, Asia, and North America. Some of the key aspects that are focused on by Delta Hotels include flawless stay for its guests, delivering a streamlined experience and details that truly matter (Marriott, n.d.)

Discuss the role of human resources in engaging employees

In the increase of motivation of employees, a critical role is played by human resources. Hiring, orientation and ongoing staff management are some of the major activities that are performed by the human resource professionals. In addition, HR professional has another important duty and responsibility of supplying employees with the encouragement, information and materials that are important for performing their duties in the right way. For fostering a pleasant workplace, it is noted that responsibility is held by human resource managers because the development of mutual trust and collaboration is promoted by them at the workplace. It is also important for them to identify all those factors and issues due to which the happiness and enthusiasm of employees are reducing. In terms of giving more progress HR managers also focus on providing relative training to employees (Ababneh, 2021).

Explore the characteristics of Generation Y

In perspective of the organizational and cotemporary HR strategy, one important aspect is considered as management of a multigenerational workforce. There are different kinds of workstyles, values and needs that are associated and involved in accommodating and these are related to different generational cohorts such as Millennials, Generation X, Baby Boomers and Generation Z now. Expectations and traits of each generation are distinct and different from each other. People who born between 1946 and 1964 have been included in Baby Boomers and they are focused on prioritizing loyalty and job stability. Those who born during 1965 and 1980 are included in Generation X and they are focused on valuing independence and work life balance. Those who born 1980s to the mid-1990s are included in Millennials and they are focused on personal growth, feedback, and flexibility. Those who born mid-1990s to early 2010s are included in Generation Z and they are craves purpose and tech savvy. Understanding is required under effective management and to create a productive and harmonious working environment, these general dynamics should need to be integrated (Hutchins, 2021).

Millennials are included in Generation Y and these include individuals who have a certain level of defined characteristics that have been shaped based on the technological, cultural and social landscape. All individuals who were born between the early 1980s and mid-1990s are included in these individuals and for their tech-savvy nature they are often renowned. They are focused on an era of rapid advancement in technology and these are socially connected people (Husnain *et al.*, 2019).

It is highly appreciated that Millennials are very open and inclusive, with an appreciation of diversity and a commitment to the cause of justice. The current generation has a strong entrepreneurial spirit with many of them choosing to set up their own companies and engage in the gig economy. Even though a large share of these people have high student loans, they place great importance on education. The economic situation has led to several milestones being delayed, such as property and marriage. Civic engagement, financial prudence, work-life balance and Environmental awareness are also among the most significant characteristics of Generation Y (Tensay and Singh, 2020).

Employee management in the context of Generation Y, often referred to as Millennials, requires a unique approach due to the distinct characteristics and preferences of this generation.

Understanding the needs and expectations of Generation Y employees is crucial for effective management.

A high value is given by Generation Y on flexibility in work which is performed by them. The ability is considered to be appreciated by them of working in remote basis and they have certain level of flexible hours of working and adapting the schedules for accommodating personal needs. The desire for work life balance is not only align by this flexibility but the level of self-management and independence is also supported.

The level of proficiency keep regarding technology is key feature of Millennials. They are living in digital world and they are interested in use of different digital platforms and tools. The latest technology and software tools should be provided to Generation Y so that they could managed effectively and this is one factor based on which engagement and productivity could be enhanced.

For managing Millennials it is noted that fundamental aspects include communication and feedback. Regular feedback seek by them from managers and transparent and open communication is expected by them. This generation give value to constructive criticism and guidance on how performance could be improved. This is one way based on which their development and growth is fostered within the company.

For Generation Y, key motivator is considered as professional development. They are interested in learning and growing in their career and it is made important for employers of offering opportunities, mentorship programs and training for developing skills. A clear path is provided to them for career growth and advancement and this will increase their loyalty and job satisfaction.

For Millennials it is noted that two important skills are the teamwork and collaboration. They should be focused on thriving in team oriented working environment. Groups projects and open communication should need to be encouraged by managers between members of team so that collaborative potential could be harnessed (Botic and Choudhury, 2019).

Suggest the ways of engaging and advantages of engaging a team

For maintaining a positive working environment and exceptional guest experiences, one essential aspect is considering engaging a team at Delta Hotel. To engage the team some of the important and keyways are given below:

Ways to Engage the Team at a Delta Hotel:

1. **Effective Communication:** One key aspect is transparent and open communication. A strong team culture could be facilitated based on regular meetings with members of the team.
2. **Training and Development:** New skills and career development can be achieved by members by providing them with appropriate training and development.
3. **Empowerment:** More engaged employees can be led by allowing members of the team to take ownership of their work (Grass, Backmann and Hoegl, 2020)
4. **Work-Life Balance:** It is ensured based on the encouragement of a healthy work-life balance that responsible working hours have been given to employees (Mahajan and Lele, 2021).
5. **Inclusivity and Diversity:** Promotion of a diverse and inclusive workplace where respect and value are felt by members.
6. **Team Building Activities:** Collaboration and interpersonal relationships between members can be strengthened by organizing activities of team building.
7. **Feedback Mechanisms:** Input on hotel operations could be provided by employees by establishing a feedback system regarding operations in the hotel so improvement could be made.
8. **Clear Goals and Expectations:** Understanding each member in the engaged team regarding the way of working, their responsibilities and roles contributed to increasing the overall success of the hotel (Shaik, Makhecha and Gouda, 2020).

Advantages of Engaging the Team at a Delta Hotel:

1. **Higher Guest Satisfaction:** Excellent service is likely to be provided by engaged employees that increase the satisfaction of customers.
2. **Increased Efficiency:** Increased efficiency is ensured by engaged teams because they are more productive and efficient.
3. **Enhanced Problem-Solving:** Effective collaboration is ensured by engaged teams so problem-solving can be improved (Rahmadani *et al.*, 2020).

4. **Positive Reputation:** The reputation of a hotel can be positively impacted by a team that is enthusiastic and engaged regarding their work.
5. **Cost Savings:** Costly mistakes are less likely to be made by engaged employees.
6. **Adaptability:** In terms of handling unexpected situations such as changes in demands of guests and changes. Engaged teams are better equipped and more adaptable.
7. **Compliance and Safety:** It is noted that safety protocols are followed by engaged employees and they are focused on adhering to the reduction of risks of legal issues and accidents (Eldor, 2020).

A win-win situation is created based on engaging the team in the case of Delta Hotel where benefits are attained by both guests and employees. A better guest experience and a more positive workplace culture are led by this and in this way, a valuable contribution is made to the reputation and success of the hotel (Azevedo, Schlosser and McPhee, 2021).

The employee lifecycle

For the creation of a positive working environment and ensuring great experiences for customers, one important aspect and step is the engagement of employees throughout the lifecycle at Delta Hotel.

Attraction: Employer branding is one important aspect that can be focused on by the hotel to attract of right talent. The hotel needs to communicate its unique culture and the benefits of working in a hotel to candidates in an effective way.

Recruitment: To foster an inclusive environment one important thing is the diversity in hiring during the recruitment phase.

Onboarding: New employees should be introduced under the structured onboarding programs to the job expectations, values and culture of the hotel. Mentorship and buddy systems could be implemented to support new employees (Singh, 2019)).

Development: The employees should be allowed to gain access to ongoing educational and training opportunities that can help them advance their careers. It is also vital to clearly define the career paths within the hotel, provide frequent feedback and support development.

Retention: Work-life Balance Initiatives, Wellness Projects, Recognition and Awards for Exceptional Performances can contribute to employee retention (Cattermole, 2019).

Separation: Even when employees are leaving the company, it is important to maintain good relations. Establishing an alumni network, conducting a departure interview to gain input and ideas, and maintaining ties may help maintain relationships as well as the possibility of reconstituting important former employees (Muda *et al.*, 2020).

Overall, Delta Hotels can create a supportive working environment, attracting talented and skilled people, and provide a good experience to guests, and enchantment of reputation could be achieved by Delta Hotels by engaging employees throughout the employee lifecycle (Sato, Kobayashi and Shirasaka, 2020).

Provide examples of how you could engage your team in the first person

One important aspect of job satisfaction and increased productivity for me as a leader is to engage team members effectively. I can employ some of the following strategies for achieving this goal.

The first important aspect is establishing open communication. To provide a platform for sharing feedback, concerns and ideas among members it is important to establish regular team meetings.

Recognition and rewarding of those who have shown good performance is the second important aspect. I will focus on the implementation of a recognition program (Zamecnik *et al.*, 2022).

A third important aspect that I will focus on is to increase the skills of employees with a proper program of training and development.

Another important aspect is considered the provision of well-defined and clear goals for each member of the team. this will help them in understanding their specific responsibilities and roles

I will also focus on giving ownership to the work that is performed by each member. This will help allow members to make their own control and decisions related to their tasks.

For career advancement, I will also focus on the provision of some opportunities and for this wellness programs are important aspects of team engagement that will help in improving well-being of employees (Shaik and Makhecha, 2019).

Employee Engagement Model and How It Could Be Implemented

An all-encompassing set of attitudes, behaviours, and tactics is called Gallup's employee engagement model which could be used by businesses for the creation of an engaging culture. This approach has been used by many companies and hotels in the hotel industry in the process of HRM. Gallup's methodology rests on four important components and pillars that include meaning, accomplishment, development and appreciation. The creation of an effective plan for employee engagement is based on the first step under which a clear goal is understood and expressed (Budrienė and Diskienė, 2020). Based on conducting some activities based on which the significance of purpose is highlighted, having one-on-one interactions and holding company-wide meetings are some ways of achieving this objective. The second component in the context of the Gallup model is performance. This approach is based on the formulation of measurable goals that are in line with the purpose of the company and then access is given to employees towards all resources that are needed (Shen and Jiang, 2019).

The third component of the model is considered to stimulate further expansion. In these chances of advancement in career and positions are provided to employees. Some of the opportunities that are offered at this level may include the opportunity to learn from those who are experts in their field, access to informal and formal programs of training, and monetary incentives based on achievement and performance at the individual level. Rewarding workers based on performance is further suggested by the Gallup model. This will help in increasing the inspiration of employees and this will help in increasing overall productivity (Kwon and Kim, 2020).

To put into practice one important aspect regarding this model is that of fostering essential components of this model such as the focus that is given on the development of current strengths. The main purpose of this part of the model is based on the provision of employees with a certain level of support and help in expanding and recognizing their areas of strengths and competence. In the workplace, such an aim can be achieved in a variety of ways, including by giving employees advice and criticism to encourage them to focus on their strengths. In addition, it is important to provide staff with opportunities for individual development and collaboration. To provide employees with a sense of belonging and value, the Gallup model may also be used through employment opportunities as well as by employee involvement (De-la-Calle-Durán and Rodríguez-Sánchez, 2021). It is essential that the specific duties of each worker be identified and that they have a certain degree of autonomy over their work. Employees' sense of autonomy and

engagement can be enhanced when they have the option to offer their views and make decisions. In addition, it is possible to implement the Gallup 7 model using employee reward and recognition. The employee receives financial compensation for his or her efforts in this element of the plan. Another important aspect regarding the Gallup Employee Engagement Model is that it could be considered in keeping individuals committed and motivated to the work that have to perform in the hotel. Based on developing abilities among members, giving meaningful work to them and rewarding them based on performance are some ways based on which employees are kept satisfied in the hotel (Han, Chen and Chen, 2022).

Conclusion

For the creation of an engaged and productive place of work in the company, it is concluded that hotel HRM is very important. One major responsibility of professionals in HRM is based on making employees feel valued, providing proper guidance to them, and fostering a culture at the workplace where trust, communication and teamwork are encouraged. There are different stages involved in the lifecycle of employees such as hiring and recruitment, orientation stage, growth stage, retention and departure stage.

For increasing the motivation of employees, it is concluded that work-employee engagement is very important. Most of the companies are focused on creating an environment based on which the growth, appreciation, and independence of workers are supported.

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