

Baldrige Glossary **HD**: [Workforce Engagement](#)

Workforce Engagement

The term “*workforce engagement*” refers to the extent of [workforce](#) commitment, both emotional and intellectual, to accomplishing the work, [mission](#), and [vision](#) of the organization. Organizations with high [levels](#) of [workforce engagement](#) are often characterized by [high-performing work](#) environments in which people are motivated to do their utmost for the benefit of their [customers](#) and for the success of the organization.

In general, members of the [workforce](#) feel [engaged](#) when they find personal meaning and motivation in their work and when they receive positive interpersonal and workplace support. An [engaged workforce](#) benefits from trusting relationships, a safe and cooperative environment, good communication and information flow, [empowerment](#), and [performance](#) accountability. Key factors contributing to [engagement](#) include training and career development, [effective](#) recognition and reward [systems](#), equal opportunity and fair treatment, and family friendliness.

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[Workforce Demographics](#)

Note: The term “*workforce engagement*” was added to the Baldrige Glossary for 2007.

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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