

Employee Engagement Management (EEM) Solution *Proven Actions that Create an Engaged Workforce*

- » Improve Productivity
- » Increase Customer Engagement
- » Reduce Costly Turnover



What is Employee Engagement Management (EEM)?

PeopleMetrics' EEM Solution provides managers with the tools needed to create a truly engaged workforce. Based on years of research and thought leadership in the employee engagement space, coupled with easy to use technology, EEM allows leaders and managers to take the right actions on employee feedback. We ask the right questions, focus on the right priorities and enable organizations to systematically take the best actions to secure and engage employees.

Asking the Right Questions

We use a validated survey that is quick and easy-to-complete.

The survey consists of 40 questions (E40) designed to:

- Gauge the emotional and functional connection your employees have with your organization, *and*
- Uncover the key drivers of those connections and engagement

Focusing on the Right Priorities

Using advanced statistical analysis, we identify key drivers to help you focus on the highest priority / lowest performing areas that if improved will effect the most change within your organization.

These key drivers (Jumpstart Action items) are automatically loaded into the proprietary Jumpstart Action tool so managers can focus on the most important items impacting engagement.

Taking the Right Actions

We provide access to the EEM Hub, a hosted web portal with role-based views, dashboards, and tools to create and manage action plans.

This technology enables managers to take the best actions. Our Jumpstart Action tool provides:

- Access to a Best Practice Action Database updated annually and tied to the E40 questions
- The ability to easily build and track individual and group plans

Why is It Important?

It is well known that having engaged employees directly impacts productivity, quality and customer engagement. Employee engagement isn't just a 'nice to have' but rather a 'must have' indicator that should be tracked alongside other critical business metrics.

PeopleMetrics has amassed a wealth of evidence that proves the link between employee engagement and business performance. We have also demonstrated a strong correlation between employee engagement and Key Performance Indicators (KPIs) for many of our clients. KPIs' include:

- » Improved Productivity and Utilization
- » Lower Staff Turnover
- » Better Sales Performance
- » Increased Customer Engagement
- » Less Sick/Leave Absenteeism
- » Multiple Financial Measures

PeopleMetrics® – Employee Engagement Management (EEM) Solution

What Do You Get?

» **An Experienced Account Team:** a combination of exceptional project management, business & research skills means your program is managed effectively and your results are actionable

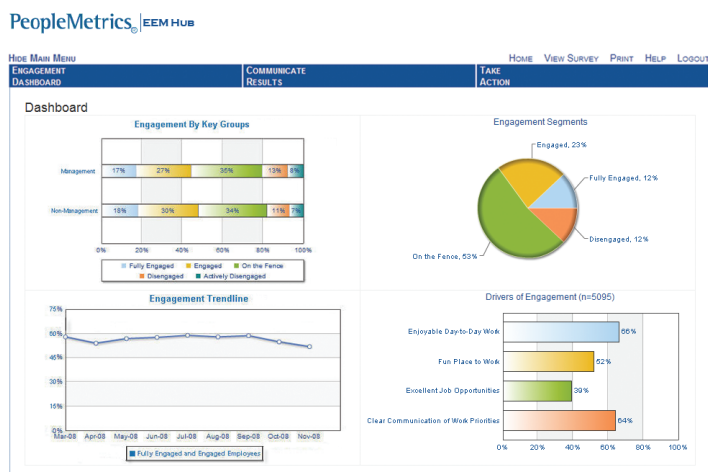
» **The E40:** a proven question set honed over years of researching employee attitudes, behaviors and engagement

» **The Engagement Index:** a proven measure of employee engagement based on retention, effort, advocacy and passion

» **Key Driver Analysis:** advanced statistical analysis to understand which drivers will have the most significant impact on Employee Engagement

» **EEM Hub Role-Based Access:** a web portal that allows HR, leaders and company managers to view critical information, communicate results and take action on employee feedback

» **Jumpstart Action Tool:** enables managers to easily create action plans specific to their team that will improve engagement



Within the EEM hub you can:

View your role-based dashboard, create a strategy for communicating survey results and develop an action plan to drive change

The screenshot shows the Action Planning tool interface. It has a top navigation bar with steps: 'STEP 1: Choose Population', 'STEP 2: Select Improvement Items', 'STEP 3: Determine Performance Targets', 'STEP 4: Identify Actions', 'STEP 5: Mobilize for Action', and 'STEP 6: Update and Monitor Progress'. The main content area is titled 'Choose Actions for: Appropriate Work-life Balance' and contains two sections of recommended actions: 'Organizational Levels' and 'Team Levels'. Each section lists several actions with checkboxes, such as 'Develop a protocol for employees to follow when requesting time away from work to handle personal or family matters'.

Within the EEM hub you can:

Use the Action Planning tool to develop a simple and easy-to-follow approach that will increase Employee Engagement

Getting Started

» Getting started with PeopleMetrics EEM solution is quick and easy

» We help with your communication strategy to encourage buy-in and high participation rates

» Your managers can be taking action to improve employee engagement in a matter of weeks

» Our EEM solution can be combined with our Customer Engagement Management (CEM) solution to help drive employee and customer engagement

» **Dashboards:** role-based views that provide a snapshot of the engagement levels, key drivers and additional measurements specific to each manager's or leader's team

» **Benchmarks:** PeopleMetrics Employee Engagement norms*, including: best performing, industry specific, global, regional and other categories

*We conduct independent research to provide a clean read of engagement & capture representative data of engagement trends nationally & globally.