What Your Employees Are Thinking

But Are Afraid To Tell You
AGENDA

- The Good
- The Not So Good
- Case Studies
- millennials
OUR LATEST RESEARCH

THE ERA OF PERSONAL & PEER ACCOUNTABILITY

FINDINGS FROM OVER 400,000 EMPLOYEE RESPONSES FROM AROUND THE GLOBE
IMPACT OF PEERS

COLLEAGUES ARE THE #1 THING EMPLOYEES LOVE ABOUT THEIR JOB
## Top Things Employees Love About Work

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great colleagues and peers</td>
<td>51%</td>
</tr>
<tr>
<td>The nature of the work they do</td>
<td>35%</td>
</tr>
<tr>
<td>Freedom and autonomy to do their job</td>
<td>15%</td>
</tr>
<tr>
<td>Constantly learning and being challenged</td>
<td>14%</td>
</tr>
<tr>
<td>Strong managers and leaders</td>
<td>9%</td>
</tr>
<tr>
<td>The product/service their organization offers</td>
<td>9%</td>
</tr>
<tr>
<td>Positive work environment</td>
<td>8%</td>
</tr>
<tr>
<td>Cool perks and benefits</td>
<td>4%</td>
</tr>
<tr>
<td>Everything</td>
<td>4%</td>
</tr>
</tbody>
</table>
COWORKERS’ LACK OF FOLLOW THROUGH IS THE #1 ON-THE-JOB PRODUCTIVITY KILLER
WORK CULTURE
IS ONE OF THE TOP CORRELATED FACTORS TO EMPLOYEE HAPPINESS

TINYpulse
<table>
<thead>
<tr>
<th>Engagement Factor</th>
<th>Correlation to Happiness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Environment</td>
<td>.62</td>
</tr>
<tr>
<td>Organization’s Culture</td>
<td>.60</td>
</tr>
<tr>
<td>Team Building Efforts</td>
<td>.51</td>
</tr>
</tbody>
</table>

*p<.001 for all variables*
PEERS OR PERKS?

DRIVERS BEHIND FUN AT THE WORKPLACE

- **PEERS**: 70%
- **NATURE OF WORK**: 22%
- **PERKS**: 8%
NEARLY 70% OF ALL EMPLOYEES DO NOT FEEL THEY’RE COMPLETELY FULFILLING THEIR JOB ROLE
PERSONAL ACCOUNTABILITY

75% of all employees do not feel they have strong opportunities for professional growth.
RECOGNITION

NOT EVEN 1 IN 3 EMPLOYEES FEELS STRONGLY VALUED ON THE JOB
Employees who feel valued are significantly more likely to stick around.
MORE RECOGNITION TO REDUCE TURNOVER

Bersin/Deloitte study of over 573 organizations shows that companies that score poorly on recognition (as rated by employees) average a 10.5% voluntary turnover rate. Companies that are rated high for recognition by their employees have an average voluntary turnover rate of 7.2%, 30% lower.

3.3% Percentage Point Reduction turnover
1,000 employees
=33 employees saved
x $20k recruiting per head

=$660k savings
An employee who feels valued will rate their direct supervisor more positively.
The more recognition an employee receives, the more fun they believe their workplace to be.
The more valued an employee feels, the more satisfied they are with their colleagues.
PEER TO PEER RECOGNITION
BETTER TO GIVE THAN RECEIVE

% Of Respondents Giving Cheers Based On Self-Reported Happiness Level

1 is Not At All Happy. 10 is Extremely Happy.
TAKE THE PULSE OF YOUR EMPLOYEES

Ankrom Moisan

Alison Doyle, Human Resources and Office Manager
SUCCESS: RECRUITING
On a scale of 1 to 10, how likely do you see yourself working here in one year?

1 being extremely unlikely (one foot out the door already) — to 10 being extremely likely (I'm all in with no plans to look)

Date Asked: Apr 15, 2015
I am beginning to feel burnt-out and unfortunately, there aren't a lot of positions available for advancement.

I'm sorry to hear this and I'd like to see if we can spend some 1-1 time seeing if there is a career path you might be interested in. If you feel comfortable, can we have an in-person chat about this?
# SUCCESS: AGONY & ECSTACY OF TRANSPARENCY

## ASK US ANYTHING

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>How Happy Are You</td>
<td>8.3</td>
<td>7.5</td>
</tr>
<tr>
<td>How Likely Are You To Refer Someone Here</td>
<td>9.5</td>
<td>7.9</td>
</tr>
<tr>
<td>How Likely Are You To Work Here in 1 Year</td>
<td>9.5</td>
<td>8.5</td>
</tr>
</tbody>
</table>
THANK YOU: JUDY BEEBE & SDA

Seattle Chapter, Society for Design Administration

Judy A. Beebe, CDFA
Principal Technical Associate - Office Administration
GET A PULSE ON YOUR EMPLOYEES

Email Kevin@tinypulse.com!