

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

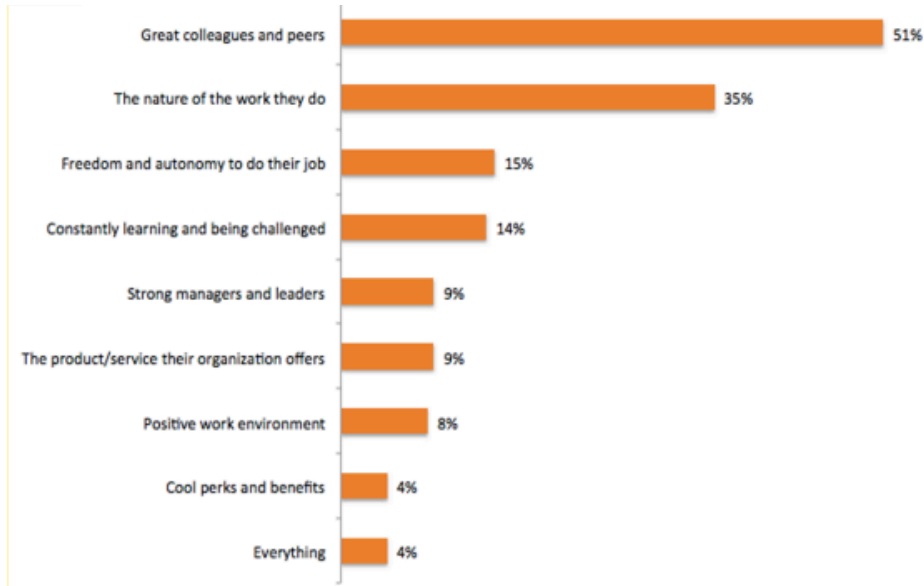
IMPACT OF PEERS

COLLEAGUES

ARE THE **#1** THING EMPLOYEES
LOVE ABOUT THEIR JOB



Top Things Employees Love About Work



IMPACT OF PEERS

COWORKERS' LACK OF FOLLOW THROUGH

IS THE **#1** ON-THE-JOB PRODUCTIVITY KILLER



PEERS DRIVE CULTURE

WORK CULTURE

IS ONE OF THE TOP CORRELATED
FACTORS TO EMPLOYEE HAPPINESS



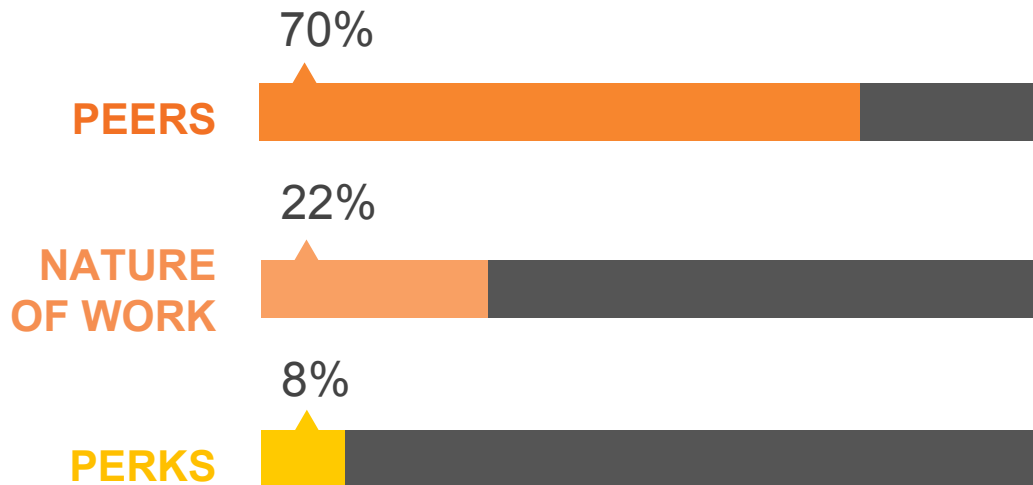
CULTURAL FACTORS

Engagement Factor	Correlation to Happiness
Work Environment	.62
Organization's Culture	.60
Team Building Efforts	.51

p<.001 for all variables

PEERS OR PERKS?

DRIVERS BEHIND FUN AT THE WORKPLACE



PERSONAL ACCOUNTABILITY

NEARLY **70%**
OF ALL EMPLOYEES DO NOT FEEL THEY'RE
COMPLETELY **FULFILLING THEIR JOB ROLE**



PERSONAL ACCOUNTABILITY



RECOGNITION

NOT EVEN **1 IN 3**
EMPLOYEES FEELS STRONGLY
VALUED ON THE JOB



RECOGNITION

THE TIE TO RETENTION



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

RECOGNITION

THE SUPERVISOR'S ALLY



An employee who feels valued will rate their direct supervisor more positively.

RECOGNITION

THE TEAM SPIRIT OF THE WORKPLACE



The more recognition an employee receives, the more fun they believe their workplace to be.

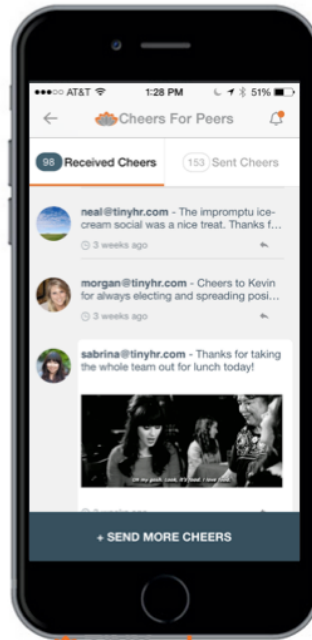
RECOGNITION

THE PEER INFLUENCER



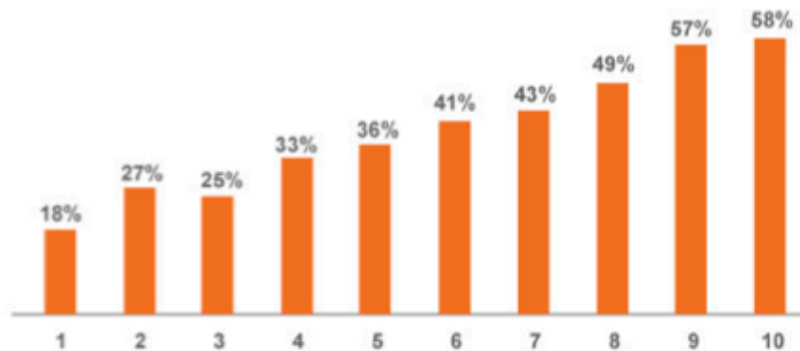
The more valued an employee feels, the more satisfied they are with their colleagues.

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

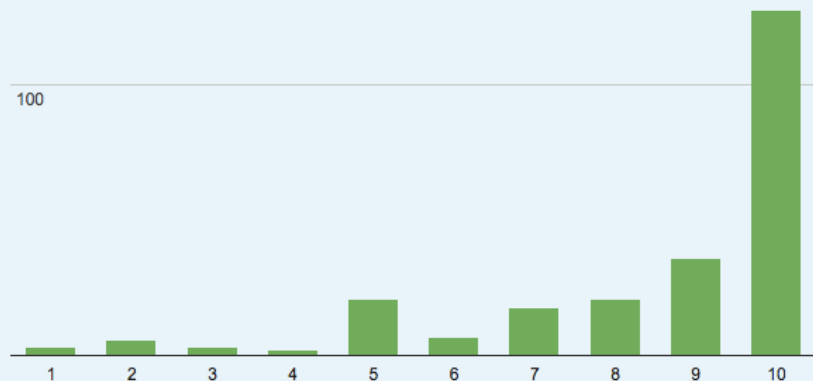


MVP SAVED

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



Graph above reveals the distribution of ratings. For example, how many responded that they were a 10, 9, 8, etc. Hover over each green bar to see details on how many submitted that rating.

Snapshot

Your Average:	8.5
Benchmark ⓘ:	8.2
Replies:	245/340 (72%)
Total Signups ⓘ:	446/550 (81%)
Cheers:	76 ☆
Virtual Suggestions:	16 💬

Preview and Share

🔗 Export Responses

SUCCESS: MVP SAVED

I am beginning to feel burnt-out and unfortunately, there aren't a lot of positions available for advancement.

Response

2

↩ Private Message

+ Add Note

🏆 Add Win

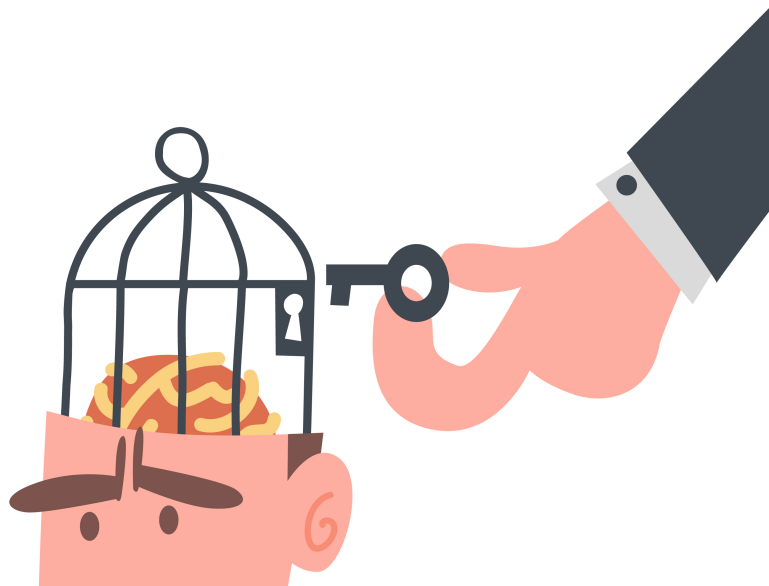
Enter your private message below. We'll then send your message to the respondent.

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 & ECSTASY OF TRANSPARENCY

ASK US ANYTHING

	Post Question Score	Benchmark
How Happy Are You	8.3	7.5
How Likely Are You To Refer Someone Here	9.5	7.9
How Likely Are You To Work Here in 1 Year	9.5	8.5



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!