

2015 Employee Engagement Survey Results



Employee Engagement Results

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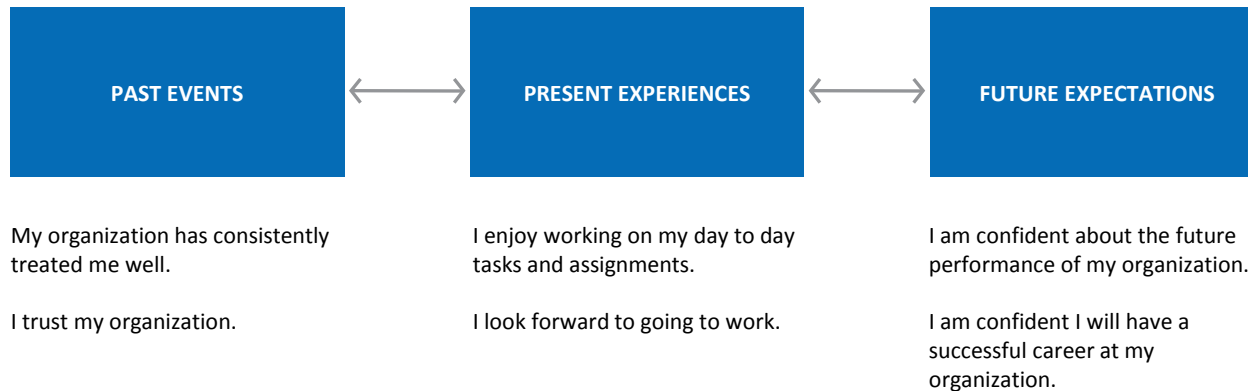
- Engagement Capital Overview
- Top 3 Engagement Strengths
- Top 3 Engagement Gaps
- 2016 Plan

Engagement Capital Overview

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Corporate Executive Board (CEB) HR's Temporal Measurement of Engagement: Engagement Capital™

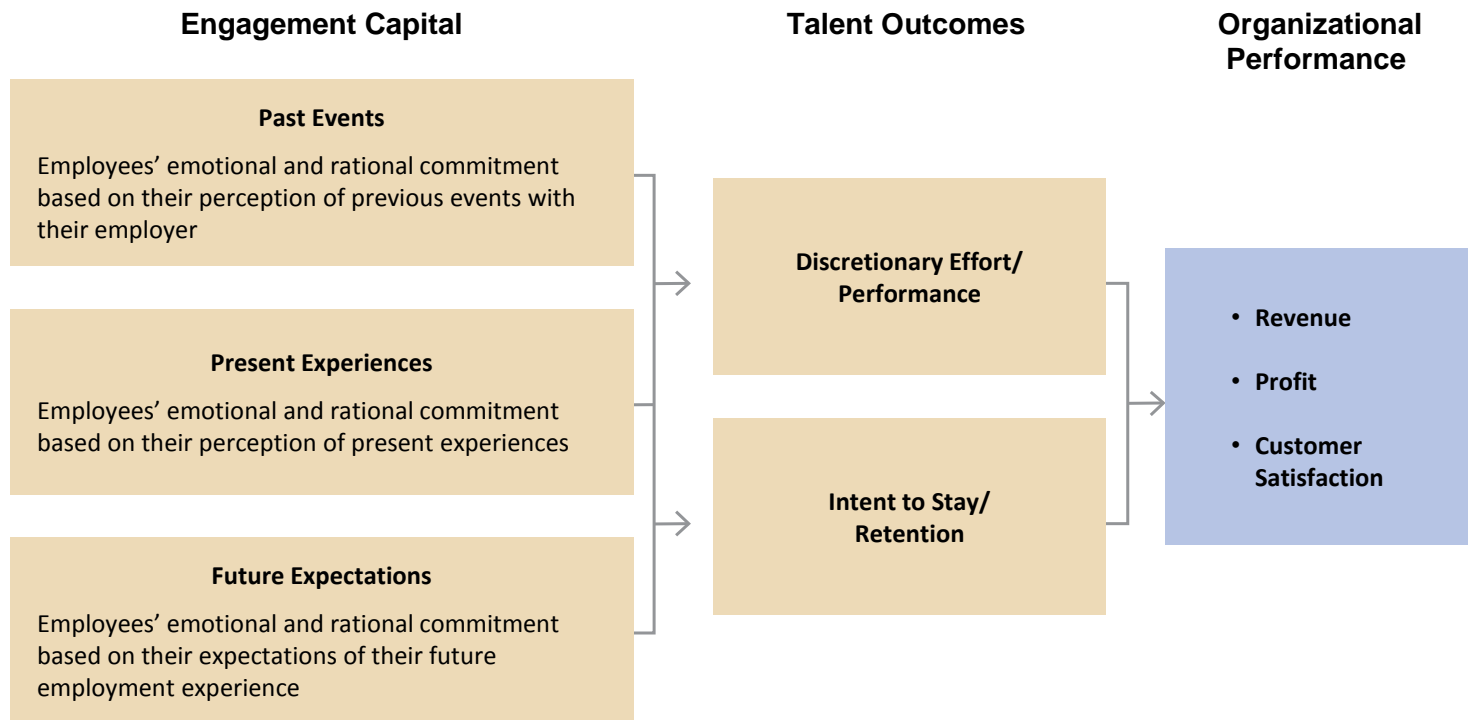
Sample Questions



Engagement Capital Overview

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CEB HR's Model of Engagement



Engagement Capital Overview

Engagement Capital Score

The Engagement Capital score is the average of the Engagement Capital Past, Present, and Future questions. This metric is designed to give you an overall score of the amount of commitment, discretionary effort, and intent to stay that employees exhibit.

	Percent Favorable	
Overall Score	BWWB	Benchmark
Engagement Capital	53% (n= 355)	60% (n= 304,162)



Engagement Capital Overview

Employee Engagement Metrics

Engagement Metric	Percent Favorable		
	BWWB	Benchmark	Difference
Engagement Capital (Past)	42% (n= 355)	62% (n= 304,162)	-20%
Engagement Capital (Present)	65% (n= 355)	66% (n= 304,162)	-1%
Engagement Capital (Future)	53% (n= 355)	53% (n= 304,162)	0%
Discretionary Effort	86% (n= 355)	86% (n= 304,162)	0%
Intent to Stay	68% (n= 355)	67% (n= 304,162)	1%
Employee Commitment	55% (n= 355)	57% (n= 304,162)	-2%
Culture/Values	45% (n= 355)	68% (n= 304,162)	-23%
Work Environment	38% (n= 355)	49% (n= 304,162)	-11%
Supervisor	59% (n= 355)	58% (n= 304,162)	1%
Career/Performance	59% (n= 355)	58% (n= 304,162)	1%
Compensation & Rewards	38% (n= 355)	38% (n= 304,162)	0%
Communication	45% (n= 355)	50% (n= 304,162)	-5%
Leadership	29% (n= 355)	44% (n= 304,162)	-15%
Benefits	46% (n= 355)	47% (n= 304,162)	-1%
Safety Environment	68% (n= 355)	76% (n= 304,162)	-8%
Customer Service	75% (n= 355)	84% (n= 304,162)	-9%

The benchmark values are averages of all responses globally for each question included in the survey. The global benchmark is made up of over 300 like-sized organizations from over 20 industries.



Engagement Capital Overview

Top Engagement Strengths

Engagement Metric	BWWB	Benchmark	Difference
Career/Performance	59% (n=355)	58% (n= 304,162)	1%
Intent to Stay	68% (n=355)	67% (n= 304,162)	1%
Supervisor	59% (n=355)	58% (n= 304,162)	1%

Top Engagement Gaps

Engagement Metric	BWWB	Benchmark	Difference
Culture/Values	45% (n=355)	68% (n= 304,162)	-23%
Engagement Capital (Past)	42% (n=355)	62% (n= 304,162)	-20%
Leadership	29% (n= 355)	44% (n= 304,162)	-15%



Employee Engagement Results

Communication Plan

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Action	Proposed Timeline
Communicating Results <ul style="list-style-type: none">○ Results Review with managers○ Results Email to employees	September 2015 January 2016
Employee Communication Meetings (1 hour) <ul style="list-style-type: none">○ Employee Engagement Survey Results○ Employee Engagement Objectives○ 2016 Action Plan	First Quarter 2016
Department Focus Groups <ul style="list-style-type: none">○ Managers and employees working together to develop actions based on survey results.	First Quarter 2016



Employee Engagement Objectives

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- Improve the Employee Engagement level within the organization
 - Increase our passion for the work we create and customers we serve
 - Deliver continuous organizational improvement by being innovative and resourceful
 - Promote and maintain the relationships between our senior leaders/managers and employees throughout the organization ensuring transparency and self assurance



Employee Engagement 2016 Plan

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Activities	Proposed Timeline
Employee Engagement/Appreciation Week <ul style="list-style-type: none">○ Value statement competition	First Quarter 2016
Online Employee Engagement site	First Quarter 2016
Department Employee Engagement Action Plan	First Quarter 2016

