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Hardwiring Employee Engagement

Presented By:
Wendy Samson, PHR

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Our Premise

- _____ in data base
- _____ organizations
- _____ our country's best managers

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Highly-Engaged Managers
Create ...

Highly-Engaged Employees
Who Create...

Highly-Engaged Customers (Guests)

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Outcome Evidence

1. _____ 12% higher customer satisfaction than engaged staff
2. _____ have 27% less absenteeism
3. _____18% higher productivity
4. _____ **51%** higher turnover than engaged
5. _____ 62% more accidents than engaged staff
6. _____**12%** higher profitability

FUTURESYNC INTERNATIONAL

The Mosaic Leadership

DEVELOPMENT PROCESS 5

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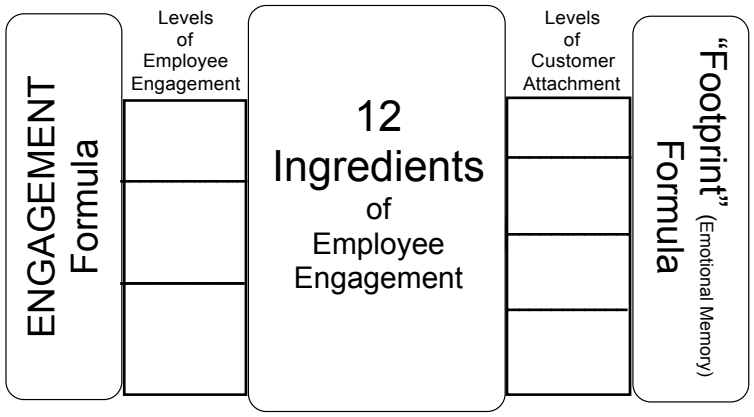

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The Mosaic Leadership

DEVELOPMENT PROCESS 6

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Key Business Indicators:

1. Customer Satisfaction Scores

Engagement Evidence:

_____ 12% higher customer satisfaction scores than engaged staff

- Higher % Strongly Attached

  Active referral — even when not asked

- Higher % Positively Attached

  Positive referral — when asked

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The Mosaic Leadership

DEVELOPMENT PROCESS

WENDY SAMSON, PHR
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Key Business Indicators:

2. Employer of Choice Scores

Engagement Evidence:

_____ Are 15 X more likely to provide positive word-of-mouth outside of workplace.

_____ Are 15 X more likely to provide positive interactions to fellow new hires.

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DEVELOPMENT PROCESS

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Key Business Indicators:

3. Financial Performance

Engagement Evidence:

_____12% higher profitability

_____18% higher productivity

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Key Business Indicators:

4. Attendance/Turnover /Safety

Engagement Evidence:

_____ have 27% less absenteeism
_____ **51%** higher turnover than engaged
_____ 62% more accidents than engaged staff