

**DIAGNOSE: EMPLOYEE EXPERIENCE**

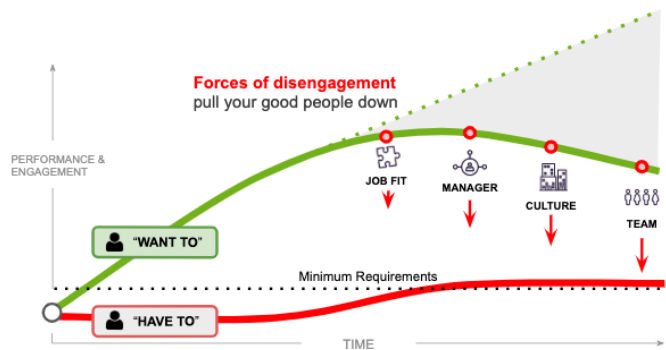
# Improve retention and productivity through prescriptive action.

## Unlock the potential of your workforce.

Between 50-80% of the U.S. working population is not actively engaged at work. Four forces of disengagement are the culprit here: mismatch between employee and role, mismatch between employee and their direct manager, mismatch between employee and company culture, and mismatch between employee and their teammates. These four forces result in employees who do the bare minimum to keep their job. What you want is engaged employees who are emotionally committed to the company's success and go above and beyond.

## Measure what matters.

The easy-to-administer PI Employee Experience Survey™ provides employees with a way to provide candid, confidential feedback. This enables you to measure engagement and deeply understand key contributing factors: job fit, manager fit, organizational culture fit, and team fit.



## Analyze the evidence.

After the survey closes, you will receive organization and team level reporting that gives insight into employee experience ratings compared with benchmark data. You'll also see the impact of specific experience measures on engagement within your organization. This will enable you to focus on what truly matters for employee retention and productivity at the macro and micro level.

## Prescribe improvement actions

Those insights are distilled into prioritized actions to ensure your efforts are focused to maximize business outcomes. Actions prescribed from reporting enable you to take action right away; a half-day **Take action on engagement** session helps managers and leaders gain the confidence to share the results with their teams and establish a path to high-impact organizational change.

## A coach at your side

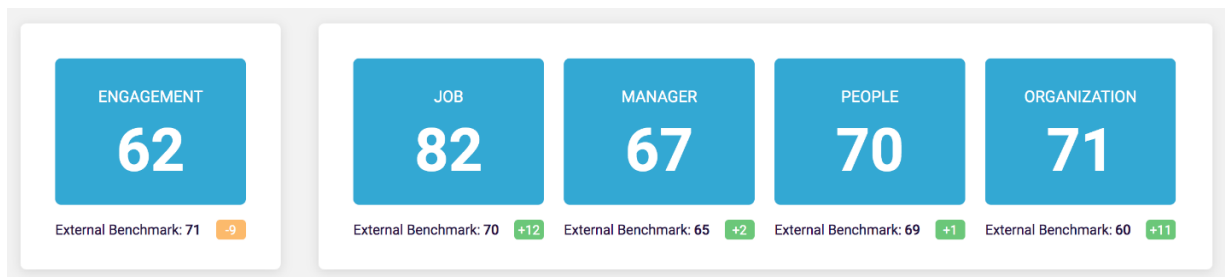
You don't have to go it alone. With a coaching package, your PI Certified Consultant can assist and guide you every step of the way. From survey set up to results interpretation, you'll have a trusted ally by your side as you take the necessary action to drive a world-class organization.

# Measure what matters.

The PI Employee Experience Survey™ is a measurement tool for understanding employee engagement within an organization. It's designed to translate confidential feedback across an organization into focused insights and prescriptive actions that make it easy for leaders and managers to accelerate engagement.

## How does the assessment work?

The Employee Experience Survey is sent to all employees. The core survey asks 50 questions on a 5-point Likert scale; it also offers a "Not Applicable" response. Questions provide insight into overall employee engagement, as well as how they feel about their job, their manager, the culture of their organization, and the people they work with.



## What does the survey measure?

- **Employee experience:** a series of questions that focus on an employees' roles, their managers, the people they work with, the culture of their organization, and their overall engagement.
- **Leader interaction:** a series of questions that measure how employees interact with the organization's leadership.
- **Results awareness:** a series of questions that measure how aware employees are in terms of their behavioral drives and needs, as well as what the organization has done with previous employee survey results
- **Experiential description:** a series of open-ended questions that measure how employees feel about their organization.
- **High performer identification:** an opportunity for employees to recognize peers whom they view as high performers.

## Why does it matter?

Measuring employee experience is an important part of the Diagnose aptitude of the talent optimization discipline. With the right inputs, organizations can effectively diagnose what is driving employee engagement and receive prescriptive actions that will provide the most impact where it's needed within an organization.

# Diagnose: Take Action on Engagement

Talent Optimization Series

FOUR HOUR WORKSHOP

A successful engagement project relies on clear communication and acting on your results. The *Take Action on Engagement* workshop ensures that positive change happens across all levels by preparing managers to communicate effectively and build and execute data-driven actions plans.

## Learning objectives

By the end of this workshop managers will be able to:

- Understand engagement scores, successes, and opportunities presented in the Team Report.
- Create an action plan collectively with team members.
- Use PI tools to improve leadership and management skills.

## Immediate impact








- Managers leave the workshop with an action plan to address opportunities for greater engagement within their teams
- Managers use a common framework to take action
- Managers sustain momentum by receiving digital learning and best practices to execute action plans after the workshop

## Audience

- Directors
- Managers
- Team leaders

## The manager journey

Greater engagement is seven steps away

-  Understand the link between engagement and performance
-  Interpret engagement results
-  Design a personal action plan
-  Collaborate with your team
-  Build team action plans
-  Execute action plans
-  Leverage digital resources

## How to attend

Contact your Customer Service Manager or PI Certified Consultant for more information on scheduling a session.

# Employee Experience Coaching

## Coaching and Consulting

Professional coaching combined with the PI Employee Experience survey transforms your workforce and culture into a competitive advantage. With a PI expert coach at your side, you increase engagement from day one by understanding the true drivers of engagement, building and executing on a streamlined project plan, and taking deliberate actions to maximize project impact.

### Coaching when and where it matters

Your expert PI Partner will guide you throughout the PI Employee Experience project.

- **Plan:** De-risk the execution of the program while maintaining momentum and executing in a way that will delight your employees
- **Measure:** Drive high participation from your employees to maximize insights
- **Analyze:** Interpret results to understand the insights behind the data and align stakeholders on key areas of opportunities at the organization and team levels
- **Take action:** Coordinate meaningful near-term and long-term improvement actions that employees see and value

### Immediate impact

- Execute a successful engagement project that sparks positive change at all levels
- Build trust with employees by creating transparency about what drives engagement in your company
- Take action as soon as results are interpreted

### Expert coaches

Employee Experience Coaching is delivered by management consultants who are experts in PI science and practice. With an average of 20 years of business and consulting experience, they will help you develop capabilities to drive and maintain engagement throughout your company in the short-term and long-term.