

# What are the dimensions that characterize a great place to work?

Great Place to Work® (GPTW) institute studies the following two aspects to assess if an organization is a great place to work:

- Trust, pride and camaraderie prevalent in the organization
- Employee-centric framework : People practices, philosophy and values of an organization



# Why was Intuit India recognized as a great place to work?(1)

- **Benchmarking & Alignment** : Studying industry's best practices and align its own employee practices
- Entire unit **come together** to celebrate employee milestones
- Strong focus on **delighting the families** of employees
- Little Intuit day – **Sharing Experience** with families



## Why was Intuit India recognized as a great place to work?(2)

- "I am Intuit" places **employees as an ambassador**
- Managers/leaders accepting "**Vulnerability** " that they are not aware of something & Creation of ILEAD
- Open-plan workspace for all
- Anonymous feedback portal "Ask Vijay"
- Employee survey "Pulse" to create a strong **culture of listening**



## Why was Intuit India recognized as a great place to work?(3)

- Attract **early talent** through designed internships and workshops at premiere engineering institutes
- **Rewards and recognitions**: unexpected day off in recognition of hard work, employee milestones, CEO leadership awards and CEO sales club, "Spotlight" award, "Intuit Again", "Intuit Ability Program"
- **"Design for Delight"** innovation workshop were put in place in response to the feedback of new hires
- Benefits to **expecting mothers** : Special cab service , flexi workload ,six month maternity leave
- **Diversity & Employee Networks , Other Benefits** : Bus facility , Free food, Full paid Caregiver's leave , Contribution to NPS , Stock incentives



## Why was Intuit India recognized as a great place to work?(4)

- Had an employee network called **"The Next Generation Network"** to engage with early talent on campus
- Had an elaborate frame work for hiring laterals called **"Assessing for Awesome"**
- Leadership award where winners were given **personalized experience**
- **Boundary-less organization** where there was different and diverse employee networks





# MANTRAS OF INTUIT INDIA



## **Engaged**

- Engaging leaders to own up and strengthen the sense of safe workplace at Intuit India
- Creating awareness of policies and forums to report
- Multiple points of information sharing



## **Enabled**

- Ability to trust and avail the existing support structure
- Willingness to come forward



## **Empowered**

- Feeling Safe
- Feeling Respected



# How Rankings Improved ???

- Culture of listening- Pulse
- Performance Management - The Situation-Behavior- Impact model, Iterative goal setting, "monthly check-ins"

- Employees as Brand Advocates
  - web application which allowed employees to design their own personalized messages
- The Role of Leadership - ILEAD, India Directors Forum



- Diversity and Employee Networks - "Intuit Ability Program"
- Employee Experience - nearly 270 events Eg: Little Intuit Day
- The Great Place to Work Council - cross-functional teams of leaders came together and collaborated on the company's most important people-focused outcomes

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Great  
Place  
To  
Work®



### HARD ASPECTS

- FRAMEWORK FOR TALENT REVIEW
- TAKING CARE OF DAILY NEEDS OF EMPLOYEES.
- SPECIAL ATTENTION TO PREGNANT EMPLOYEES AND MOTHERS
- EMPLOYEE CENTRIC PROGRAM

### SOFT ASPECTS


- ROLE MODEL EMPLOYEES SHOULD BE AWARDED.
- INCORPORATION OF CULTURE OF LISTENING
- LEADERS SHOULD BE APPROACHABLE FOR THE EMPLOYEES.
- LEADERS EAGER TO LEARN.
- LEADERS SHOULD ALLOW EMPLOYEES TO TAKE DECISIONS



## Keep up the momentum and stay in the top league especially at scale?

- An experience and environment for employees to get the best work of their lives
- Avoid being complacent
- Make sure that no one is left behind
- Everyone has the same consistent experience
- Not assume that it will happen organically
- Stay true to mission and model of empowering employees
- Be relentless and be ahead on thought leadership compared to industry





Keep up the momentum and stay in the top league especially at scale?

**Motivation** : of self and teammates

**Awareness** : of self and the environment

**Revision** : of policies / plans as per time demand

**Determination** : to achieve the target & not deviate from  
path, practice, practice and practice

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## Can Intuit India sustain this effort? If yes, how? Yes it can

- Leverage the advantages of being big
  - Enjoy the perks of being small
  - A mechanism that would help it build and sustain excellence
  - Combine science and art
  - World-class practices enhancing experience of employees
  - Stay true to mission
  - Empower employees through their culture
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# What can you, in your current and future job roles do to built great places to work?

- Treating employees with respect
- Ensure appreciation of good work
- Embrace diversity in culture
- Encourage cooperation over competition
- Involving employees in CSR activities
- Honest and unbiased leadership
- Avoid politics within organization
- Good coordination between cross functioning departments
- Focus on employee development
- Improve employee independence
- Working on feedbacks received from employees
- Provide better work environment