

This client partnered with Talent Plus[®] to analyze employee engagement and satisfaction using Talent Plus' CultureView[®] (employee engagement study) which measures thoughts, feelings and actions to gather an understanding of an organization's cultural behavior. An important step in initiating change, is to have an understanding of what people think and feel about where they work. Across all locations, employees were encouraged to participate in all four CultureView studies. In fact, in 2011, 99 percent of all employees completed the survey.

Improving employee engagement and satisfaction can lead to several favorable outcomes, even for business metrics (Harter, Schmidt & Hayes, 2002) and the importance of employee engagement on productivity and customer satisfaction (internal and external) can be found across industries and companies.

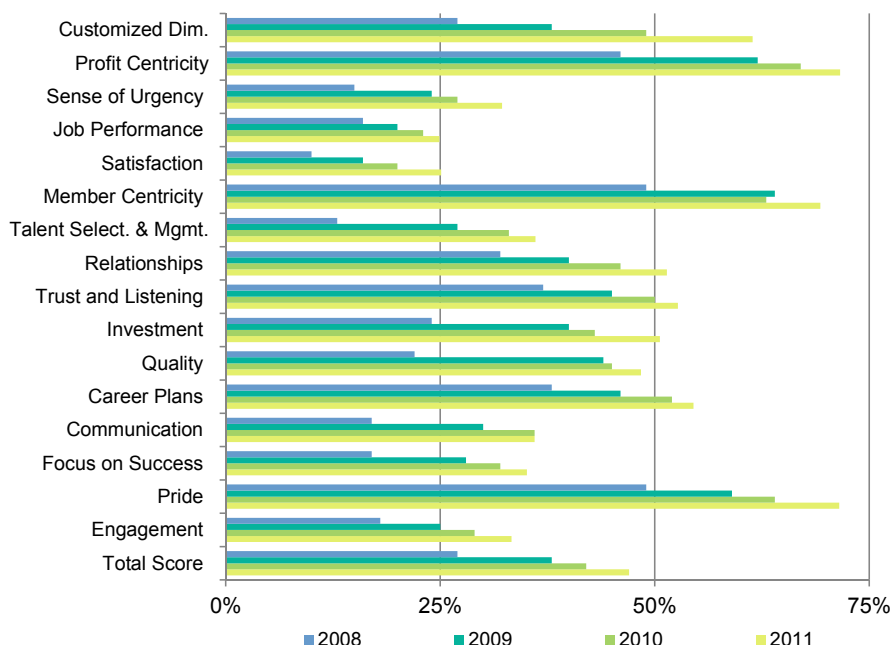
The strength of this client's culture can be seen across time as the organization has put more and more focus on the selection of talented individuals and the development of those selected.

"If we are hiring the right people, the production and financial strength of the credit union increases along with an impact on service satisfaction measurements (Net Promoter scores) and the growth of member referrals."

+ An executive vice president

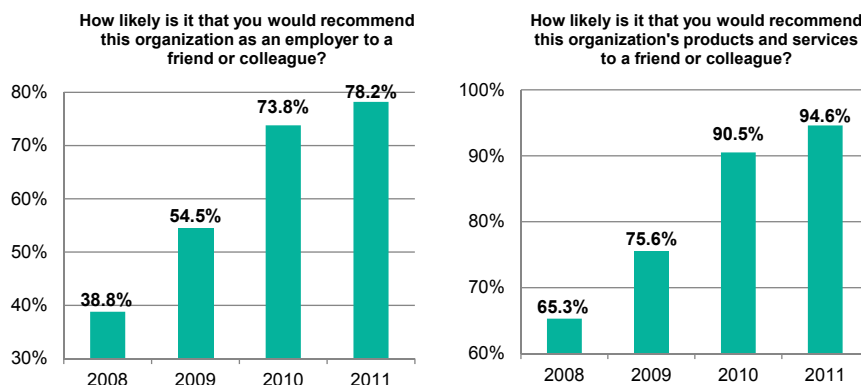
Employees Are Engaged and Satisfied

When leaders placed a focus on culture, talent selection and talent development, employee engagement increased on nearly all of the dimensions in the CultureView[®] survey - one by as much as 27 percent over four years.



Employees Are Great Promoters

This financial institution's key goal was to increase employee engagement in order to drive business metrics. Net Promoter scores increased by 39.4 percent and 29.3 percent respectively in the two items below:



Through a focus on talent selection and development starting in fall 2007, employee engagement and Net Promoter scores increased from 2008 to 2010 and asset growth increased at nearly the same rate. Assets increased by 28 percent and employee headcount increased by 12 percent. Even through the economic downturn, this organization achieved their strongest financial results to date.