

EMPLOYEE ENGAGEMENT DRIVES GROWTH

KEY FINDINGS FROM ANALYZING THE OPINIONS OF 29 MILLION EMPLOYEES

30%

ENGAGED

Loyal and psychologically committed; more productive; more likely to stay with the company

52%

NOT ENGAGED

Productive, but not psychologically connected to the company; more likely to miss workdays; more likely to leave

18%

ACTIVELY DISENGAGED

Physically present but psychologically absent; unhappy; share their unhappiness with colleagues



ONE IN TWO EMPLOYEES HAVE LEFT THEIR JOB TO GET AWAY FROM THEIR MANAGER.

BUSINESS UNITS IN THE TOP ENGAGEMENT QUARTILE OF THOSE GALLUP HAS STUDIED HAVE...

- 21% HIGHER PRODUCTIVITY
- 22% HIGHER PROFITABILITY
- 10% HIGHER CUSTOMER METRICS
- 37% LOWER ABSENTEEISM
- 48% FEWER SAFETY INCIDENTS
- 28% LESS SHRINKAGE
- 65% LESS TURNOVER

...THAN BOTTOM-QUARTILE BUSINESS UNITS.

ENGAGED ASSOCIATES ARE:

4x more likely to evaluate their condition of life as **EXCELLENT**

2x more likely to say that they are **EXTREMELY SATISFIED** with their personal life

11x more likely to indicate that they are **EXTREMELY SATISFIED** with their current company as a place to work

compared with actively disengaged associates.

When organizations successfully engage their customers and their employees, they experience a

240%

boost in performance-related business outcomes.

3 WAYS TO ACCELERATE EMPLOYEE ENGAGEMENT

1. Select the right people.
2. Develop employees' strengths.
3. Enhance employees' well-being.

1 A STRENGTHS-BASED APPROACH TO MANAGING

is the single best method for improving the employee-manager relationship.

SIGNS OF ENGAGED EMPLOYEES

PSYCHOLOGICALLY COMMITTED TO THE COMPANY

CONSISTENT LEVELS OF HIGH PERFORMANCE

INNOVATIVE AND DRIVE FOR EFFICIENCY

INTENTIONALLY BUILD SUPPORTIVE RELATIONSHIPS

CLEAR ABOUT OUTCOMES OF THE ROLE

PASSIONATE, HIGH ENERGY AND ENTHUSIASTIC

NEVER RUN OUT OF THINGS TO DO

LOYAL TO THE COMPANY, WORKGROUP AND ROLE

BROADEN WHAT THEY DO AND BUILD ON IT

POSITIVE CONSTRUCTIVE CRITICISM

GALLUP'S Q12®

01 I know what is expected of me at work.

07 At work, my opinions seem to count.

02 I have the materials and equipment I need to do my work right.

08 The mission or purpose of my company makes me feel my job is important.

03 At work, I have the opportunity to do what I do best every day.

09 My associates or fellow employees are committed to doing quality work.

04 In the last seven days, I have received recognition or praise for doing good work.

10 I have a best friend at work.

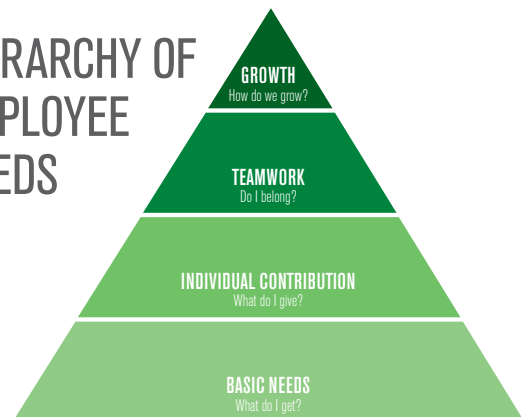
05 My supervisor, or someone at work, seems to care about me as a person.

11 In the last six months, someone at work has talked to me about my progress.

06 There is someone at work who encourages my development.

12 This last year, I have had opportunities at work to learn and grow.

HIERARCHY OF EMPLOYEE NEEDS



GALLUP HAS CONSISTENTLY FOUND THAT MANAGERS



PLAY THE MOST SIGNIFICANT ROLE IN IMPACTING EMPLOYEE ENGAGEMENT.

GALLUP®

START ENGAGING YOUR EMPLOYEES WITH GALLUP'S Q12 SURVEY

TAILORED TO THE NEEDS OF SMALL AND MEDIUM-SIZED ORGANIZATIONS, Q12.GALLUP.COM OFFERS THE FOLLOWING PROGRAM FOR UP TO 5,000 EMPLOYEES AT **JUST US\$15 PER PERSON.**

GALLUP'S Q12 SURVEY

Gallup's Q12 survey measures actionable issues for management – those predictive of attitudinal outcomes, such as satisfaction, loyalty and pride.

12 engagement items based on the hierarchy of employee needs:

- Basic needs
- Individual contribution
- Teamwork
- Growth

This **five-minute** survey is set up, executed and managed through an intuitive survey dashboard, available in more than **20 languages.**

THE WORLD'S MOST COMPREHENSIVE EMPLOYEE ENGAGEMENT DATABASE

Effectively compare your workplace to some of the most engaged organizations in the world.



CUSTOMIZED WORKGROUP-LEVEL REPORTING

Overall organization report

Group reports for up to **six segments** of employees with **limitless** number of reports available.

Report by:

- Location
- Manager
- Department
- Job Type
- Tenure
- Unit
- Or customize any type of reports you'd like to receive

GALLUP BEST PRACTICE RESOURCES AND TOOLS

Q12 Survey Implementation Guide

This 40 page in-depth guidebook provides best practices and recommendations from Gallup for each step of the survey program.

- Pre-survey communication and setup
- Fielding the survey and maximizing participation
- Post-survey results, action planning and momentum

Survey Question Resource Guides and Videos

Educational resources for leaders and managers to aid in training and action planning process.

Survey Program Tools and Templates

- Communication strategy guide
- Survey communication email templates
- Four-step state of the team conversation tool for workgroup level action planning

MEASURING ENGAGEMENT IS ONLY THE START TOOLS AND TRAININGS TO DRIVE ENGAGEMENT

Q12 IMPACT SESSIONS

Q12 IMPACT WEBINAR- \$1,750

Understanding engagement, measuring engagement and creating engagement

- 55-minute webinar
- For managers and leaders
- Includes driving employee engagement workbook

Q12 IMPACT WORKSHOP- \$7,500

Engagement is key to unlocking team's potential, understanding engagement and accelerating engagement

- Four-hour on-site program
- For managers and leaders
- Includes driving employee engagement workbook

Q12 LEARNING DAY- \$12,500

- State of the Company briefing (CEO and HR)
- Driving engagement results (executive team)
- Creating engaging workplace (all employees)
- Creating engaging workplace (managers)
- Eight-hour on-site program
- Includes driving employee engagement workbook

HIGH PERFORMANCE MANAGEMENT COURSE

\$2,900

CORE COMPONENTS OF THE COURSE:

- Role of a manager
- Being a strengths-based manager
- Being an engagement-focused manager
- Being a performance-oriented manager

HIGH PERFORMANCE MANAGEMENT IS UNIQUELY DESIGNED:

- Focuses on the manager role
- Addresses the range of manager talent
- Experiential and application-oriented
- Tuned to current business culture

- Two full days, open enrollment calendar or client site
- Includes managing for engagement kit and one-on-one consulting call with Gallup

MANAGING FOR ENGAGEMENT KIT

\$495

A vital resource for becoming a great manager, engaging your employees and creating better performance for your team and organization. This includes:

- Introduction to strengths-based management
- Introduction to employee engagement
- Managing for engagement resource guide
- Engaging conversations for individuals and teams
- Engaging conversations packet
- Understanding your Gallup Q12 survey results
- Team engagement poster
- Managing for engagement DVD

DRIVING EMPLOYEE ENGAGEMENT WORKBOOK

\$20

Activities and tips managers need to help them understand, apply and integrate employee engagement into their role as a manager. This includes:

- 12 basic needs of every employee
- A how-to guide on reading, understanding and using the Gallup Q12 Results report
- Best practices for facilitating effective employee engagement discussions
- World-class tips for driving and sustaining engagement

FOR MORE INFORMATION, PLEASE VISIT Q12.GALLUP.COM OR CALL 800.204.1192.