Quantum Workplace × SeacoastBank

Mobilizing Your Teams to Understand & Drive Engagement

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Today's Agenda

- Overview of Employee Success
- Discussion with Seacoast Bank
- Preview of Engagement for Teams
- Q&A if time!

Meet the Speakers

Drew Pace

Quantum Workplace

CSM Manager

Angel Birch, SVP

Seacoast Bank

Director Learning &
Leadership Development

Olivia Kirchman, AVP

Seacoast Bank

HR Business Partner

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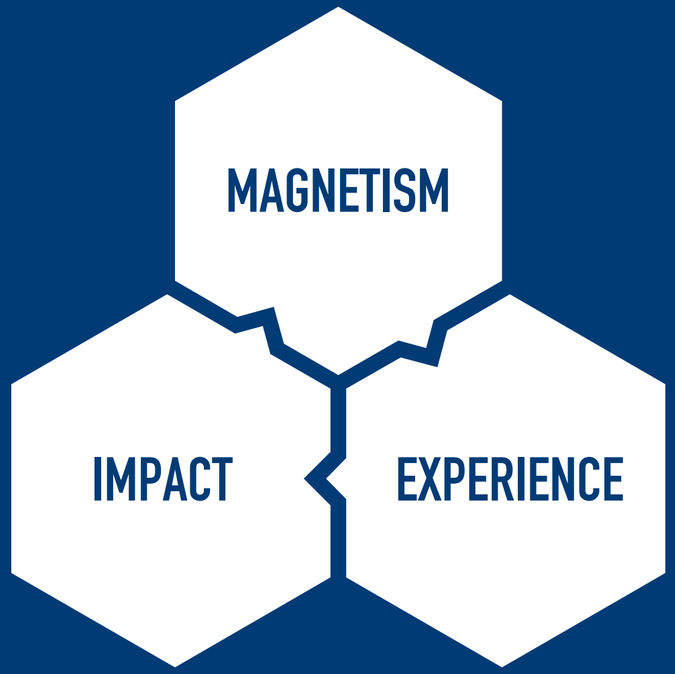
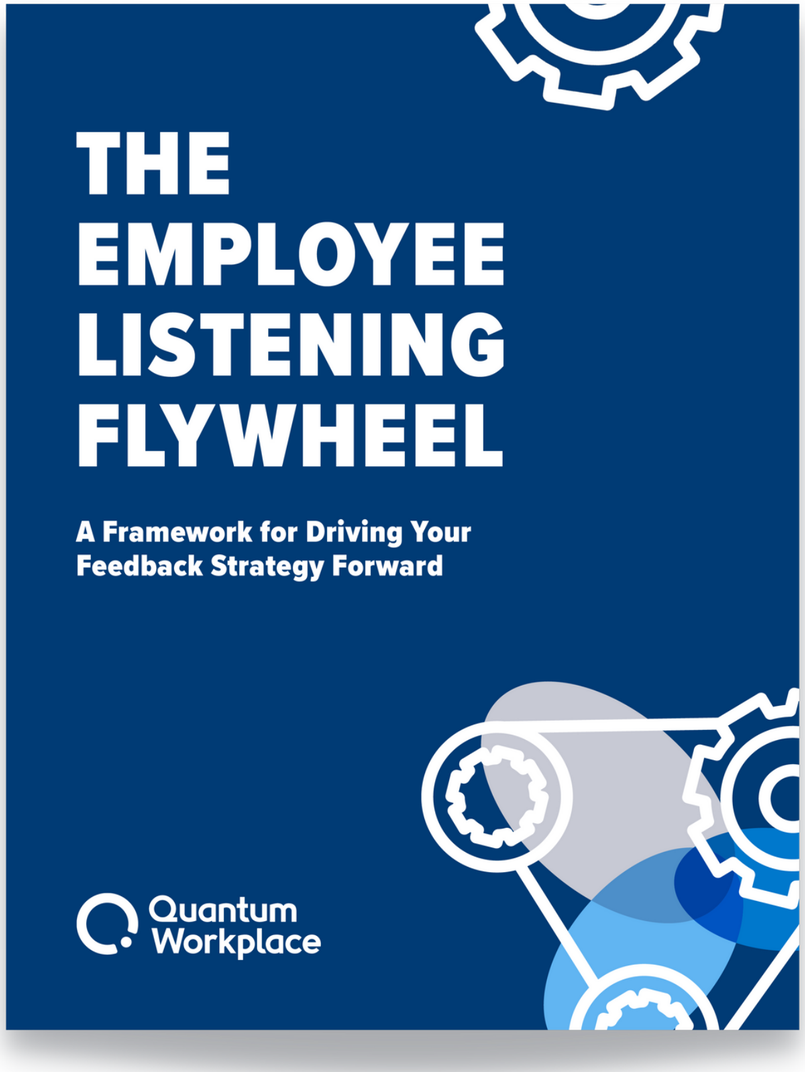
What is Employee Success?

Employees want to stay — and talent wants to join. You have a magnetic culture that attracts the best and keeps the best.



Your employees and teams are high performing. They understand the role they play in helping the company achieve success.

Your employees have an engaging experience. You understand, validate, and improve upon what matters most.



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New E-Book

The Employee Listening Flywheel:

A Framework for Driving Your
Feedback Strategy Forward

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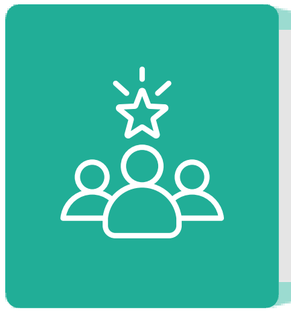
What are some challenges you've faced as you've evolved your employee listening strategy over the past few years?

CHALLENGES

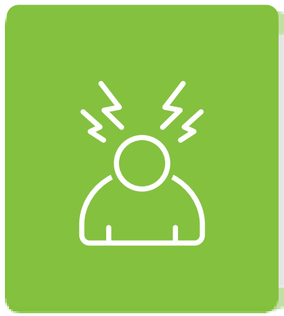
BUY-IN

- Leadership
- Manager
- Associate



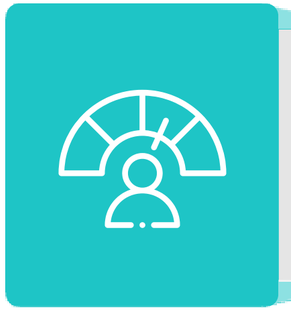
OWNERSHIP

- Shift from perception that “HR owns this” to…
- Leader and manager led



ACTION

- Inconsistent follow-up
- Inconsistent action and change



PRIORITIZATION

- Aggressive organizational growth
- Volume of work
- New leader onboarding

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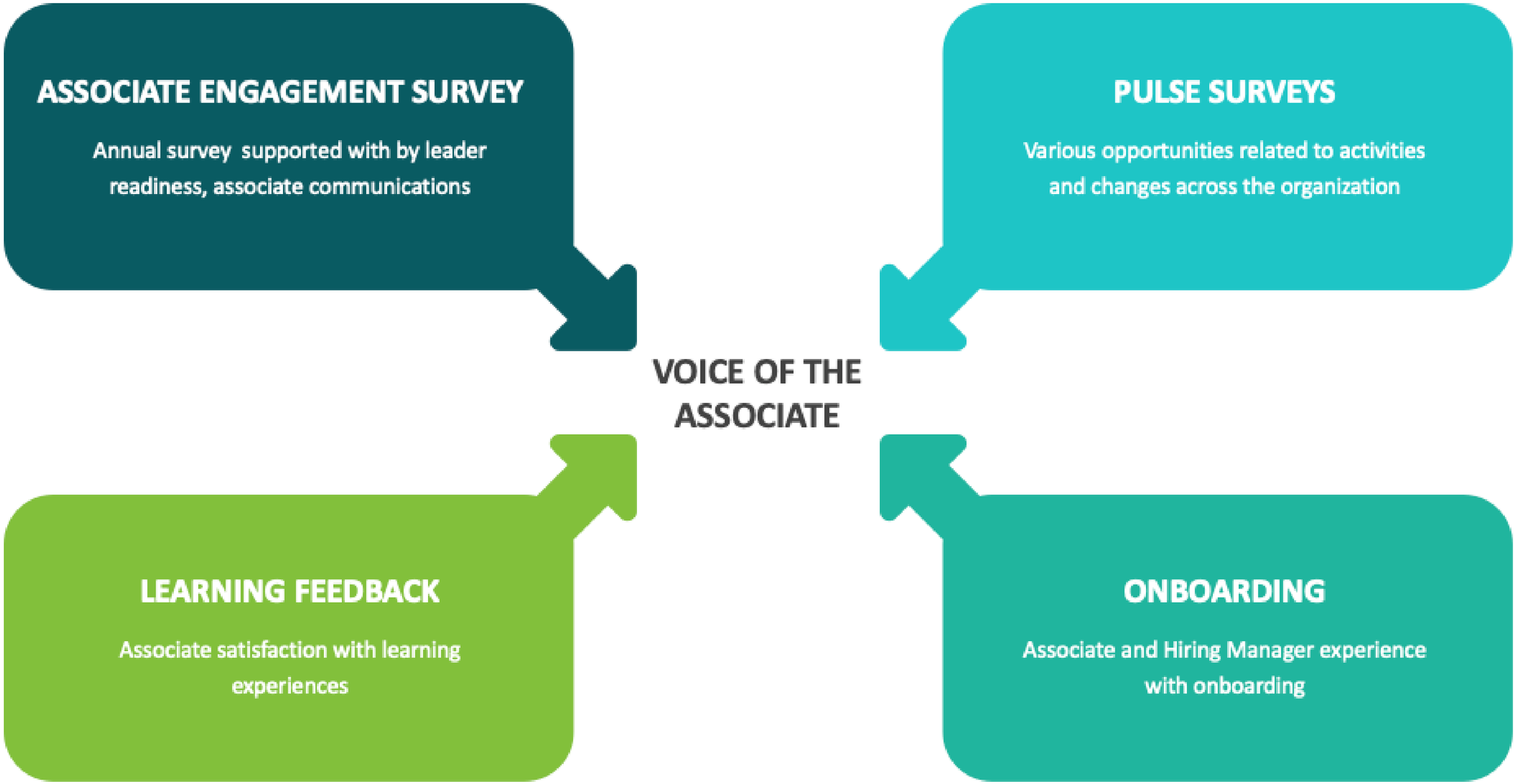
What are you doing to listen to employees today and how does it help you uncover meaning in your organization?

LISTENING STRATEGY



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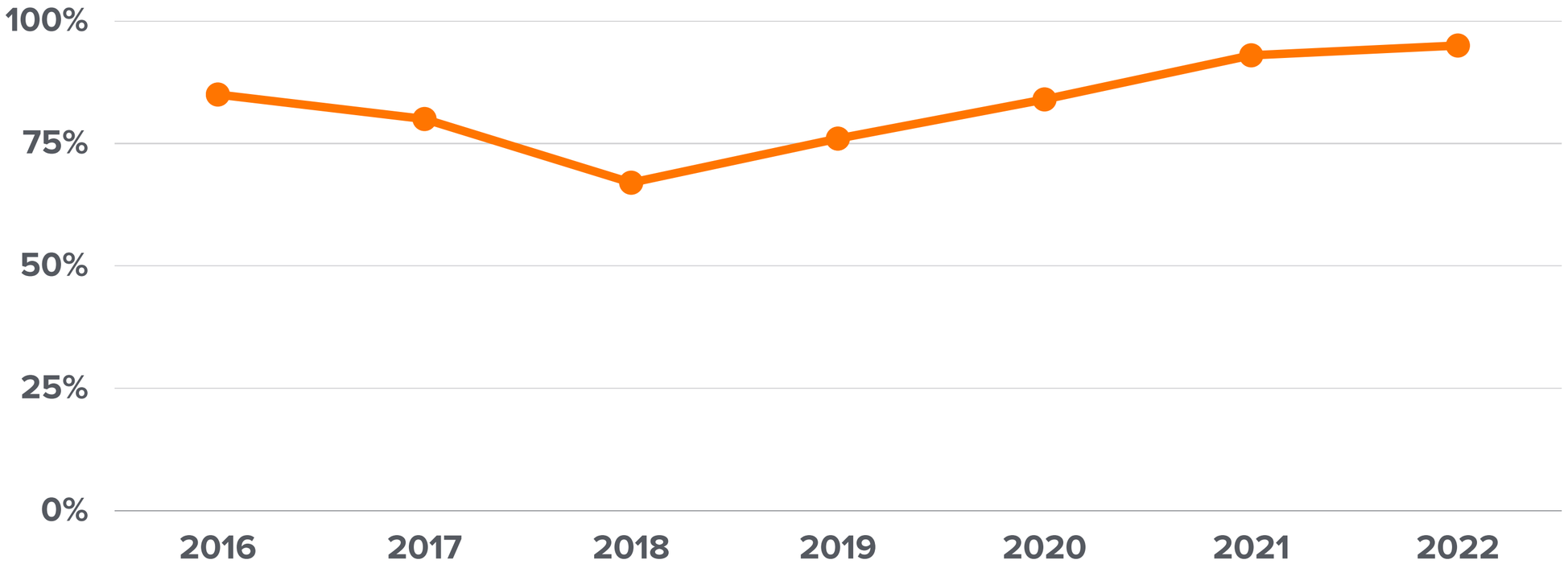
Why is employee survey participation so important to you and what strategies have you put in place to help drive it?

Employee Engagement Survey Participation at Seacoast Bank, 2016-2022



IMPACT OF ASSOCIATE ENGAGEMENT

Firms with high levels of employee engagement...

81%

ABSENTEEISM

Report 81% lower absenteeism rates.

66%

WELLBEING

Report 66% higher net thriving employees.

43%

TURNOVER

Report 43% less turnover.

28%

THEFT

Report 28% less shrinkage (theft).

23%

PROFITABILITY

Report 23% higher profitability.

18%

PRODUCTIVITY

Report 18% higher productivity (sales).

13%

ORG CITIZENSHIP

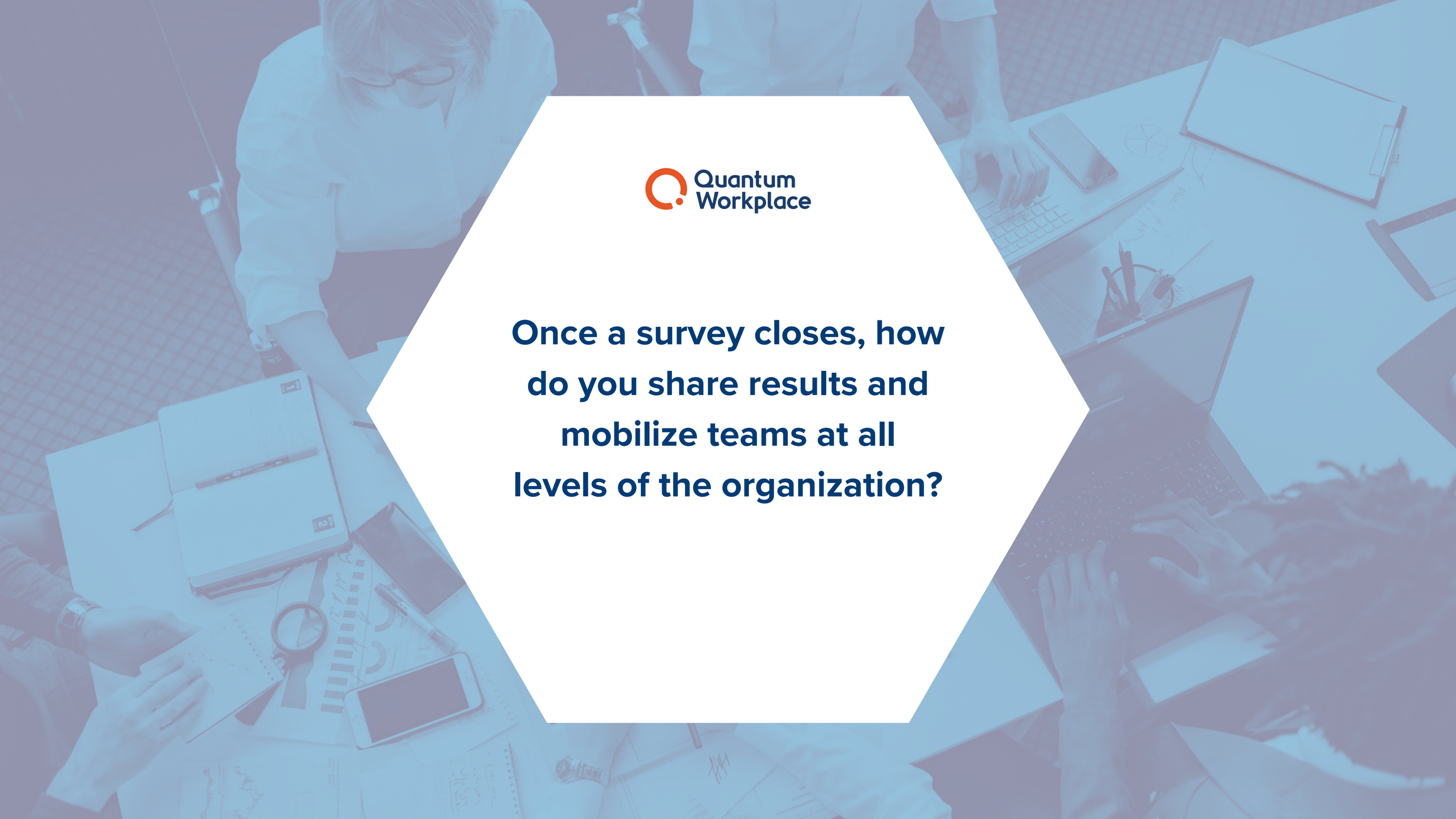
Report 13% higher organizational participation.

10%

CUSTOMER

Report 10% higher customer loyalty/engagement.

Source: Gallup's Meta-Analysis Report, Gallup's State of the Global Workplace Report, MIT Sloan Management Review



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Once a survey closes, how do you share results and mobilize teams at all levels of the organization?

EXPECTATIONS & NEXT STEPS

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How has mobilizing your teams around engagement helped you and your organization? What advice would you give to other HR leaders trying to mobilize their teams?

BENEFITS OF MOBILIZING TEAMS

FOR HUMAN RESOURCES

1. STRATEGY

Enables HR to focus on and support the overall strategy.

2. PARTNERSHIP

Focus on consulting on actions rather than owning actions strengthens the HR/leader partnership.

3. ENTERPRISE ACTIONS

Capacity to focus on enterprise-wide actions that make a broad impact.

FOR THE ORGANIZATION

1. LEADERSHIP

Leader readiness activities position them to be champions of associate engagement.

2. ALIGNMENT

Clear understanding of associate engagement drivers to inform actions and activities.

3. CULTURE

We live the story together and strengthen our culture with each step.

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How has Quantum Workplace helped you on your journey in creating a better employee experience?

OUR QW JOURNEY

PARTNERSHIP

Implementation

Thought leadership

Best practice sharing

Enhancements

Ongoing guidance

FUNCTIONALITY

Recognition

Pulse Surveys

Goal Setting

1-on-1s

Mid-Year Reviews

Year-End Reviews

RESOURCES

Help Library

Video Tutorials

Chat Feature

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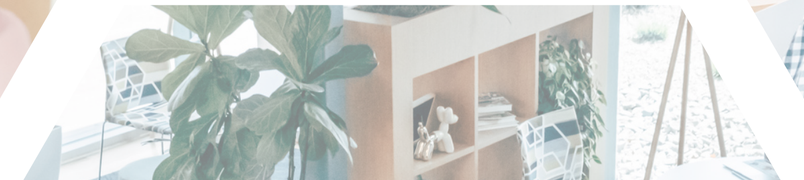
Sneak Peek: Engagement for Teams

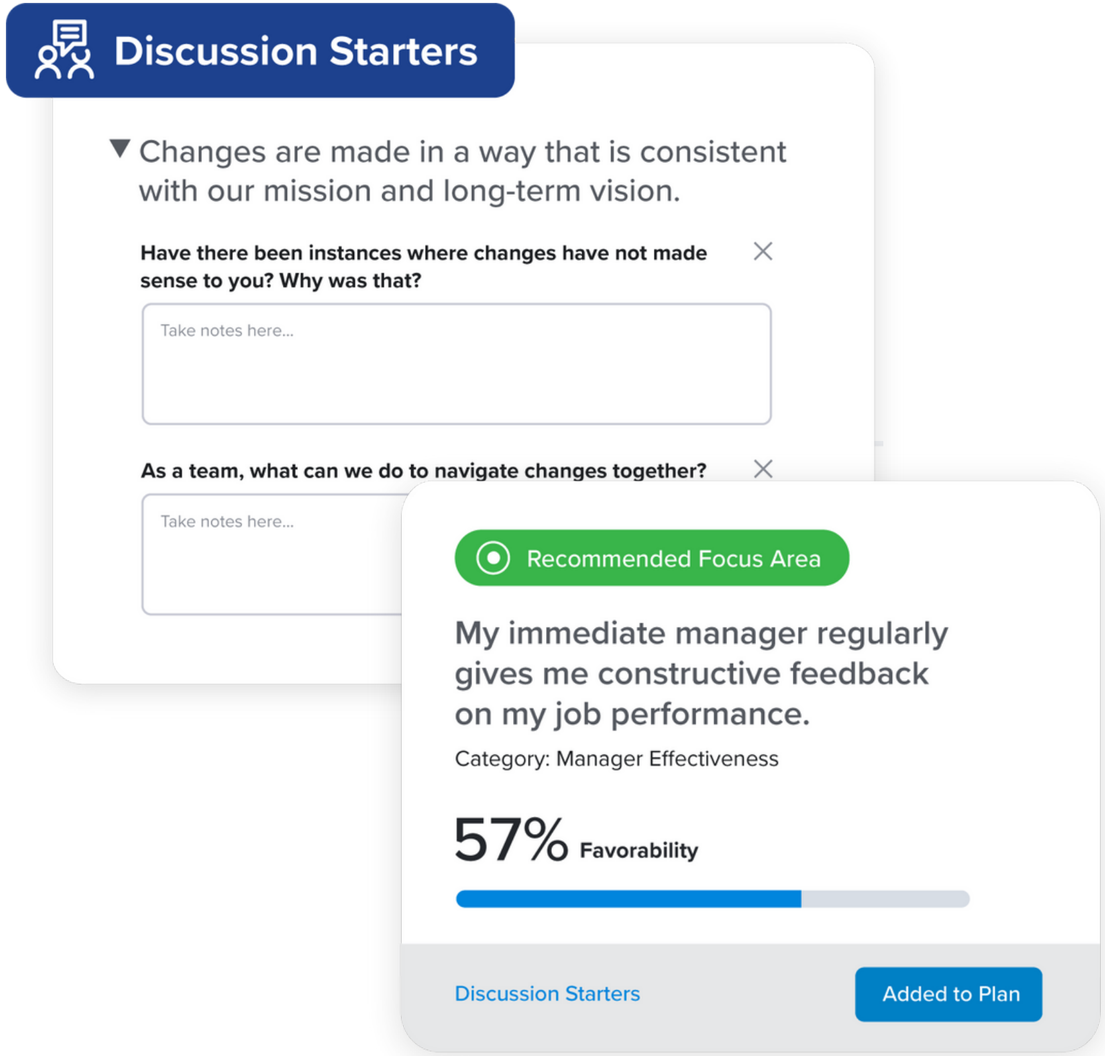
Tools designed to mobilize your managers and teams to understand and drive employee engagement.



Easy to share and take action on survey results

Tailored to managers and individuals, empowering them to understand and act

- Personalized report summary
- On-screen walkthrough and tutorial
- Recommended actions and discussion prompts
- Notifications to encourage action and follow-up
- Recommended topics for ongoing conversation



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Team Report

Help your teams go beyond the numbers, focus on what to do next

- Dynamic report walkthrough
- Recommended focus areas
- Discussion starters with note-taking
- Summary of actions and next steps

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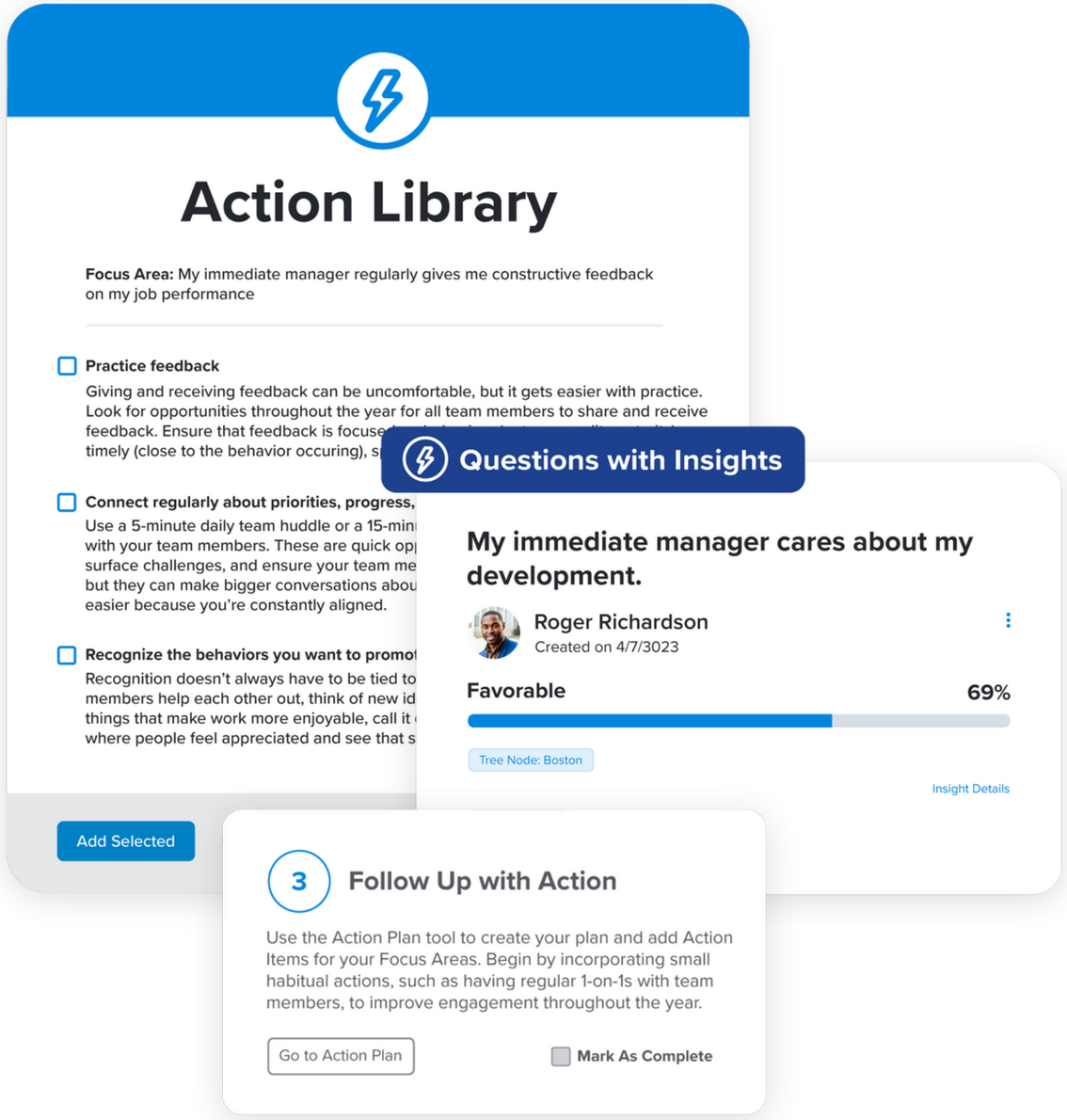
My Engagement (ME) Report

Empower every individual to understand their own engagement

- Statement of appreciation
- Recommended reflection questions and conversation starters
- Summary of what to expect next



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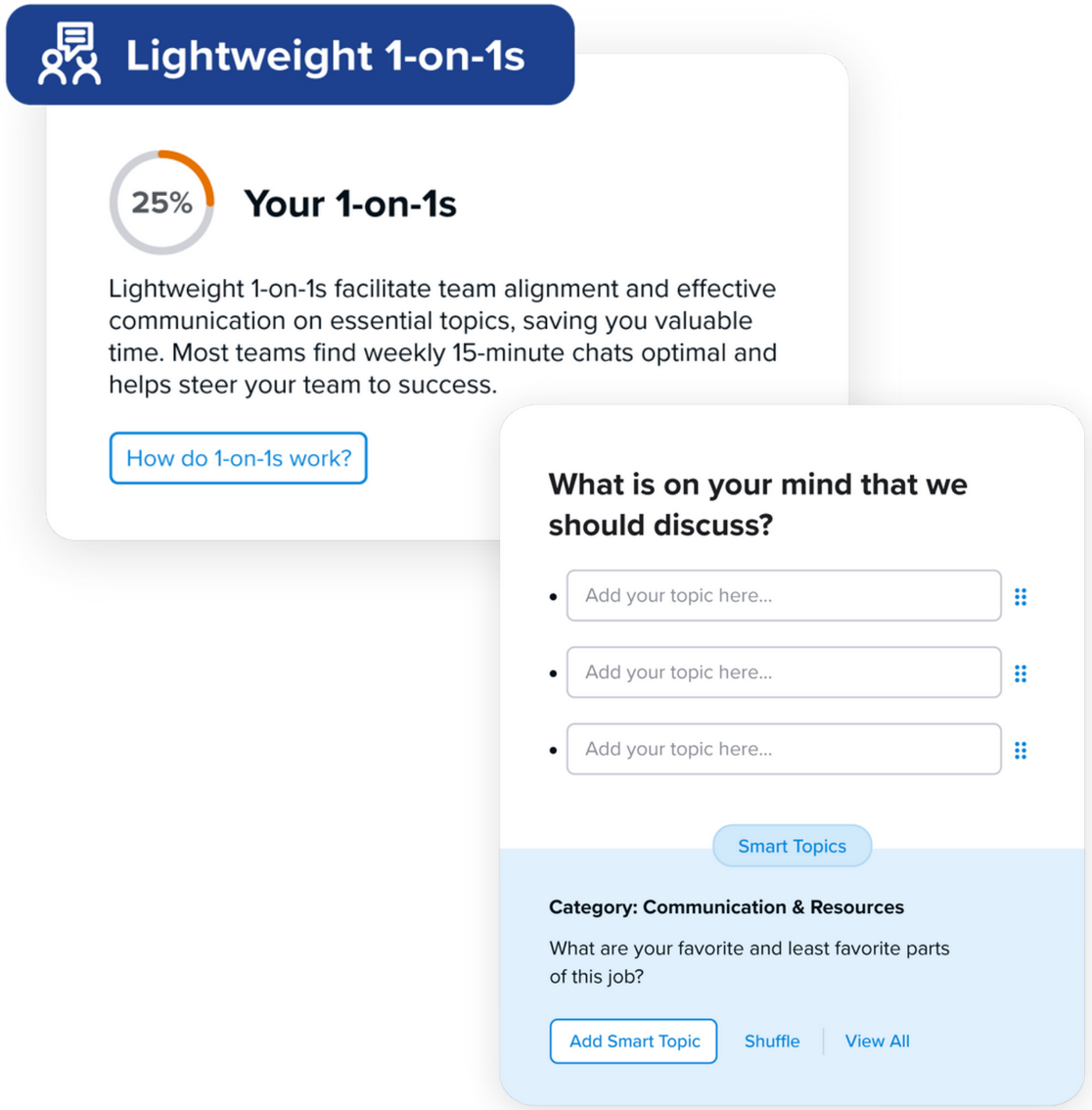
Action Planning

Facilitate discussions, decide what's next, and track progress

- Build action plan directly from reports
- Comment and collaborate with others
- Get notified of approaching dates and track progress over time
- Drive accountability with admin tools



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Lightweight 1:1s

Help managers be more effective and keep engagement alive

- Set up recurring 1:1s with each direct report from the team report
- Track conversation topics and action items with each employee
- Leverage suggested smart topics to keep engagement top-of-mind

Questions?