Unlocking Employee Engagement:

5 Corners You Shouldn't Cut in Your Post-Survey Action Planning

Quantum Workplace

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Introduction

Employee engagement is no longer a buzzword—it's a vital driver of employee and business success. And employee engagement surveys have become a standard practice in many organizations.

But the real power of these surveys is not the surveys themselves, but the actions taken based on the insights they provide. What you do with your survey results is the most important part of your survey strategy.

Unfortunately, many organizations have yet to crack the code on post-survey action. They launch a survey, analyze results, and momentum stalls. Little or no action happens—or if it does, it feels slow and disconnected. Employees lose trust and are hesitant to share more feedback. Organizations chalk this up to "survey fatigue."

But survey fatigue should not be your biggest concern! It's lack-of-action fatigue that poses the real threat. Our research proves this out: while 60-70% of employees say they expect action to be taken based on employee survey results, only 35% say their organization is very or extremely effective at doing so.

This is a big problem! Without action, you risk breakdowns in trust, participation, and engagement. But when organizations do ask for feedback often—and act on it—employees tend to be highly engaged. Employees who witness action on their feedback are 12X more likely to be engaged in the year after the survey.

35%
of employees say their organization is effective at post-survey action

The bottom line: acting on your engagement survey results is table stakes for engagement. Employees expect you to do something with their feedback.

Post-survey action is worth your time and effort. Measurement alone can't lead to meaningful

change. You need to quickly and accurately translate employee feedback to action that moves your teams and business forward. Action planning—when done well—helps everyone stay focused on moving the needle on employee success.

Employees who witness action on their feedback are 12X more likely to be engaged in the year after the survey.

While there is clearly a gap between expectations and execution when it comes to action planning, don't despair! We're here to help guide you through the process of transforming feedback into insight and action. It's important that this doesn't become a "check the box" exercise that stays within the confines HR. You want to integrate post-survey action seamlessly into the fabric of your organization—without it feeling overwhelming or unachievable.

In this eBook, we'll tackle:

- » The challenges of post-survey action
- » How to simplify post-survey action
- » Crafting an effective action plan without cutting corners
- » The importance of starting where you are
- » How Quantum Workplace makes post-survey action easier for everyone in your organization

When done right, post-survey action can elevate engagement, bolster performance, nurture collaboration, and reinforce your organization's dedication to your workforce. With meaningful insights and a resolute dedication to improving, you have the keys to unlock engagement and success in your organization!

3 Major Challenges of Post-Survey Action

Before we dive into the how, let's lay out the hard stuff. There are real hurdles that come along with post-survey action. They're important to understand, so you can help your organization tackle obstacles and get the most from your employee listening and engagement efforts.

Top Barriers to Taking Effective Action on Surveys

1. Lack of time, resources, and prioritization.

Teams are often overwhelmed with competing priorities and endless task lists. But acting on survey results is worth prioritizing. If you treat action as an afterthought, you risk broken trust, skepticism, and disengagement. Help your leaders, managers, and teams prioritize action by scheduling time for analysis, discussion, and planning.

2. Leader and manager buy-in.

Post-survey action is not something HR can fully own. Leaders and managers at all levels need to be invested and involved in interpreting results, discussing them with their teams, and committing to action. HR needs to make sure this process is as clear and easy as possible, acting as a coach and an enabler.

3. Poor or lack of communication.

Communication is key before, during, and after the survey. Set expectations around action early by sharing what you plan to do with employee feedback. Preview what the process will look like and how everyone will be involved. After the survey, guide leaders and teams through each step of the action planning process. And be sure to maintain strong year-round communication, linking initiatives and progress to feedback you heard in the survey.

YOU NEED TO MAKE POST-SURVEY ACTION EASY.

You can and must adopt more concrete strategies for responding to employee feedback. And it needs to be easy for everyone in your organization to play their part. It's not just about improving numbers on your engagement survey. It's about fostering a culture of active listening and meaningful response.

Action planning can't be a check-the-box activity. It can't be overwhelming. And it can't stay confined to HR. HR plays a critical role in arming leaders and managers with insights—and in creating and scaling processes that help teams uncover meaning, drive action, and improve results within their own span of control.

5 Tips for Simplifying Post-Survey Action

Ok, so far, we've covered two big ideas: there's a big gap in expectations and execution when it comes to post-survey action. And there are some very real barriers that get in our way of action planning.

Let's explore some key ideas that can help simplify the concept of action planning. So that we can close the gap and work around barriers preventing us from moving forward.

1. Be brave.

Fear and uncertainty can be paralyzing. Leaders are often afraid to share less-than-stellar results. Or they may be uncertain of the "right" path to take, getting lost in unnecessary complexity and "what ifs."

The truth is, the score doesn't really matter, and you can't fix everything at once. Don't let yourself freeze up—be brave and move quickly past the numbers. Focus on leveraging the feedback you've gathered to build a roadmap that helps your organization and teams become stronger. The goal here is progress, not perfection.

2. Make it human.

It's easy to get caught up in the data, but don't forget about the humans behind the data. You can analyze for days, weeks, or months on end—but it won't get you far. You need to make the data real, fast. Illuminate critical areas of focus and help rally your teams around developing solutions. Ask questions to help you stay human-centered.

Do our people feel like they belong here? Are they connected? Do they understand how they contribute to success? Do they know where the business is headed? Do they trust each other?

When you look at your data through a human lens, it becomes easier to see where action is needed.

3. Share the load.

HR cannot and should not carry the weight of action planning alone. Conversation and commitment at the team level is critical in moving the needle on employee success. And it furthers engagement!

95% of employees who say leaders and managers are exceptional at communicating and taking effective action on survey results are highly engaged.

Everyone in your organization should be actively involved in understanding and acting on survey results. Your HR team needs frameworks, processes, and tools that reduce administrative burden and that help them empower and coach leaders and managers to facilitate action planning with their teams.

95%

of employees who say leaders and managers are exceptional at communicating and taking effective action on survey results are highly engaged.

4. Do the next right thing.

Continuous improvement is a cornerstone of successful organizations. It's the most efficient path to increased engagement, better performance, and a stronger culture. Post-survey action can be a driving force behind continuous improvement. By consistently seeking ways to improve employee experience, organizations can tap into the full potential of their workforce and improve employee wellbeing (a win-win for everyone).

This works best when we focus not on everything we can do, but on the next best thing we can do. It's okay to start small, to focus on even just ONE thing to start. Share this mindset with your leaders and teams too.

You can probably come up with 1,000 things to improve based on your survey results, but that will get overwhelming fast. If you have 100 managers all focused on ONE thing to improve with their teams in the coming year, that's 100 things you made progress on as an organization! Less is usually more.

5. Lean on tools that help you get the job done.

Your post-survey process should not require hours upon hours of commitment from your leaders and teams. They're overwhelmed with their day-to-day and won't respond well if you ask too much of them.

Focus on building a sustainable, simple, and meaningful process—with tools that help make things easier. It should be easy to collect feedback, easy to analyze results, and easy to act on insights. If your current process makes any one of these three steps too complex, you won't make the progress you need to move the needle.

WHO IS RESPONSIBLE FOR POST-SURVEY ACTION?

LEADERS

76% of employees say senior leaders are responsible for post-survey action.

PRIMARY ROLE: PROGRAM SUPPORT + INVESTMENT

Belief in importance of engagement and commitment to ongoing communication

HR

50% of employees say HR is responsible for post-survey action.

PRIMARY ROLE: PROGRAM ADMINISTRATION

Supporting leaders and managers with data and ongoing coaching
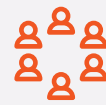
MANAGERS

46% of employees say people managers are responsible for post-survey action. But less than half of managers say they're actively involved.

PRIMARY ROLE: TEAM ACTIVATION + DISCUSSION

Analysis of team results, facilitating team discussion, action plans, and follow-up discussing progress

EMPLOYEES

1 in 3 employees say they are actively involved in action planning. Less than half feel ownership over action.

PRIMARY ROLE: FEEDBACK + SOLUTIONS

Participating in focus groups, brainstorming solutions, and discussing progress
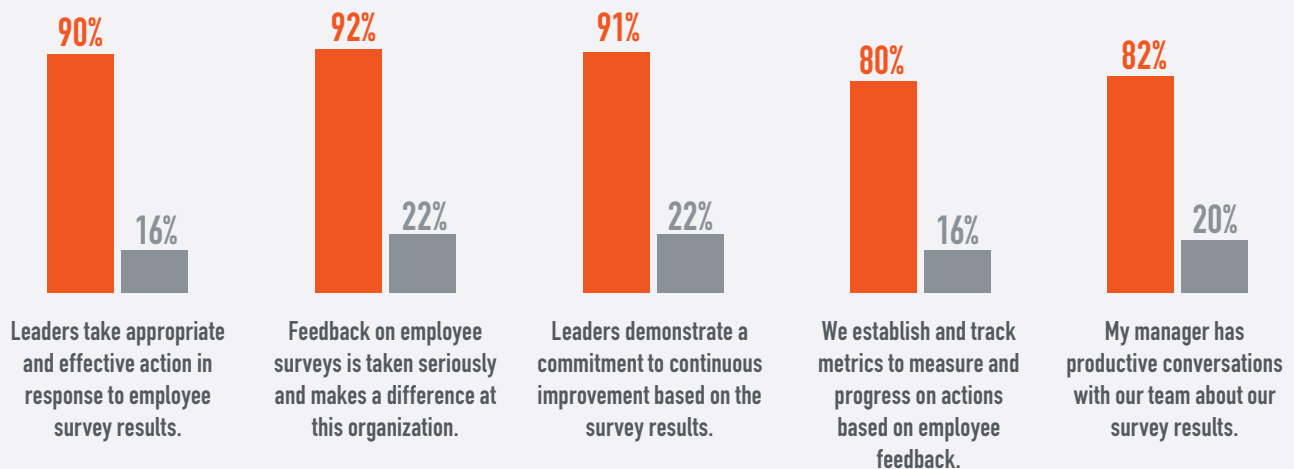
Crafting Your Plan: The AFTER Framework

Crafting an action plan doesn't have to be a complicated, drawn-out process—but it does need to be a process. And an intentional one at that. There are certain corners you don't want to cut. Our research shows post-survey action is MOST effective when:

» Organizational leaders take ownership of responding to survey results

» Feedback is taken seriously and leads to visible change

» Managers have productive conversations with their teams around results

» Teams establish metrics to measure progress from actions taken

» Leaders demonstrate a commitment to continuous improvement

WHAT EFFECTIVE POST-SURVEY ACTION LOOKS LIKE

■ Effective Action ■ Not Effective Action

90%	92%	91%	80%	82%
16%	22%	22%	16%	20%
Leaders take appropriate and effective action in response to employee survey results.	Feedback on employee surveys is taken seriously and makes a difference at this organization.	Leaders demonstrate a commitment to continuous improvement based on the survey results.	We establish and track metrics to measure and progress on actions based on employee feedback.	My manager has productive conversations with our team about our survey results.

The AFTER Framework – 5 Corners You Shouldn't Cut

By following the AFTER framework after your survey, you can create an efficient and effective cycle of feedback, action, and progress over time.

ANALYSIS
Share results early, with leaders and people managers

FOCUS AREAS
Elevate high-impact areas that help teams focus on what matters

TEAM IDEATION
Empower managers to facilitate team discussions around survey results & action

EXECUTION PLAN
Help managers identify best practice actions & develop measurable action plans

REMINDERS
Communicate around changes and progress throughout the year

ANALYSIS

The first step to effective action is insight and context. You must understand what is and isn't working when it comes to engaging your employees. This means digging into your survey results to uncover strengths and weaknesses and identify areas of improvement.

LEARN MORE: How to Uncover Meaning with Your Employee Survey Analytics »

Leadership and HR should not hold survey results close to their chest. Managers have the most power to enact meaningful change within their teams—it is important to bring them into the process early. Share the data with your managers as soon as you can and make sure they understand how to use it.

If engagement scores are lower than expected, don't fret. The goal of a survey is not to make your organization look good, but to help it do better. Focus less on the scores and more on the employee feedback you received.

Pay attention to any themes or patterns in the results. Use comments to put the scores in context and identify reasons you may have scored lower on certain metrics. And use the feedback as a roadmap for moving forward.

TIPS FOR KEEPING IT SIMPLE

» Have a mindset and a framework for analysis before you dive in. We suggest focusing on three simple questions:

  » What are we doing?

  » What are we measuring?

  » Why is it important?

» Remember the goal = extract insights to drive change. Don't let anything derail you from this.

» Don't miss the forest for the trees. The big picture matters more than the details.

FOCUS AREA

Once you've reviewed the data, it's time to prioritize. Review your findings and list key focus areas that need to be explored further. These focus areas will be your jumping-off point for brainstorming solutions. Your leadership team should be doing this at the organizational level—and your managers at the team level.

LEARN MORE: Read about the top drivers of employee engagement in our employee engagement guide »

Start with two to three focus areas. Discuss priorities based on the level of impact that driver will have and how much effort it will take to move the needle. A few questions to consider:

» Which results could we improve with simple changes?
» Which survey questions have the greatest impact on engagement?
» Can any items be grouped under one theme?
» What were our lowest scoring areas?

Remember: Where you focus your efforts should be a team decision. This ensures greater investment and accountability for your final commitments.

TIPS FOR KEEPING IT SIMPLE

» Group high-impact areas into common themes where possible. For example, if you have a lot of low-scoring items related to leadership, bucket those items together under a larger umbrella focus area.

» Once you've determined your high-impact areas, see how feedback looks on these items across areas of the business and different demographics. You'll get a better sense of where to target action.

» Consider responses to similar survey items (or employee comments) to layer in with your high impact areas to help you quickly get to "aha" moments and ideas for action.

TEAM IDEATION

Once you've identified your focus areas, it's time to dig into solutions. Focus groups and team meetings are the perfect way to empower managers and involve employees in coming up with creative solutions.

Teams should work together to discuss what may be impacting the score for each item, identify possible challenges in addressing those issues, and brainstorm solutions. This is an important step in developing a successful employee engagement action plan because a score on a survey question can only tell you so much. Bringing your team together to discuss what is happening will help you target your efforts more effectively.

LEARN MORE: How to Run a Focus Group: Employee Focus Group Best Practices »

Don't treat these focus groups like any old meeting!! Find ways to facilitate a creative and open dialogue—perhaps using some principles of design thinking. This helps teams challenge assumptions, incorporate diversity of thoughts, and reframe problems into opportunities.

A simple way to document your discussion is to outline the following for each focus item:

- » How do we struggle in this area?
- » Why do you think we struggle in this area?
- » What does our team or organization do to help or hurt this outcome?
- » In an ideal future, how would this look different?

Next, translate those ideas into takeaways. Review the discussion notes and start brainstorming ideas on how to improve each focus area. List as many ideas as you can, then discuss which ones the group likes best. You should come away with at least a few solutions to act on.

TIPS FOR KEEPING IT SIMPLE

- » Remind your teams of the WHY here. The goal is to get curious about the data and prompt discussion.

- » Quickly translate what the focus areas mean for employees in their daily work at the team or organizational level.

- » People will have different contexts for what results mean on the ground. Leverage those differences and keep an open ear, but don't let one perspective dominate the conversation.

EXECUTION PLAN

Once you've discussed focus areas and identified solutions, it's time to build a plan for action! Your action plan is your strategic roadmap for improving employee engagement. It should outline specific initiatives and activities that your teams believe will help improve employee engagement. It helps you move from insights to tangible improvements that you can measure and monitor.

LEARN MORE: 5 Steps & 5 Tools to Make Your Employee Engagement Action Plans Easier »

An important part of your execution plan is accountability. Without clear commitment and accountability, efforts will usually fizzle out over time as motivation dies down or new priorities surface. As you define your action plan, be sure to include the following elements to keep everyone aligned and on track:

» Specific actions you're committing to
» Who is responsible
» Due dates and timelines
» How success will be measured
» Timeline for progress reports

By clearly outlining the action steps and who is accountable for the results, you can ensure your plan doesn't fall through the cracks.

TIPS FOR KEEPING IT SIMPLE

» Less is more. Focus on a few commitments you think will have the MOST impact. Teams shouldn't have more than 1-3 focus areas with actions within each area.

» Be realistic about what can be done and when. Separate long-term priorities from quick wins— and be sure to include both in your action plan.

» When reviewing and finalizing the plan, make sure these two things are crystal clear:

  » Who is taking action?
  » What are they taking action on?

REMINDERS & REINFORCEMENT

Perhaps the most important part of creating and implementing your employee engagement action plan is regular communication. Share survey results and your final action plan with your employees. Plans should be easy to access and update. They should be treated as living and breathing documents rather than set in stone.

LEARN MORE: How to Communicate Employee Engagement Survey Results »

As weeks and months go by, HR should follow up with teams who have committed to specific actions. The goal here is to keep an intentional pulse on progress, to help teams tackle obstacles, and to uncover success stories that might help other managers and teams learn. Questions HR can ask as engagement coaches sound like:

- » How are you doing?
- » What have you done?
- » How is it helping?
- » How might you pivot?
- » What's next?

Leaders and managers should also help drive communication by sharing progress updates in team meetings and town halls to help keep engagement top of mind throughout the year. They should continue to source employee ideas and opinions as action unfolds.

Pro Tip: Conduct periodic pulse surveys throughout the year to check in on employees and find out how well your managers are following up with their teams.

TIPS FOR KEEPING IT SIMPLE

- » Build pre-scheduled touchpoints for HR to connect with managers around employee engagement action plans. Put them on the calendar right as soon as action plans are finalized.
- » Leverage the power of storytelling to help managers learn from each other. Share stories of success and of overcoming obstacles.
- » Create pre-built 1-on-1 templates for your managers to help them facilitate regular discussions around engagement focus areas and action items.

Getting Started with Post-Survey Action

Not all organizations are at the same stage when it comes to post-survey action. Whether you're just getting started or looking for ways to optimize what you're already doing, we're here to help!

Start Where You Are & Grow

There's a lot you can do with employee listening. But it's important to be realistic about where you are today—and put a plan in place to grow your program over time.

LEARN MORE: Design & deploy your employee listening strategy with our Employee Listening Flywheel »

If you are just getting started, and you aren't ready for some of the best practices we're recommending in this eBook, that's ok! It's key to accept and embrace where you are today, while keeping an eye on the possibilities of the future. You don't want to stay stuck where you are, but you can't completely transform overnight either.

The more you put in, the more impact you'll see. Your organization will be empowered to move faster and travel further. You'll see bigger returns on your investments, and employee listening can truly become a lever for driving employee and business success.

POST-SURVEY ACTION: 3 STAGES OF GROWTH

RAMPING UP

- » HR owns action
- » Sparse communication/ follow-up
- » Action focused around survey
- » Limited to quick/ shallow fixes

ACCELERATING

- » HR & managers own action
- » Proactive & clear communication
- » Everyone understands next steps
- » Collaborative action planning
- » Ongoing 1-on-1 conversations

CRUISING

- » Everyone owns action
- » HR serves as a driver & a coach
- » Excellent communication/ buy-in
- » Clear accountabilities
- » Continuous improvement
- » Easy to act quickly

# Tools to Help: Finding the Right Partner

Action planning can be complex, but having the right tools can streamline the process. Finding an employee engagement platform that offers tools and frameworks to facilitate action planning is essential to growing your capabilities and confidence. These tools can help you:

- » Uncover meaningful insights
- » Identify focus areas
- » Brainstorm solutions
- » Track progress
- » Ensure post-survey action is efficient & effective

When is investing in a survey partner the right fit for you? There are several indicators that working with a survey partner is the right fit for your organization. Here are a few key indicators:

- » You've outgrown free, inexpensive, or homegrown tools to collect, analyze, and act on employee feedback
- » You've had trouble getting a true measure of employee engagement
- » You feel like you aren't taking the right action at the right time—it's hard to move the needle
- » You've wasted valuable time and money on the wrong approach
- » Thinking about building a survey & action strategy from scratch makes your head hurt
- » You're collecting data but aren't sure what to do with it
- » You've struggled to communicate the value of engagement to leadership
- » You spent way too much time in spreadsheets trying to build ultimately clunky reports

You don't have to do it alone. There's a right way to collect and respond to employee feedback—and your survey technology plays a huge role in your success. With the right mindset, the right approach, and the right surveys and tools you can affect meaningful change at your organization.
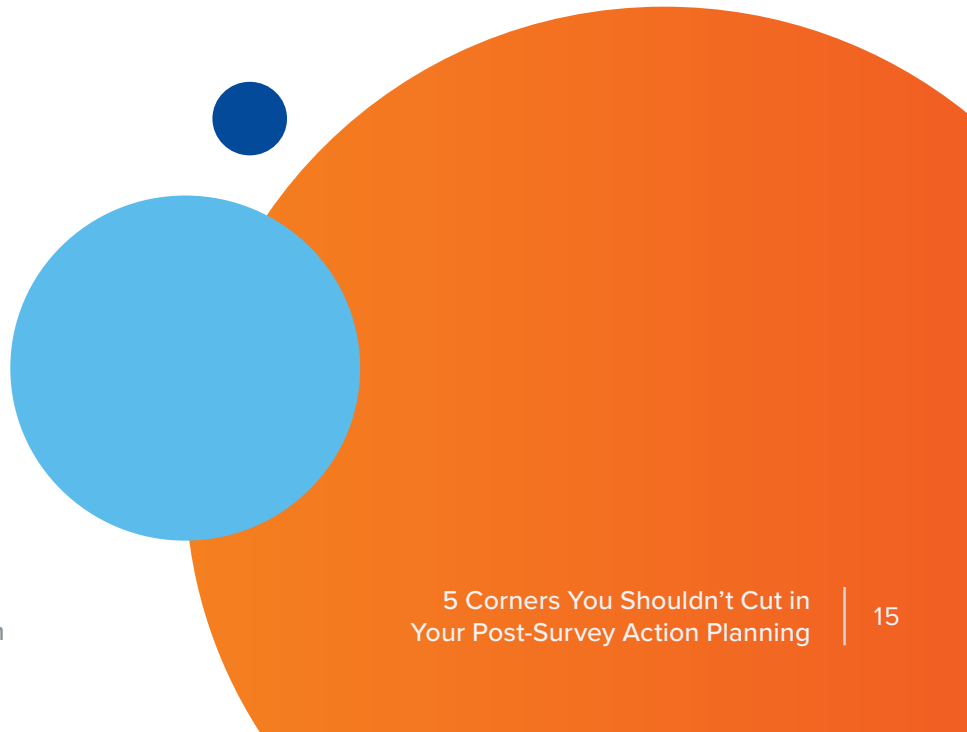
Make Action Easier with Quantum Workplace

Quantum Workplace offers a comprehensive platform to streamline and enhance post-survey action. We help make things easier at every step of the action planning process, from analyzing survey results to facilitating team discussions to keeping engagement top of mind throughout the year.

LEARN MORE: See our employee engagement software in action »

Quantum Workplace Engagement & The After Framework

ANALYSIS
Share results early, with leaders and people managers

FOCUS AREAS
Elevate high impact areas that help teams focus on what matters

TEAM IDEATION
Empower managers to facilitate team discussions around survey results & action

EXECUTION PLAN
Help managers identify best practice actions & develop measurable action plans

REMINDERS
Communicate around changes and progress throughout the year

ANALYSIS: REPORTS & DASHBOARD

Simply collecting survey data is not enough. To truly understand the meaning behind your engagement survey results, you need to analyze the data in a thoughtful and systematic way. To develop thoughtful action plans, it's important to involve key stakeholders, including HR leaders, department heads, and senior management.

Quantum Workplace offers a variety of reports that help your teams uncover meaning and prioritize action.
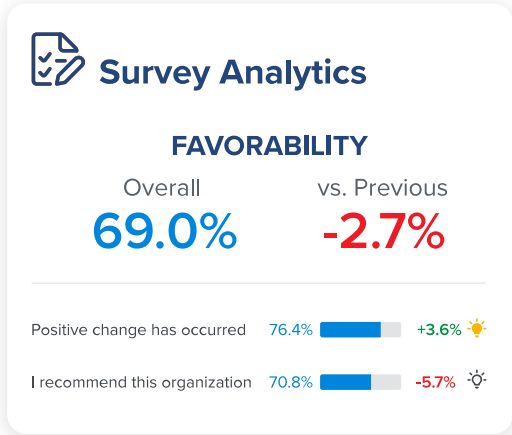
All Results Report

Understand favorability and trends over time across the organization.

Narrative Insights

Quickly analyze survey comments across different groups or demographics with AI-powered text analytics.

Heat Mapping

Compare favorability by demographic to understand variations in employee perceptions among different groups.

Survey Benchmarks

Identify areas where you are performing well or need to improve, compared to other companies like you.

My Engagement (ME) Report

Helps employees understand how they can act on their own engagement results.

Team Engagement Report

Help managers understand team engagement results and create a roadmap for moving forward. Includes:

- » Summary of engagement results
- » How the team compares to the organization
- » High impact questions that show what drives engagement
- » Key recommendations based on team results

FOCUS: RECOMMENDED FOCUS AREAS

Questions with Insights

My immediate manager cares about my development.

Roger Richardson
Created on 4/7/2023

Favorable   **69%**

Tree Node: Boston

Insight Details

Add to Plan

Your managers and teams are not trained HR analysts. You need tools that help your teams quickly and easily identify key insights within survey data. This helps ensure they're spending less time analyzing and more time acting on results.

Quantum Workplace offers Smart Insights, helping teams easily identify items with:

» Highest favorability

» Lowest favorability

» Strongest favorability compared to the organization

Drivers of engagement will vary from team to team. Smart Insights help signal key areas of focus that can lead to bigger impact for the team and organization.

TEAM DISCUSSION: DISCUSSION STARTERS FOR MANAGERS

Discussion Starters

▼ Changes are made in a way that is consistent with our mission and long-term vision.

Have there been instances where changes have not made sense to you? Why was that?   ✕

Take notes here...

As a team, what can we do to navigate changes together?   ✕

Take notes here...

Facilitating action planning conversations comes with a learning curve. Managers need to keep their teams focused on high impact areas while extracting deeper context and thoughtful solutions from the group.

Quantum Workplace makes team discussions easy by equipping managers with a scalable framework. With a simple click on any survey item, managers can view ready-made discussion starters to help build an agenda for team discussions and ideation.

EXECUTION PLAN: ACTION LIBRARY & DOCUMENTED, VISIBLE PLAN

Action Library

Focus Area: My immediate manager regularly gives me constructive feedback on my job performance

☐ **Practice feedback**
Giving and receiving feedback can be uncomfortable, but it gets easier with practice. Look for opportunities throughout the year for all team members to share and receive feedback. Ensure that feedback is focused on behaviors (not personality or traits), timely (close to the behavior occuring), specific (give details), and respectful.

☐ **Connect regularly about priorities, progress, and other important topics**
Use a 5-minute daily team huddle or a 15-minute weekly 1-on-1 to stay connected with your team members. These are quick opportunities to align on priorities, surface challenges, and ensure your team members feel supported. Not only that, but they can make bigger conversations about performance and development easier because you're constantly aligned.

☐ **Recognize the behaviors you want to promote**
Recognition doesn't always have to be tied to excellent performance. When team members help each other out, think of new ideas, improve processes, or do simple things that make work more enjoyable, call it out. This creates an environment where people feel appreciated and see that simple behaviors matter.
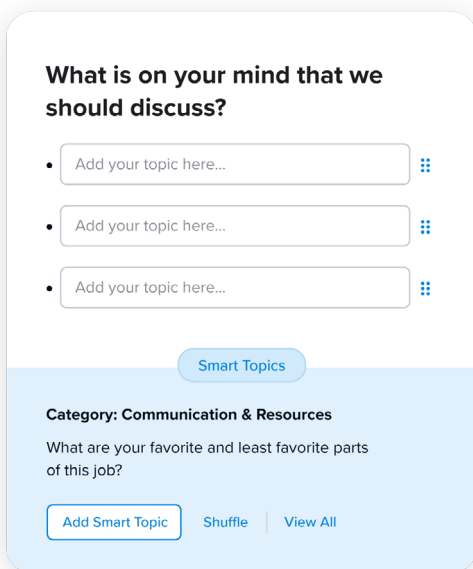
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Your survey results are meaningless without action. It's important that team discussions lead to documented, visible action plans that outline key commitments, metrics, and accountabilities.

Quantum Workplace makes it simple to create an action plan. Leaders can pull from best practice action items in our action library and drop them right into their action plans. This can help fuel the team with ideas and ensure they're using reliable, research-backed solutions for improving engagement.

REMINDERS & REINFORCEMENT: ACTION PLAN, 1-ON-1S

What is on your mind that we should discuss?

- Add your topic here...
- Add your topic here...
- Add your topic here...

[Smart Topics]

Category: Communication & Resources

What are your favorite and least favorite parts of this job?

[Add Smart Topic]   Shuffle | View All

Many organizations go through some level of action planning following their survey, but few successfully keep engagement a priority throughout the year.

Quantum Workplace helps everyone keep engagement top of mind with engagement-focused 1-on-1 conversations. These recurring conversations help managers be more effective. Smart Topics keep managers and employees connected on key focus areas relevant to team engagement long after the survey is over.

BONUS! TOOLS TO HELP YOU DRIVE ENGAGEMENT

Quantum Workplace is much more than an employee survey platform. We've been in the business of employee engagement, performance, and retention for more than 20 years.

As we've continued research and understand what actually drives engagement, we've continued to add on to our platform to equip organizations with the tools they need to boost employee and business success.

» Our full employee success platform helps organizations and teams:
  » Build trust and connection between managers and employees
  » Create clarity around performance
  » Help employees grow, develop, and advance in their careers
  » Recognize employees for great work

DRIVE ENGAGEMENT

» Engagement Surveys
» Pulse Surveys
» Lifecycle Surveys

INSPIRE PERFORMANCE

» Recognition
» Feedback
» 1-on-1s
» Goals
» Talent Reviews
» Succession Planning

BUILD YOUR MAGNETIC CULTURE: Get a Demo! »

Stories of Success

Cultivating Careers: Scooter's Coffee

Is it possible to open 1,000 new store locations while maintaining trust, communication, and growth potential for existing employees? This was a core challenge for Scooter's Coffee as the company was growing.

The Insight

After analyzing the results of their annual engagement survey, Scooter's Coffee knew that Career Growth & Development was a key opportunity to focus on. The survey indicated that employees wanted to advance their careers within the organization, but didn't necessarily have the tools, insight, and opportunity to do so.

The Action

With their engagement results in hand, Scooter's Coffee knew they needed to provide their employees with clear pathways to success within the organization. Not only did they need to design and scale those career pathways—they needed to work one-on-one with employees to ensure they knew about long-term growth opportunities. They needed to re-center each employee's development plan with regular conversations and goal-setting meetings—and increase communication and visibility into company objectives to foster employee buy-in.

Scooter's Coffee implemented a comprehensive employee success strategy using Quantum Workplace's employee success software as a foundation. This included:

» **1-on-1s & Talent Reviews:** foster regular connections between employees and leaders; conduct talent reviews & career development conversations with custom templates

» **Goals:** increase awareness and transparency around company and employee development goals

» **Recognition:** enhance positive company culture through peer feedback and tenure recognition

The Results

» 11.1% increase in favorability year over year toward career growth & development

» 10.7% increase in employee intent to stay

» 81% of employees with an active career goal

» 29 internal promotions in the first half of 2023

EST. 1998
SCOOTER'S COFFEE

"Quantum Workplace has brought teams closer together and aligned groups across common goals and objectives to share partnership and accountability. As a leader of multiple teams—across a broad array of functions, roles, and responsibilities—the tool has allowed me not only to be more organized in communicating with and aligning my direct reports, but also to have clear visibility to the communication, development, engagement, and recognition of all levels within my organization."

— MISSY MCKINLEY, SENIOR VICE PRESIDENT OF OPERATIONS, SCOOTER'S COFFEE

Boosting Engagement Through Action: Farm Credit Services of America

Farm Credit Services of America/Frontier Farm Credit needed to ensure employees continued to feel heard, valued, and cared for in the unprecedented times of COVID and The Great Resignation.

The Insight

While Farm Credit Services of America has a culture of engaging its workforce through surveys, the company recognized a need to re-energize and educate employees around its engagement philosophy: "engagement is a year-round commitment we all own." Leaders needed to understand the value in addressing issues raised by employees in previous engagement surveys. And an effective way to keep engagement commitments top of mind.

The Action

Farm Credit Services of America boosted employee listening to drive meaningful change by using the action planning tools in Quantum Workplace. With these tools, every leader in the organization was encouraged to create a detailed employee engagement action plan and document the work done to follow through on commitments. Not only did this drive urgency and accountability, but it also enabled leadership to understand Association-wide trends and insights impacting engagement, measure progress, and share successes.

The Association also built an intentional communication strategy to complement its post-survey action planning. Regular emails highlighting the importance of action and follow-up kept leaders on track. Employees were consistently updated with messages and videos shared via internal communication channels, which emphasized the importance of employee feedback to the Association.

The Results

» 216% increase in engagement commitments made by leadership

» 85% overall engagement in 2021, an increase from 2019 & 2020 despite a national downward trend

» 33 of 42 engagement survey items increased in favorability, with 8 items improving by 3% or more

Farm Credit Services *of* **America**

Improving Career Growth with Succession Plans: Valet Living

Valet Living faced significant challenges in their talent and career development processes. They were relying on passive methods, hoping internal candidates would recognize their own potential and apply for job openings. But simply posting a job wasn't attracting internal talent at the rate Valet Living wanted.

The Insight

On their annual engagement survey, Valet Living found that only 49% of operations team associates felt they had room for professional growth within the company. Exit surveys echoed these concerns, with employees citing limited career paths as a reason for leaving the organization.

The Action

Valet Living needed a more proactive approach to identify and nurture internal talent, cater to individual career aspirations, and foster a culture of continuous growth. They implement a transformative strategy to revolutionize their talent management and career development practices using Quantum Workplace. This included:

» **1-on-1s:** Replacing the outdated annual performance review with monthly, future-focused conversations

» **Succession Planning:** Creating unique career paths for each employee, replacing their traditional linear trajectory & enabling leaders to identify employee readiness factors & potential for advancement

The Results

» 65% of associates worked with manager to establish career goals

» 103 associates were promoted or transitioned to new positions

» Time-to-fill decreased by 9 days

» 7% increase in favorability on "my manager cares about my growth"

"We wanted to connect the dots so that great talent wasn't lost, and associates felt that the organization cared about more than just their current role. Instead of spinning their wheels, leaders can now quickly identify top talent. We built an employee encyclopedia, guiding leaders who might be ripe for project or a role."

— NICOLE DAVIES, VICE PRESIDENT OF PEOPLE & CULTURE, VALET LIVING

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Partner with Quantum Workplace to optimize your employee experience, inspire employee impact, and create a culture that attracts and retains top talent.

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- » Lifecycle
- » Pulse

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Humanize performance and empower managers as coaches to effectively engage & develop your teams.

- » Recognition
- » 1-on-1s
- » Goals
- » Talent Reviews
- » Succession Planning

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