



Fewer than one in three employees are actively engaged in their jobs (2008 Employee Engagement Report, BlessingWhite). According to researchers at Gallup, this disengaged U.S. workforce costs our economy more than \$300 billion a year in lost productivity, higher turnover, and diminished business success.

Gallup Management Journal

EMPLOYEE ENGAGEMENT MAKES A DIFFERENCE

Engaged employees care about the future of their company. They are the people who willingly and consistently invest discretionary effort because they believe their efforts can positively influence the quantity of the products or services produced/provided by their company. It is through the efforts of these engaged employees that organizations are able to move forward to higher levels of performance.

Successful organizations make employee engagement an on-going priority. The key lies in creating a company culture and environment that fosters high levels of engagement. For example, creating a company culture that reflects values people find compelling, a mission the employees can identify with, and a vision they can aspire to.

MEASURING EMPLOYEE ENGAGEMENT

At Sequent we have developed a unique assessment tool for measuring employee engagement within the entire organization or within individual business units in an organization. Our assessment measures specific variables of engagement and then correlates the results with defined outcomes such as, job satisfaction, likelihood of retention and effectiveness of supervisors.

We believe that employees form an emotional attachment and become involved and committed to an organization through the experiences and workplace relationships they develop in these areas:

- **Trust**
- **Integrity**
- **Accountability**
- **Capability**

THE OUTCOMES

An Employee Engagement Assessment provides you with direction to focus your efforts to improve your overall company performance. This assessment will arm you with information so that you can make more informed decisions about how to improve company performance through an increase in employee involvement, commitment and satisfaction.

Some of the specific outcomes you can expect from this assessment are:

- **Helping to identify areas within the organization where engagement is high and where it is low**
- **Gauging the level of emotional attachment, involvement and commitment employees have toward the organization**
- **Identifying the gaps between the current level of employee engagement and the desired level of engagement**
- **Developing a high-level action plan for focusing efforts on improving employee engagement**
- **Identifying a plan for benchmarking your results against best practices**

OUR APPROACH

Our assessment approach includes a proven methodology for measuring employee engagement in organizations and/or in individual business units. We incorporate the best practices we have deployed with our clients to create a custom plan for you. The process we use includes three-phases: **Discover**, **Develop** and **Deploy**.

- **In our *Discover* phase we survey, assess and understand your goals.** We do this by presenting the assessment survey to the selected group. Then we analyze the survey responses and correlate the results with job satisfaction, likelihood of retention, and effectiveness of supervision.
- **In the *Develop* phase we help develop customized systemic solutions** that can be implemented, sustained and measured over time to help prioritize what to do in order to achieve your goals.
- **Finally in the *Deploy* phase we show you how we can work with you** to help implement the plan throughout your organization.

SPECIFIC EXAMPLES OF HOW EMPLOYEE ENGAGEMENT HAS MADE A DIFFERENCE

At Sears a 5% increase in employee commitment drove a 1.8% increase in customer commitment, which resulted in a 0.5% increase in financial returns.

At GTE a 1% increase in their employee index led to a 0.5% increase in customer satisfaction.

