

# EMPLOYEE METRICS

**We believe great customer experiences are delivered by engaged employees.**

Customer-centric cultures lead to engaged employees. Those employees compel and connect with customers who buy more, buy more often, and recommend your services to their networks. Engaged employees lead to lower turnover rates, higher profitability, and revenue growth.

Our **Employee Engagement Model** has been validated in independent research with over 5,000 employee experiences.



**Highly Profitable Companies**  
Have 50% more engaged employees versus unprofitable companies.

**Teams with High Engagement**  
Sell over 20% more than teams with low levels of engagement.

**Low Engagement**  
Nearly double attrition rates for employees with low engagement.

## How does EmployeeMetrics work?

All (or a random sample) of employees are invited to complete a 10-15 minute survey.

Each of the eight dimensions of our model is captured by five questions. There are 44 questions total.

PeopleMetrics then identifies the key drivers of Engagement. The employee feedback is organized as follows:

### Strategic Reports



These give senior leadership direction on priorities for improvement, and also identify which work groups are at risk and why.

### Drill-Down Dashboards



These provide clear direction to divisional managers and leaders by focusing on the lowest-performing/high-impact key drivers.

### Dashboards



These give quick access to top-performing work groups and benchmarks, and provide cascading results for the entire organization.

### Online Action Plans



These enable managers to create and track action plans to increase engagement within their respective work groups.

### Slice & Dice



Super Users can run their own analysis on the data, compare to benchmarks, and run tests for statistical significance.

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