



Organizational Impact of LeaderShip at the Helm®

How Does Employee Engagement Impact Your Organization's Performance?

The below list of various analyses link employee engagement to organization's performance

	Advanced Analytics Description	Possible Questions Addressed
Key Turnover Driver Analysis	Determine the attributes of organizational health and engagement that drive employee turnover and retention. Use findings to drive retention strategy and leverage strengths to build employer brand.	"Which of the 8 factors of engagement correlate most strongly with retention in my organization?"
Group Comparisons	Determine statistically significant differences in engagement across groups within your organization. Use findings to leverage what's working internally or target critical groups.	"Are there significant differences in engagement or trust comparing teams?" "Are there significant differences in engagement or trust comparing diverse and non-diverse groups?"
Group Comparisons: Linking Employee Experience and Performance	Determine how employee perceptions regarding engagement, trust, and corporate strategy correlate with employee performance and competencies.	"Are my high performers more or less engaged than other groups?" "Does engagement correlate with higher performance?"

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Linking Employee Experience & Customer Experience	Understand how employee engagement impacts customer satisfaction, Net Promoter Score, and retention.	<p>“Do less engaged employees have more customer turnover?”</p> <p>“If we improved the employee experience by X, what impact could we expect to make on customer satisfaction?”</p>
Financial Impact Analysis	Gather insight into how employee experience drives the financial performance of your organization. This analysis often requires performance and customer experience data where possible, as the relationships can be direct and indirect.	<p>“Do more engaged sales employees achieve higher financial productivity?”</p> <p>“Are offices with higher engagement more profitable?”</p>
Linking Employee Experience & Operational Performance	Discover how employee experience relate to how well the organization is running and whether products/services are meeting expectations.	<p>“What factors of engagement and culture are most related to efficiency or higher product quality?”</p> <p>“Does higher engagement predict higher productivity or increased safety?”</p>
Succession Impact Analysis	Evaluate high potential employee experience. Determine if employees with the ability and desire to progress into successive leadership positions are actively engaged.	<p>“Do we have a pool of engaged employees with bench strength for key roles?”</p> <p>“Are our high potential employees more or less engaged than other groups?”</p>
Balanced Linkage Analysis	Link employee engagement in a balanced and holistic manner, connection to customer satisfaction, operational performance, employee retention, and financial health.	<p>“How does engagement impact our balanced scorecard?”</p> <p>“If we made improvements in employee engagement, how might it impact the other areas of our balanced scorecard?”</p>
Explorative Survey Linkage Analysis	Discover the patterns of employee experience across the employee lifecycle, from hire through exit.	<p>“How do responses on our exit survey relate to previous feedback on engagement and culture?”</p> <p>“Are there trends in employee experience at certain points in the employee lifecycle?”</p>

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