

## CASE STUDY - EMPLOYEE ENGAGEMENT SCAN: MONITORING EMPLOYEE ENGAGEMENT

### BUSINESS CHALLENGE

Monitoring employee engagement to enable quick optimizations within the company.

### RESULTS

With the employee engagement scan it is possible to monitor employee engagement on a more frequent base. The results show the development of the company on specific dimensions. After the first measurement the client was able to determine two main areas of improvement within the company. Employee engagement was relatively low, resulting in a lack of connection between employees and customers.

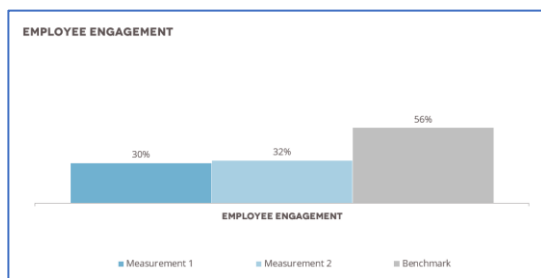


Figure 1: Employee engagement (0-measurement vs 1-measurement)

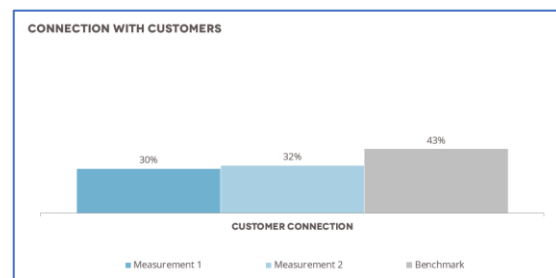


Figure 2: Connection with customers (0-measurement vs 1-measurement)

### KEY TAKE OUT

Based on the results the client focused on improving employee engagement by better listening to their needs. They also incorporated a new KPI 'connecting with customers' to ensure a stronger link between employees and customers. These changes resulted in an increase in overall employee engagement.