

EmployeePulse Insights



Examples of how Allegiance EmployeePulse provides actionable insights to increase revenues and grow engagement.

Every interaction an employee has with your organization is an opportunity to build engagement—or a chance to lose it. Thus, finding out what your employees have to say can make a tremendous difference to your business—and to your profitability.

That's where Allegiance EmployeePulse™ can help.

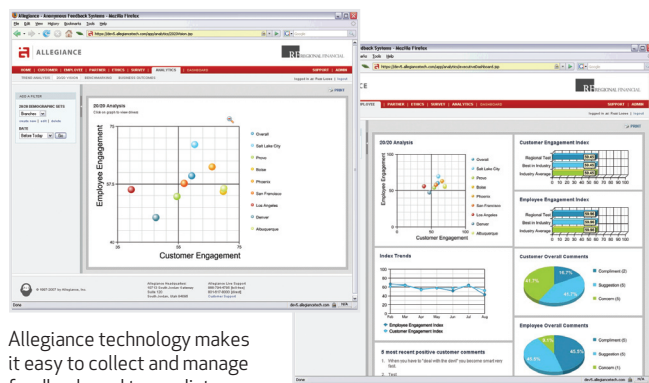
Pulse-Survey Regularly (e.g. Monthly or Quarterly) to Uncover Critical Trends

Allegiance's EmployeePulse—a specialized engagement-related questionnaire developed by Allegiance's engagement experts—reveals employee engagement attitudes and drivers with pinpoint accuracy. The impact scores tell you where to focus your company's efforts right now in specific employee engagement areas to achieve the best result.

Used regularly, EmployeePulse can reveal critical trending data that is impossible to obtain in any other way, and show the relationship between your employee mindsets and your company's performance.

Real-World Applications of Allegiance EmployeePulse

Below are real-world examples of how Allegiance's customers have used EmployeePulse to gain actionable insights.



Allegiance technology makes it easy to collect and manage feedback, and to predict and manage engagement.

A large financial organization

Pulse Insights

This organization noticed a decrease in one of its key engagement drivers pertaining to 'employer of choice.' The organization immediately questioned what could be done to improve the scores specific to this driver.

Actions Taken

Allegiance PhD's and statisticians recommended that the organization begin a more formal rewards program for employees. This program was unique from programs that the company had conducted in the past, as it included giving rewards to employees that would not only benefit the employee, but their friends and contacts as well.

The program included giving a reward to employees who exhibited a great work ethic or exerted extra effort of a heroic nature. The reward included a gift certificate for dinner or movie tickets that would include the employee, their significant other and another couple. The purpose was to enforce the idea that the company really cared about its employees and others. Naturally, the couple invited to participate in the activity would tell the employee how neat it was that the company cared enough to provide that type of reward. This also helped generate awareness of the company and increase the perception of the company to those individuals who may not have known much about the company. The thought was that this program would also increase the perception of those employees toward the company as a whole for providing this type of reward.

The initiative had a positive impact on the employees' perception and the company was able to see a movement in driver scores specific to the company's employer of choice measurements.

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A large bank

Pulse Insights

While using the segmentation analysis feature of EmployeePulse, this bank noticed that the “Baby Boomer” demographic in its organization was upset about the benefits afforded to employees, resulting in reduced engagement for that specific demographic. In reviewing the qualitative responses from these “Baby Boomer” employees, the organization discovered the specific benefit that was lacking and that it was one that wasn’t very expensive to add. The low engagement scores were costing the company in employee productivity, as well as negative internal word of mouth.

Actions Taken

The organization added the requested benefit and then watched through monthly pulses as its overall engagement score for the employees of that demographic improved.

A consumer loan company

Pulse Insights

Through the demographic segmentation analysis available in Allegiance’s EmployeePulse product, this company noticed that a particular department was experiencing a large amount of stress and reduced engagement. Through a qualitative data and quantitative assessment analysis, the company realized that the amount of employee stress in that department was due to the fact that many of its employees were being asked to perform jobs that were out of their area of expertise and that they had not been trained on. On top of that, these employees were being asked to do jobs related to collections and the employees were uncomfortable with what was being required of them.

Actions Taken

Recognizing the situation that the company was putting its employees in, the company re-assessed the job requirements and re-assigned collection responsibilities to employees who had more training and were better equipped to handle the potentially stressful environment. This resulted in reduced stress levels and increased levels of engagement among employees in that department.

A regional financial firm

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After utilizing the Allegiance employee suite for more than 3 years, this organization was able to discover several key drivers that impacted its organization the most. Having high employee engagement was a formal goal for the company. By knowing these key drivers, it was able to manage engagement and keep engagement high. The organization saw key trends unfolding early on, many of which were negative.

Actions Taken

By acting on high impact areas, as well as other best practices and expert advice from Allegiance Professional Services, the organization was able to have a significant impact on the overall long-term engagement scores of employees, and reduce employee turnover from over 38% to less than 18%.

A large financial institution

Pulse Insights

This company found that its employees in the customer support role were feeling stressed and overwhelmed about their job. As the organization looked at ways to reduce this stress, it found that stress reduction measures were very expensive to implement. Allegiance’s PhD’s recommended that instead of focusing on the stress, they needed to focus on increasing employee passion and the drivers of passion in the workplace. Allegiance recommended implementing a more formal employee rewards program that included on-the-spot rewards for heroic efforts.

Actions Taken

After implementing this initiative, the company noticed that its employees were more excited about fulfilling their job responsibilities, and that their engagement scores moved in a positive direction.

THE ALLEGIANCE ENGAGE PLATFORM SOLUTIONS FAMILY



EmployeePulse is part of the Allegiance Engage platform.

Discover how Allegiance can help your business grow faster. To request a no-obligation demo, simply call 1-801-617-8000 and ask for our sales team, or visit www.allegiance.com

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