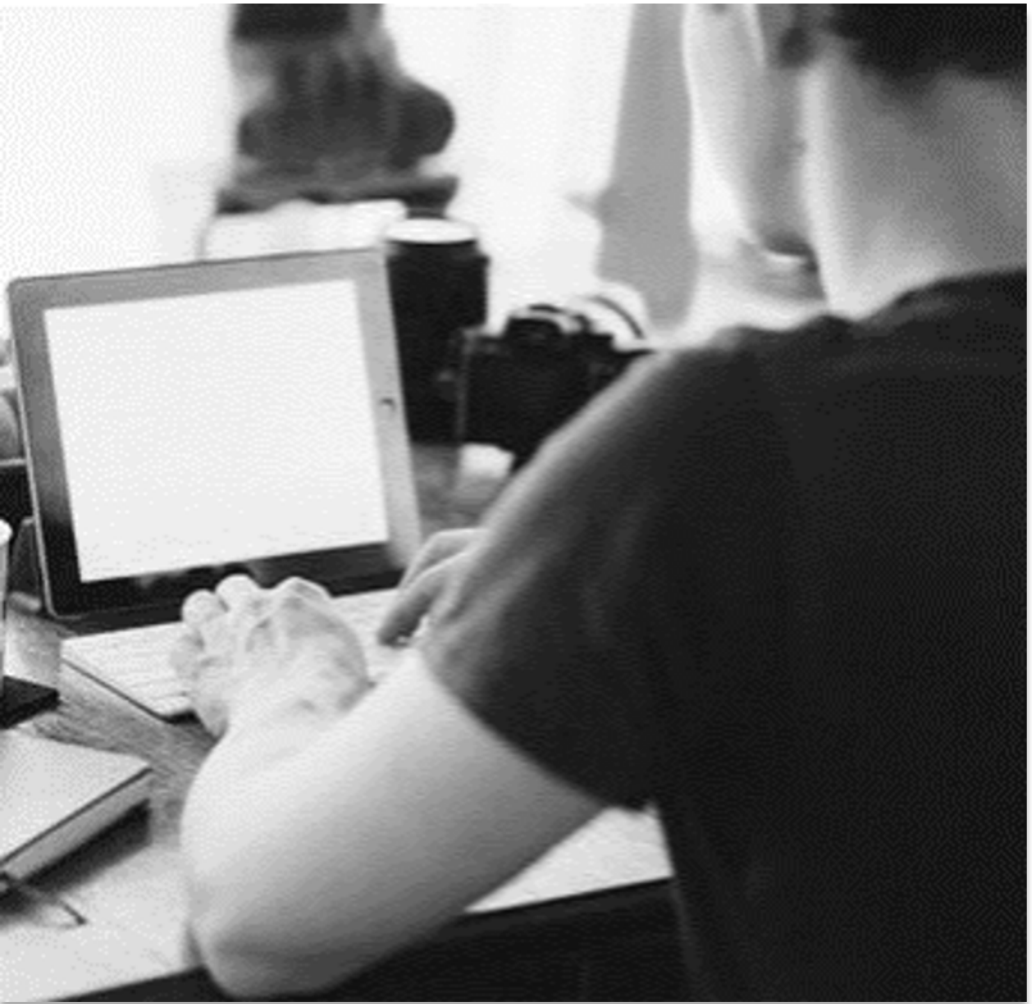
Today's webinar will begin momentarily…

Here are a few tips to improve your viewing experience



- Make sure your computer speakers are on and adjusted to the volume of your choice.
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- If you experience technical difficulties, please close your browser and log back in.

CDA Convenience Distribution ASSOCIATION

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Ask the speakers questions throughout this webinar using the Q&A function -- in your GoToWebinar Control Panel, type in any questions you have for the speaker in the Questions box under the Questions tab.

decisionwise

Employee Engagement During **COVID-19**

April 8, 2020

Justin Warner
VP, Marketing and Business Development

Spencer B Taylor
Senior Consultant

Agenda

1. The Crash
2. The Power of Employee Feedback
3. Benefits of Natural Language Processing
4. 3 Questions to Ask Today
5. Action Planning Next Steps

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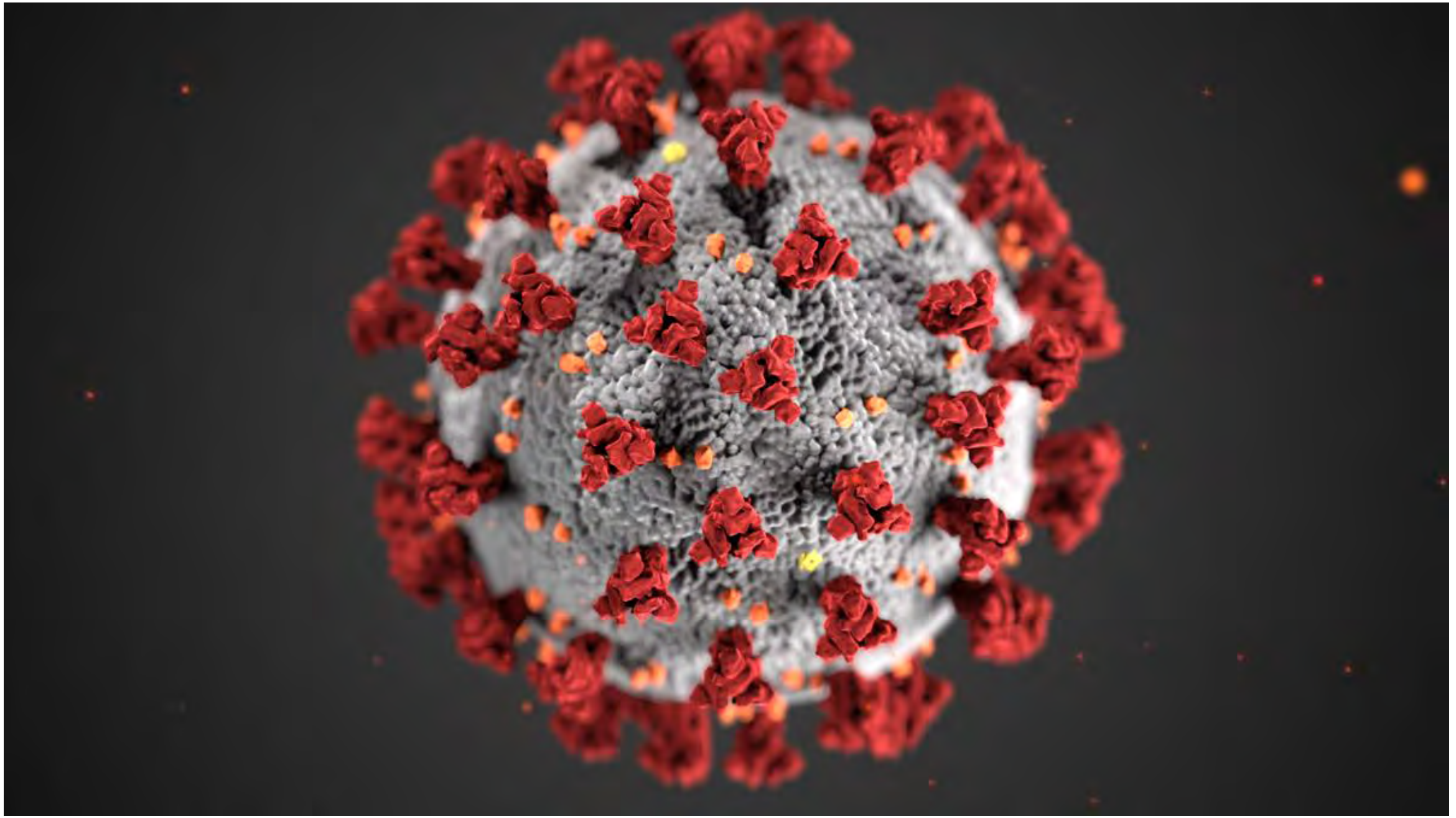
NO
STOPPING
ANY
TIME

RUDY
RUDY
RUDY
ALASKA PACIFIC UNIVERSITY
APU
NORDIC SKI CENTER

TREK

AirMed
N45UH

Intermountain Medical Center



1-Question Survey, 2-Minute Video

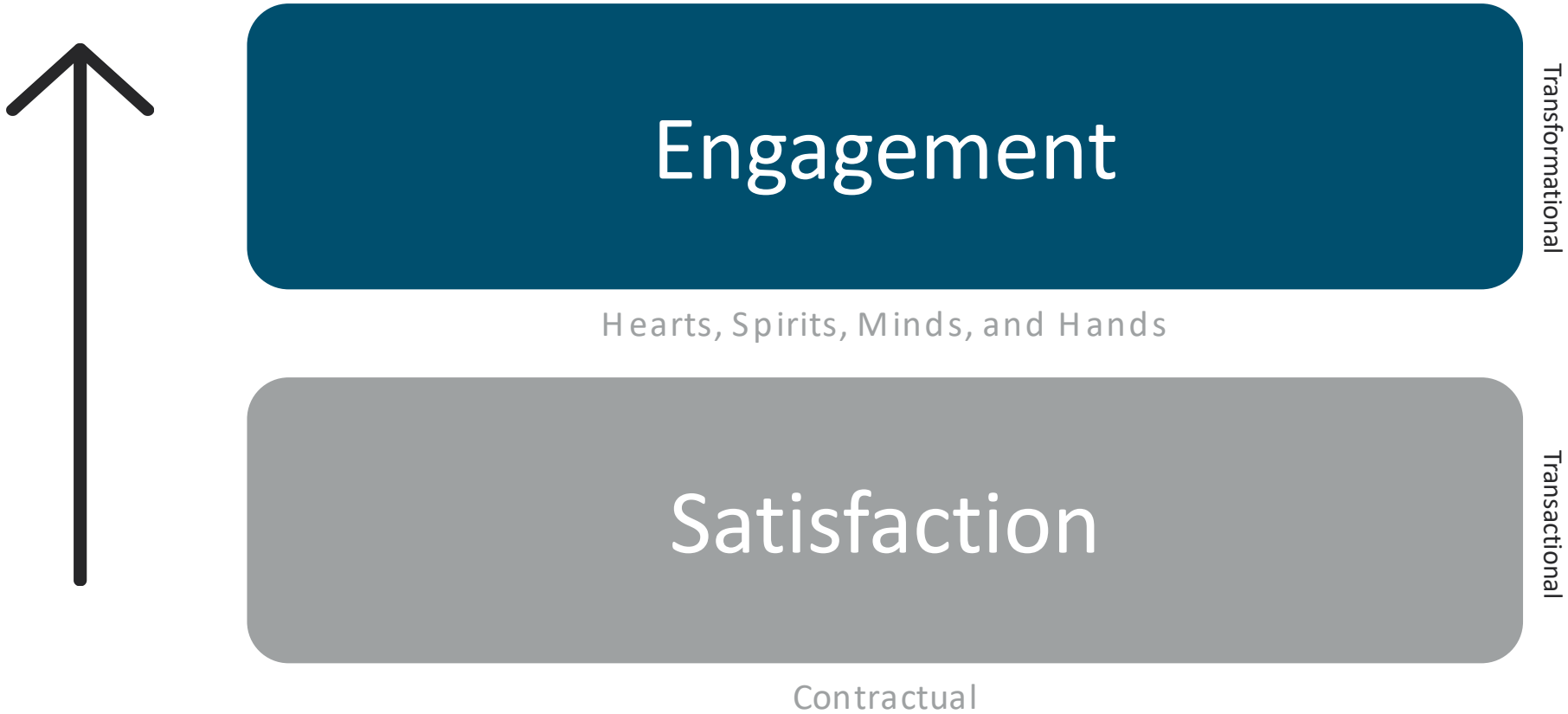
Establish a Culture of Continuous Listening

AirMed
N45UH

Intermountain Medical Center

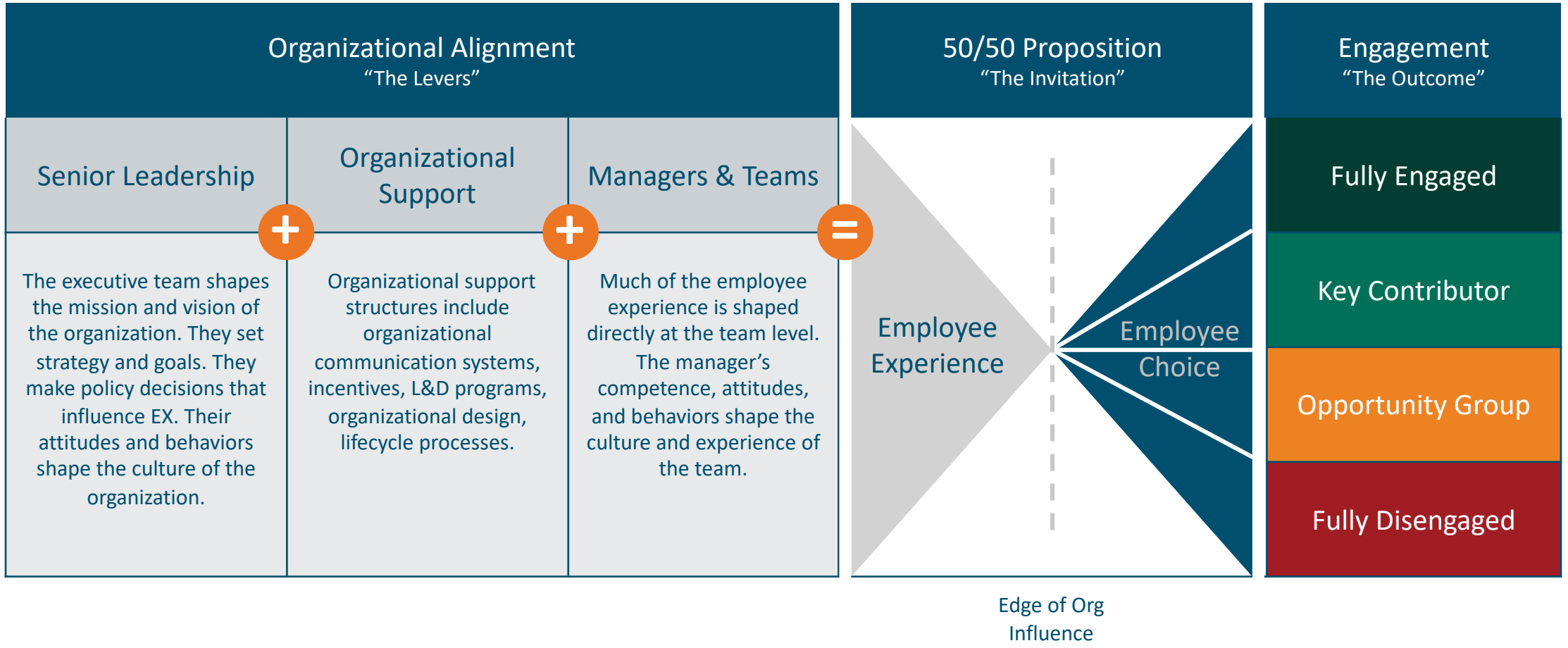
Poll #1

The Employee Experience



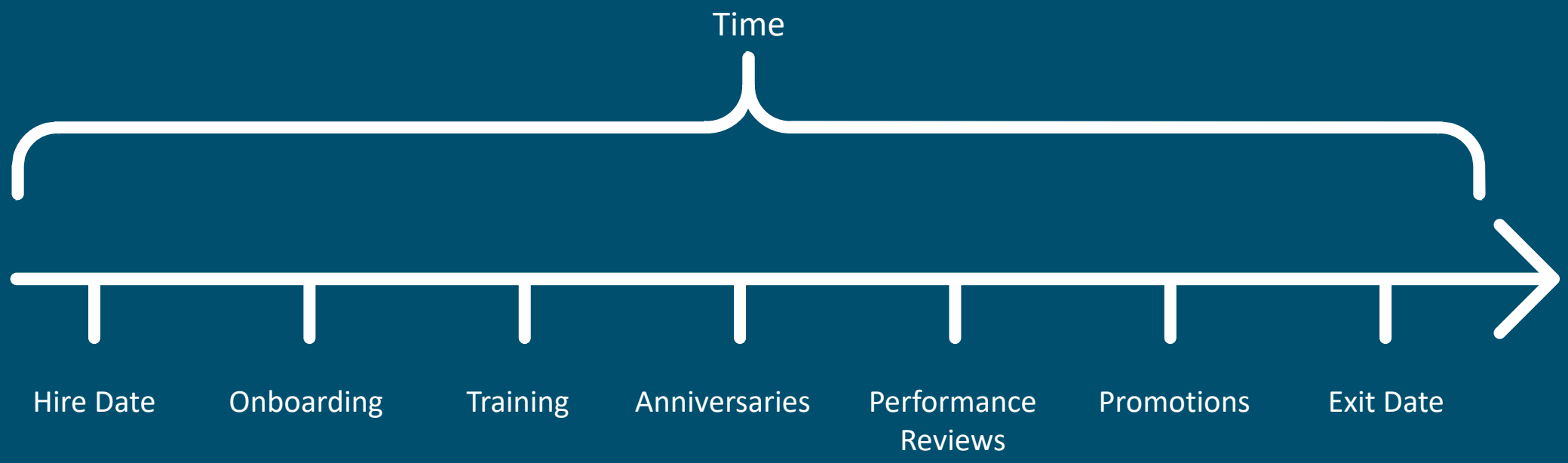
ENGAGEMENT MAGIC®

Engagement Framework



Chronos Moments

Moments of truth that happen at predetermined points in time during an employee's term of service with an organization



Kairos Moments

Translated from Greek roughly as “the right moment.”

Moments of truth that are inherently unpredictable and tend to reveal the underlying values and culture of the organization.

Listening Strategies for Covid-19

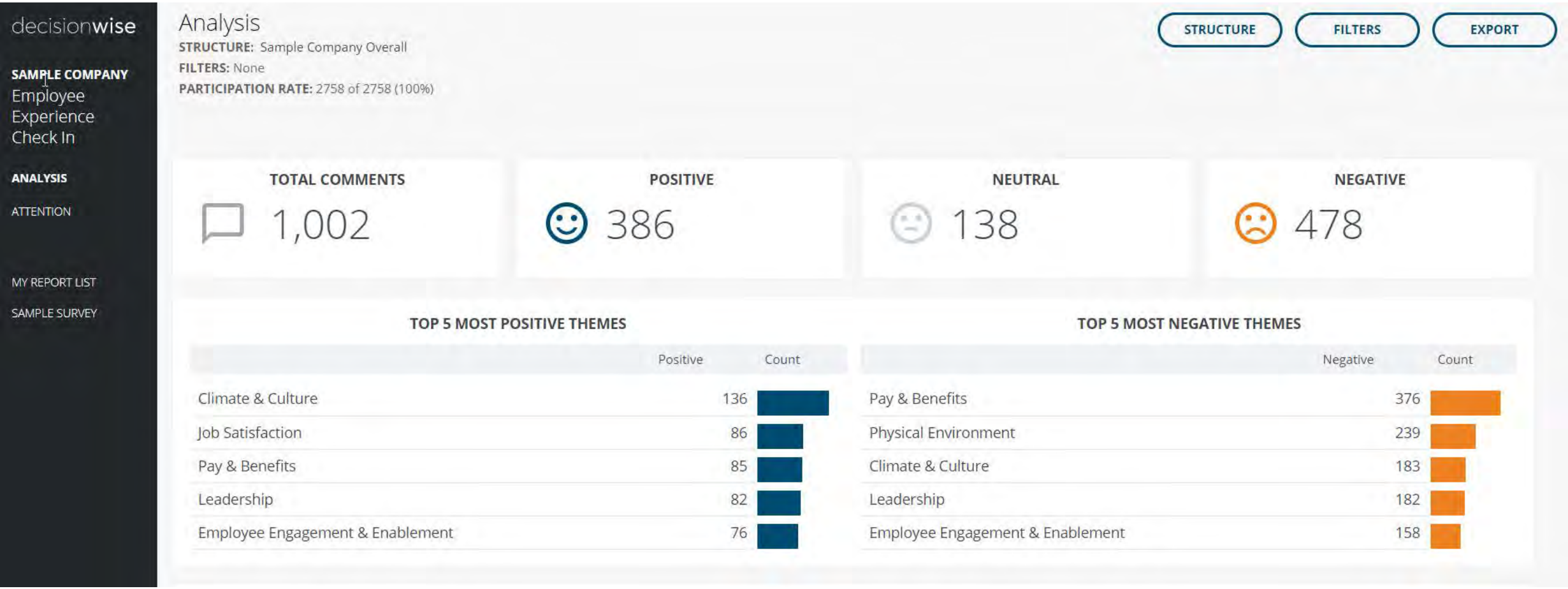
A Sample Covid-19 1-Question Survey:

We are living in uncertain times that require all of us to adapt in uncomfortable ways. The leadership team at Trebia is very interested to learn how we can best support you as we navigate the Covid-19 Pandemic together.

Will you please tell us how you are feeling?

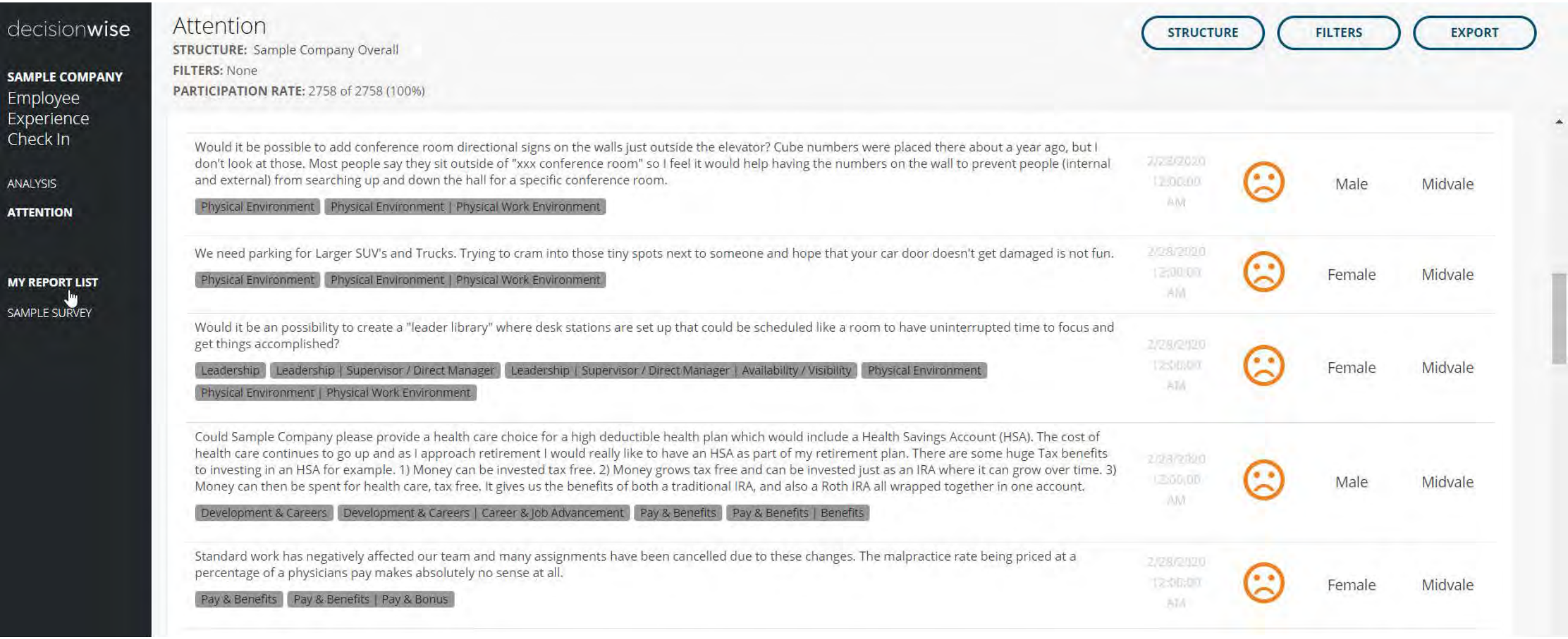
Employee Sentiment Analysis

The DecisionWise sentiment analysis tool will automatically segment the comments by theme and sentiment. You will immediately see your top five positive and negative themes.



Employee Sentiment Attention

The sentiment analysis model highlights comments that need your attention. Filter by demographics or organizational structure (if included)



Poll #2

Next-Level Survey Strategies

1. The level of stress in my job is manageable.
2. My supervisor communicates important information to the team.
3. This organization communicates effectively with all employees about what is going on.
4. This organization is responding appropriately to the current COVID-19 pandemic.

Enjoy the Work

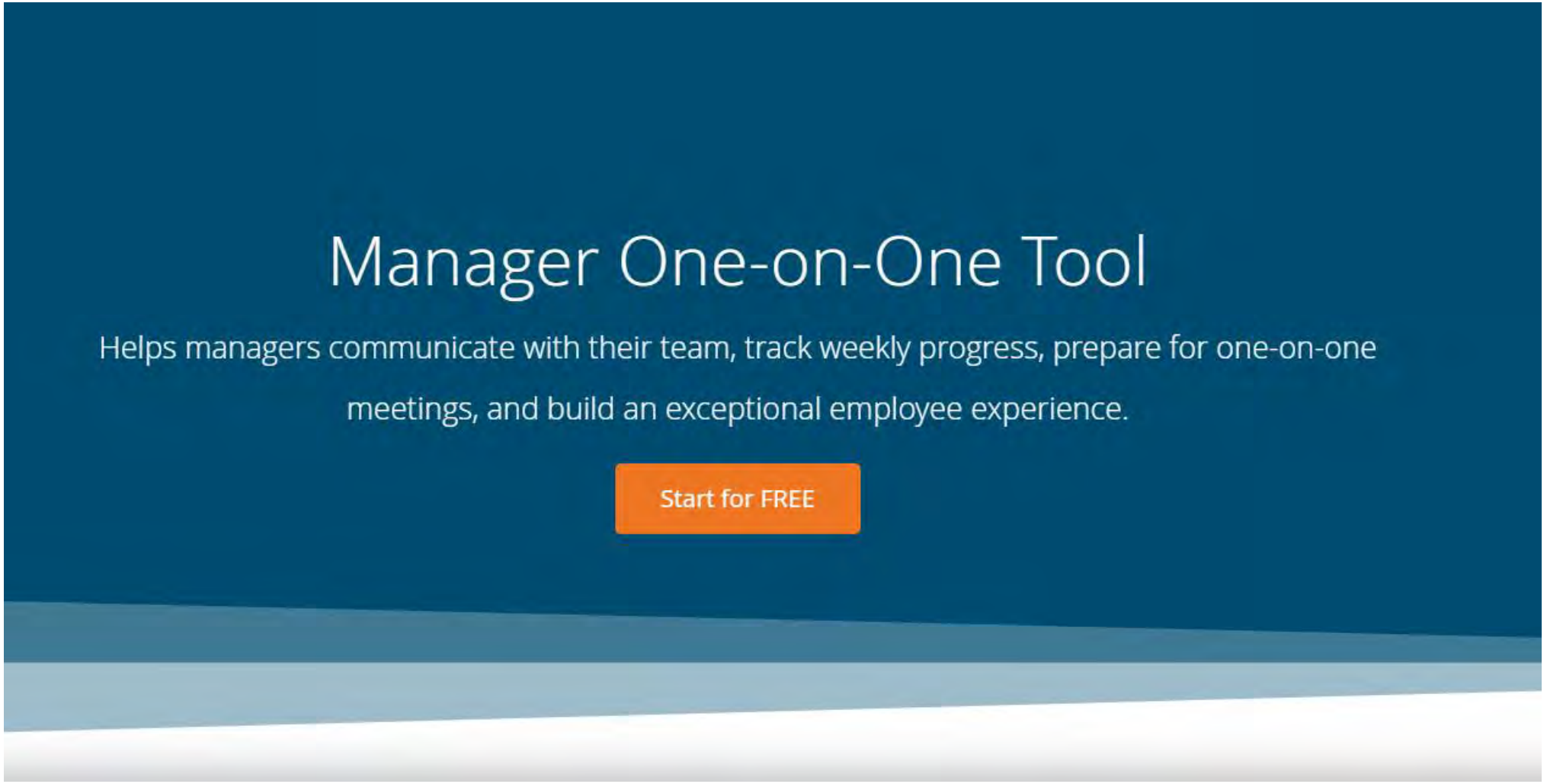
Culture Comfort

Supervisor Care

Belonging

“I enjoy my team!”

For CDA Members: Free 5-15 Tool



Questions