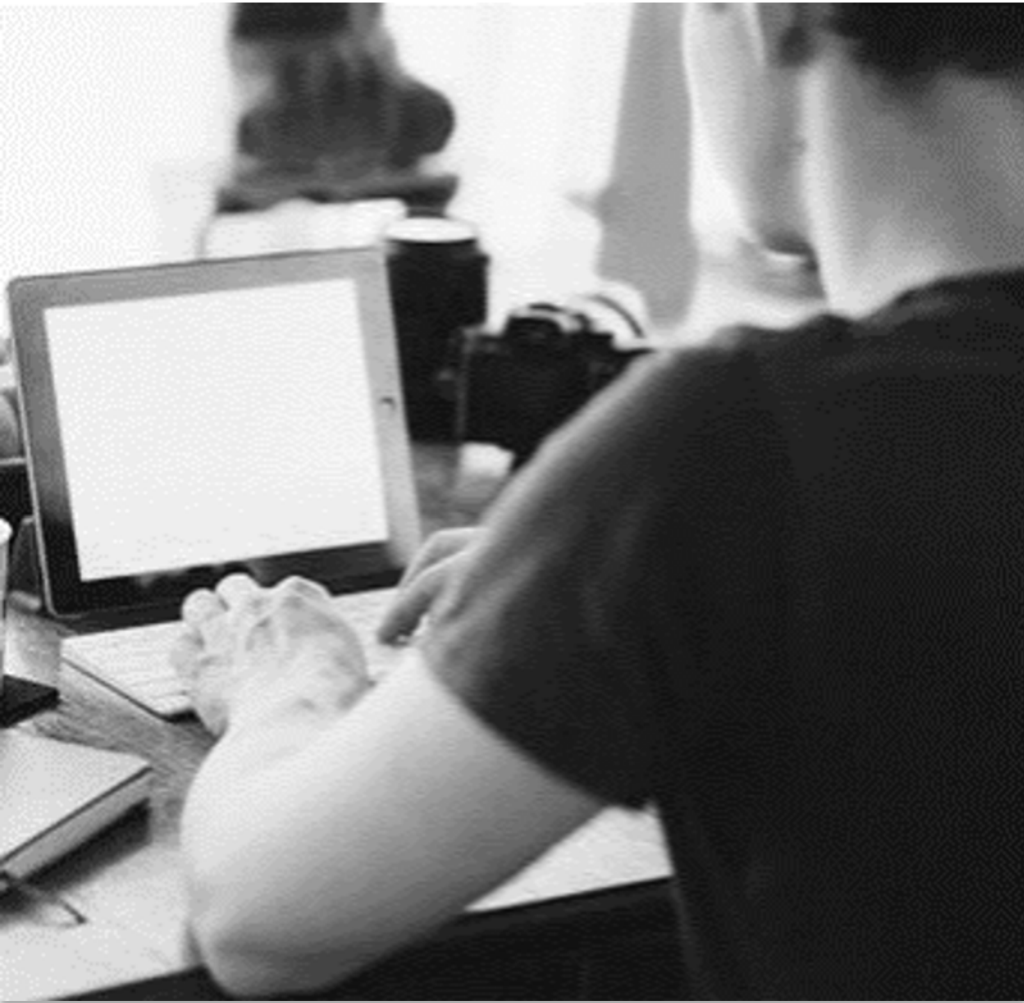


Today's webinar will begin momentarily...

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.**
- **Close additional browser windows and online applications.**
- **If you experience technical difficulties, please close your browser and log back in.**



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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.



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









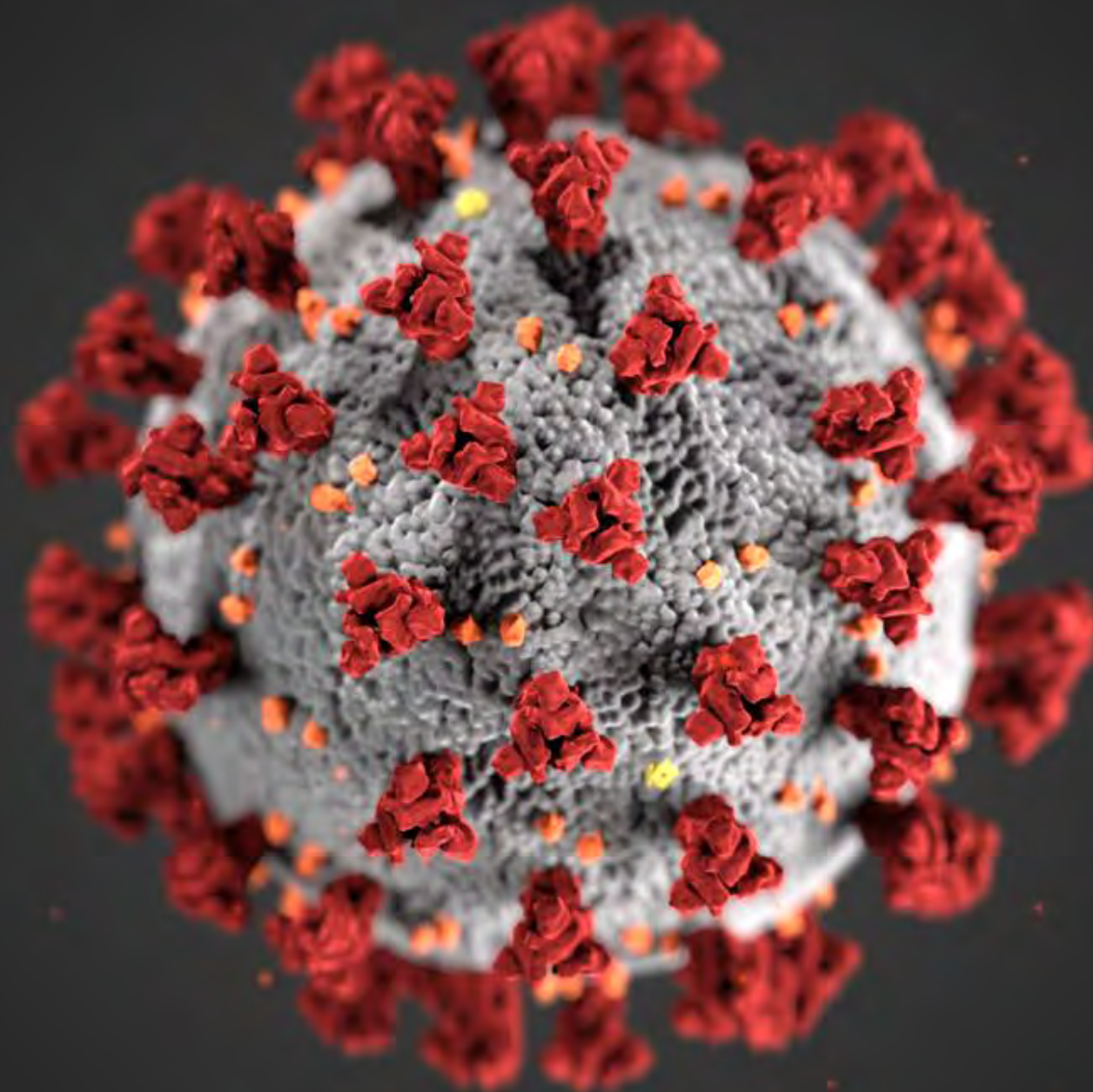
















1-Question Survey, 2- Minute Video



Establish a Culture of Continuous Listening

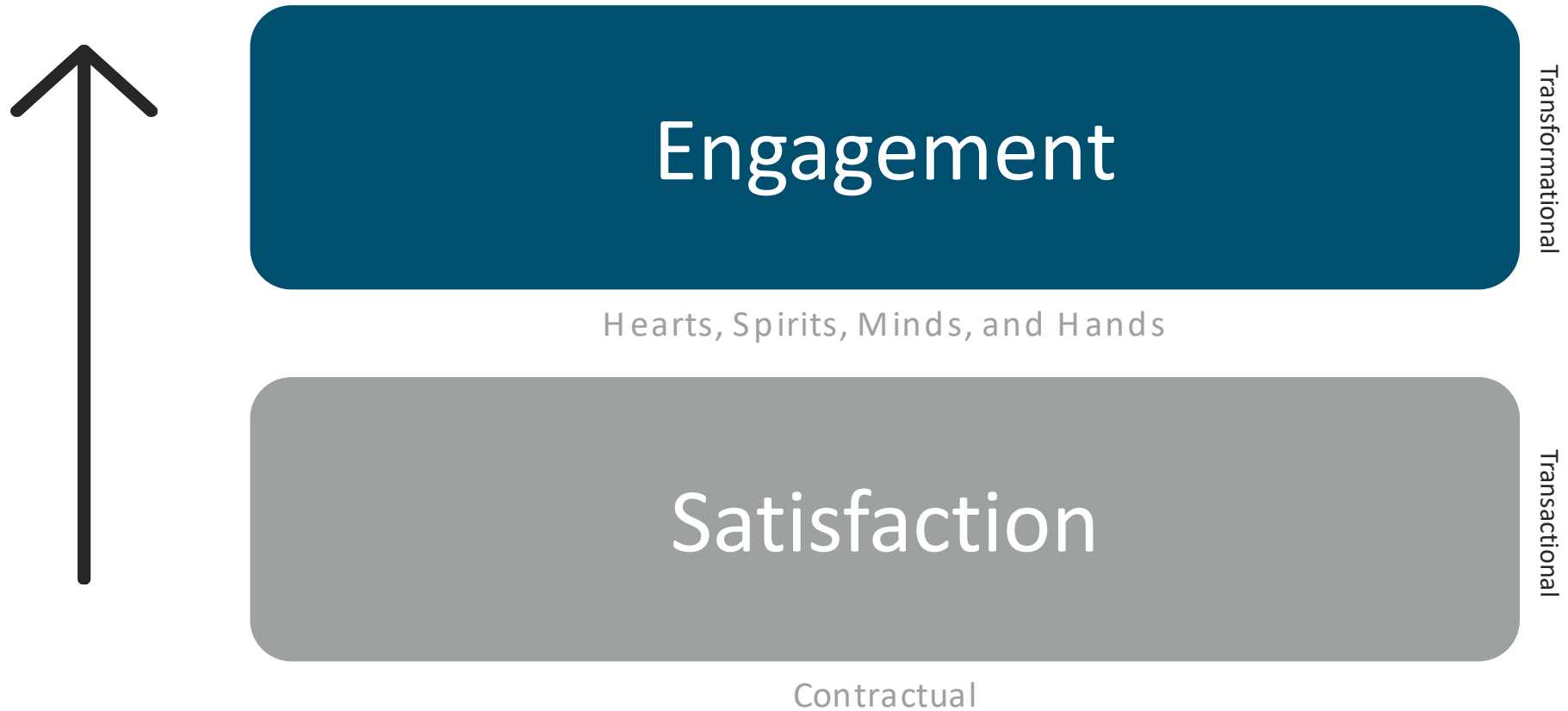






Poll #1

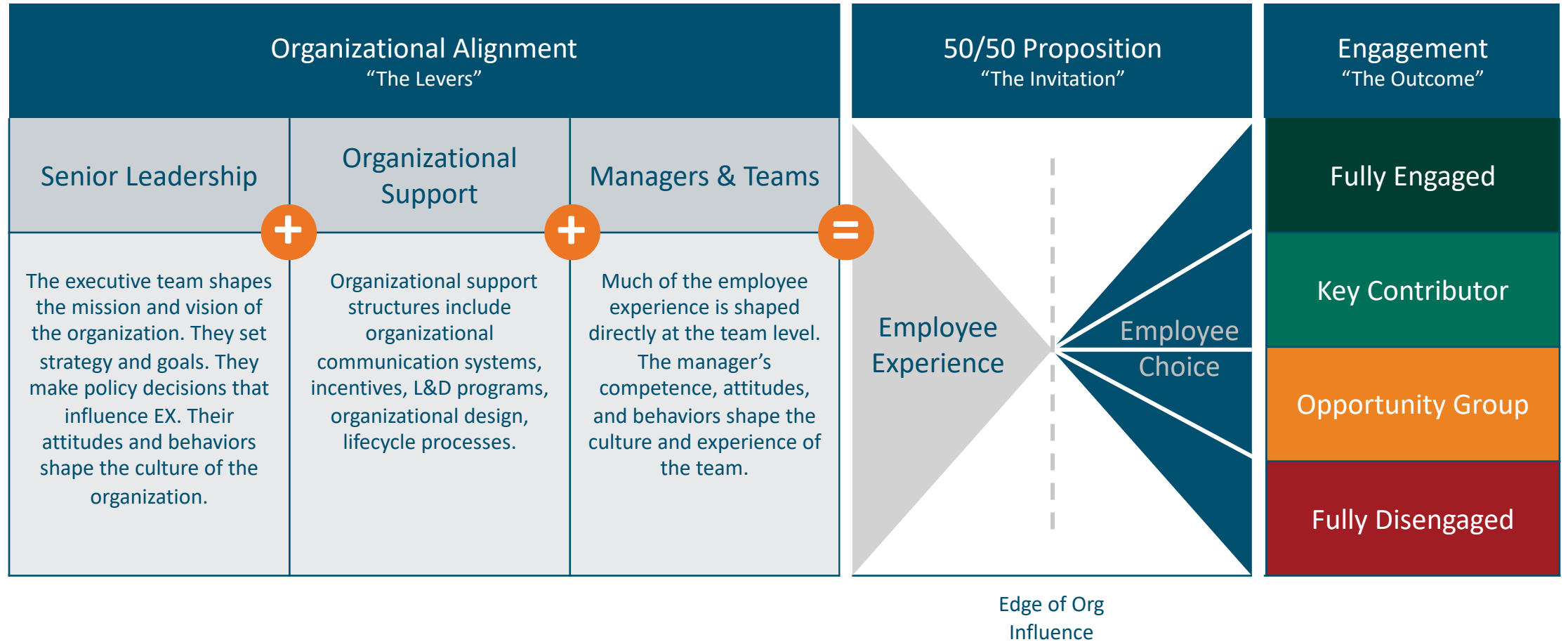
The Employee Experience



ENGAGEMENT **MAGIC**[®]

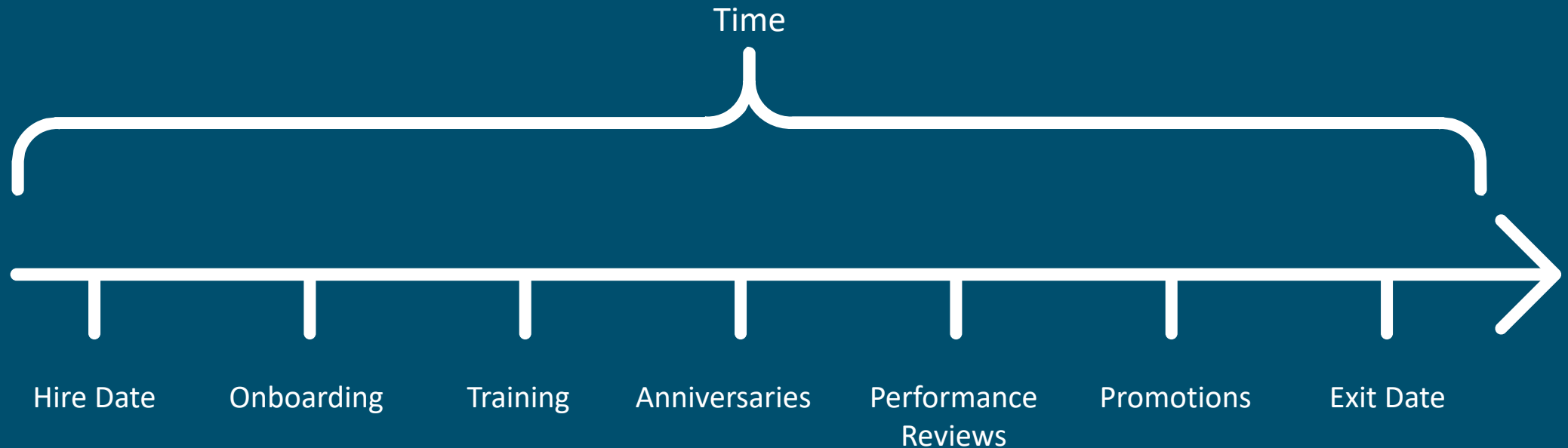


Engagement Framework



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



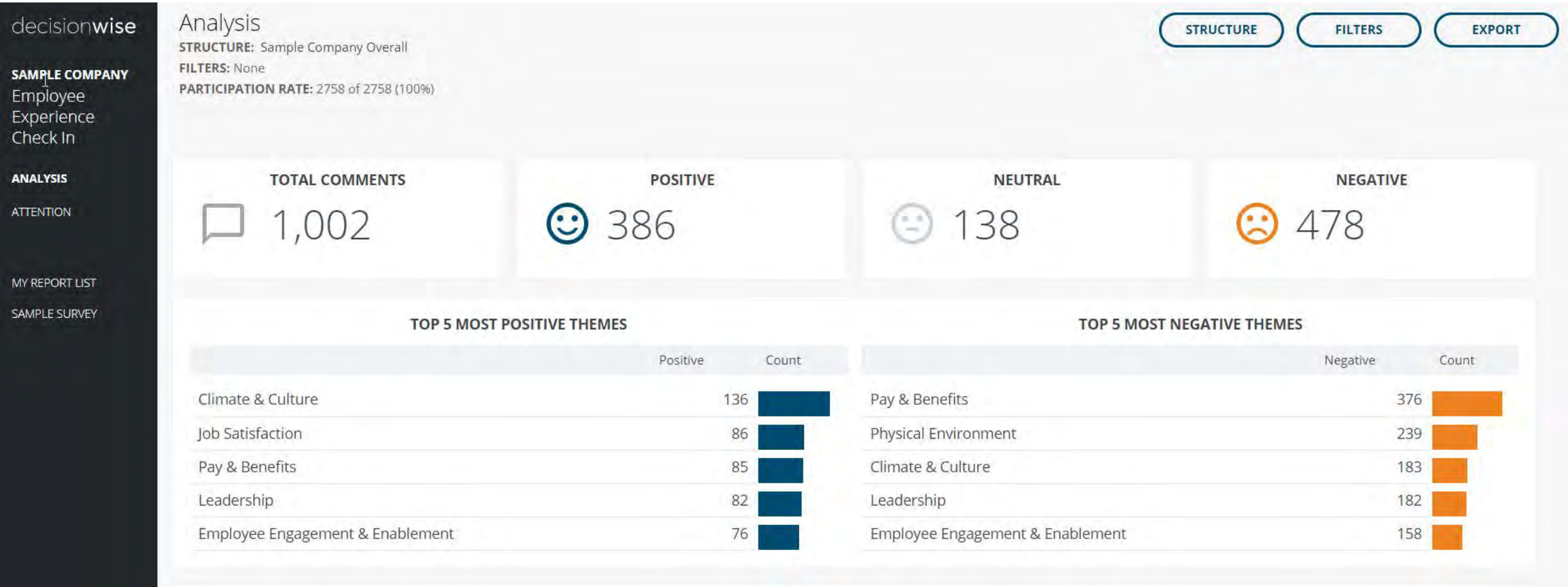
A Sample Covid-19 1-Question Survey:

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)

decisionwise

SAMPLE COMPANY

Employee Experience Check In

ANALYSIS

ATTENTION

MY REPORT LIST

SAMPLE SURVEY

Attention

STRUCTURE: Sample Company Overall

FILTERS: None

PARTICIPATION RATE: 2758 of 2758 (100%)

Would it be possible to add conference room directional signs on the walls just outside the elevator? Cube numbers were placed there about a year ago, but I don't look at those. Most people say they sit outside of "xxx conference room" so I feel it would help having the numbers on the wall to prevent people (internal and external) from searching up and down the hall for a specific conference room.

Physical EnvironmentPhysical EnvironmentPhysical Work Environment

2/28/202012:00:00 AM

Male

Midvale

We need parking for Larger SUV's and Trucks. Trying to cram into those tiny spots next to someone and hope that your car door doesn't get damaged is not fun.

Physical EnvironmentPhysical EnvironmentPhysical Work Environment

2/28/202012:00:00 AM

Female

Midvale

Would it be an possibility to create a "leader library" where desk stations are set up that could be scheduled like a room to have uninterrupted time to focus and get things accomplished?

LeadershipLeadershipSupervisor / Direct ManagerLeadershipSupervisor / Direct ManagerAvailability / VisibilityPhysical EnvironmentPhysical EnvironmentPhysical Work Environment

2/28/202012:00:00 AM

Female

Midvale

Could Sample Company please provide a health care choice for a high deductible health plan which would include a Health Savings Account (HSA). The cost of health care continues to go up and as I approach retirement I would really like to have an HSA as part of my retirement plan. There are some huge Tax benefits to investing in an HSA for example. 1) Money can be invested tax free. 2) Money grows tax free and can be invested just as an IRA where it can grow over time. 3) Money can then be spent for health care, tax free. It gives us the benefits of both a traditional IRA, and also a Roth IRA all wrapped together in one account.

Development & CareersDevelopment & CareersCareer & Job AdvancementPay & BenefitsPay & BenefitsBenefits

2/28/202012:00:00 AM

Male

Midvale

Standard work has negatively affected our team and many assignments have been cancelled due to these changes. The malpractice rate being priced at a percentage of a physicians pay makes absolutely no sense at all.

Pay & BenefitsPay & BenefitsPay & Bonus

2/28/202012:00:00 AM

Female

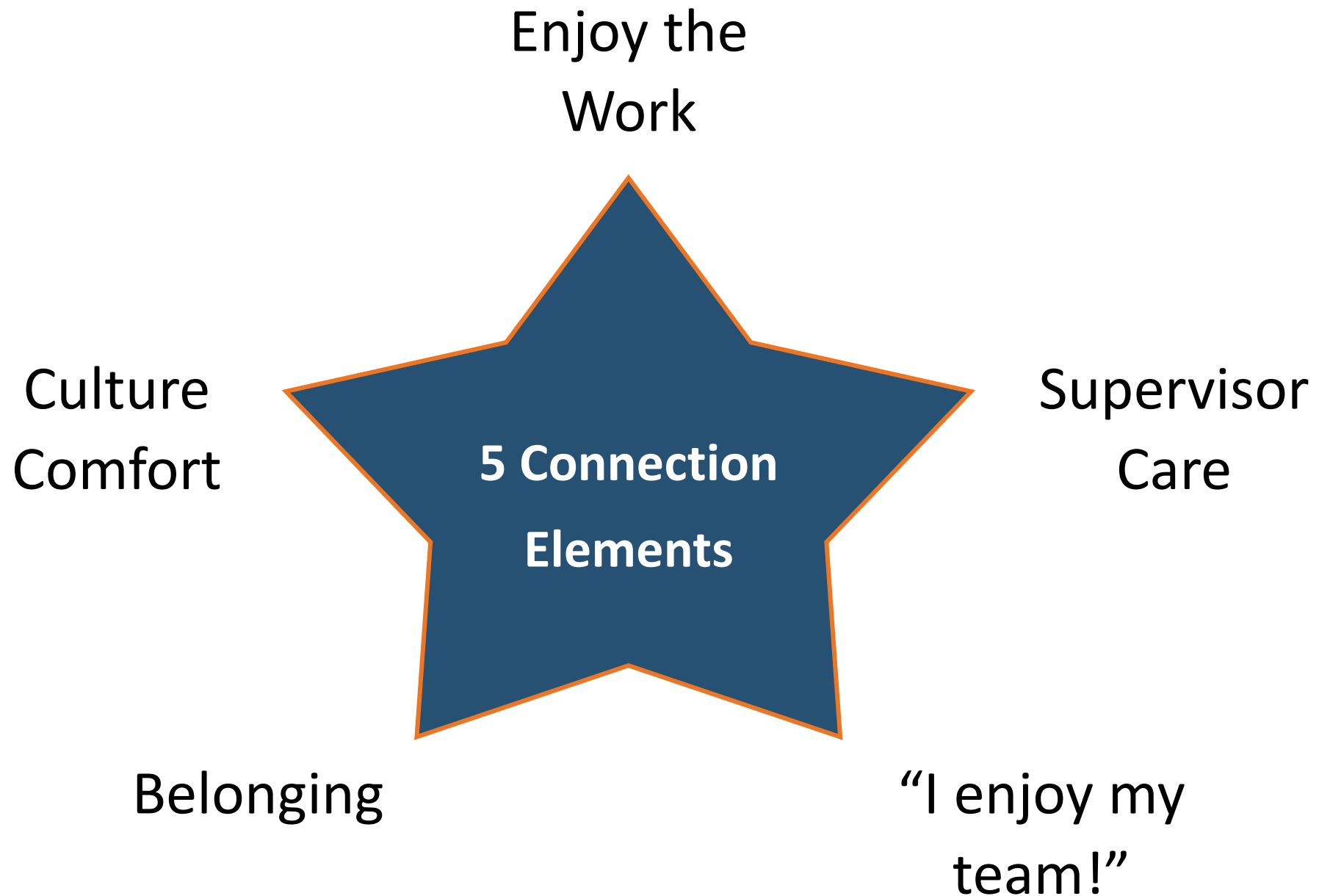
Midvale



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.



For CDA Members: Free 5-15 Tool

Manager One-on-One Tool

Helps managers communicate with their team, track weekly progress, prepare for one-on-one meetings, and build an exceptional employee experience.

Start for FREE



Questions