

EMPLOYEE ENGAGEMENT SURVEY



EMPLOYEE INSIGHTS

Conducting employee research is an excellent way to evaluate culture and assess management performance. An analysis of management practices, internal processes and service levels will enhance your strategic planning and process improvement initiatives.

SURVEY BENEFITS

Employee surveys are an excellent resource to support your organization's planning and development activities. They reveal competencies, challenges and opportunities managers can address during organizational development. Additionally, they generate ratings and feedback that can be included in corporate communications.

- Performance Benchmarks
- Process Improvement Feedback
- Service Enhancement Ideas
- Internal Service Assessments
- Teamwork Evaluations

CULTURE ASSESSMENTS

Cross Financial has developed a standardized employee survey that evaluates seven dimensions of management. Each dimension comparable to a corporate average to validate strengths and weaknesses.

1. Training and Development
2. Teamwork
3. Supervision and Coaching
4. Recognition and Motivation
5. Leadership
6. Empowerment and Support
7. Communication

NET PROMOTER SCORE

The use of a Net Promoter Score (NPS) is not limited to customer surveys. Asking employees to rate how likely they are to recommend their employer as a place to work, produces a powerful insight about their advocacy for your organization. NPS is a stable, reproducible measurement to support strategic goal setting.

“Satisfied employees are there to get. Engaged employees are there to give.”

BOB KELLEHER



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