

THE IMPACT CARDS – PEAKON BEHAVIORS IN ACTION





Psychology

People want to feel heard, recognized, valued, and connected

Engagement & Action Planning:

Responding to and acting on your employees' needs involves:

- Asking Insightful Questions
- Listening Attentively
- · Recognize Results
- Be Intentional



Employee Voice Impact Card



Retention

An employee voice strategy is integral to the employee value proposition

Engagement & Action Planning:

Engagement is a key driver of increasing employee retention:

- · Action planning is a key engagement & retention tool
- Engaged employees = 17% less turnover
- Employees understand how their contributions support the business



Employee Voice Impact Card



WIIFM

"What's in it for Me?" Create a sense of collective positive action & benefit

Engagement & Action Planning:

Employees must understand the benefit of the action plan:

- Help employees see the benefit of their involvement
- · Create a sense of ownership by involving them in the solution
- Connect the dots between action, benefit, and results



Employee Voice Impact Card



Behavior

Move from Check-Box to Continuous Improvement Mindset

Engagement & Action Planning:

Action Plans are NOT a one-time event:

- Share key themes be transparent
- Discuss solutions with team gain their input
- Set small, achievable goals
- Follow-up to track progress



Employee Voice Impact Card



Data Driven Decision

Agility is enabled through the gathering and application of actionable data

Engagement & Action Planning:

Utilize data to create impactful action plans:

- Peakon as a data storytelling device (i.e., heat maps, etc.)
- · Focus on facts, not feelings
- Pause when you encounter critical comments
- · Ask questions to gain more understanding

Employee Voice Impact Card



Unactionable Data

Responding with transparency and empathy when action cannot be taken

Engagement & Action Planning:

Employees need to understand why while feeling supported:

- · Acknowledge the feedback
- Be transparent about limitations
- · Focus on what can be done
- · Reinforce the value of their voice







Behavior

Move from Check-Box to Continuous Improvement Mindset

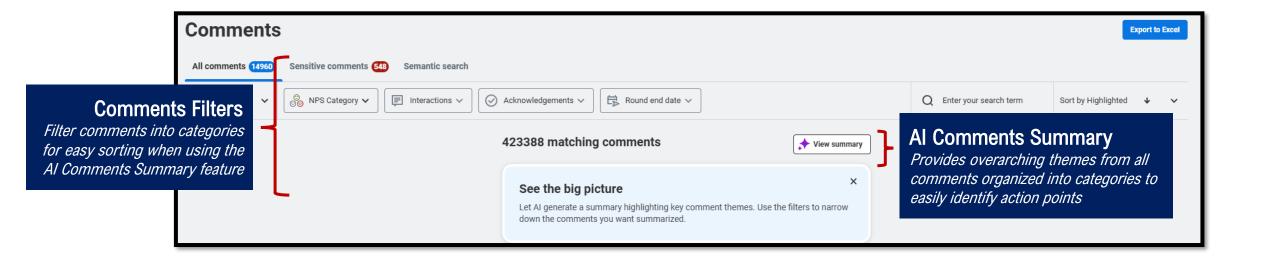
Engagement & Action Planning:

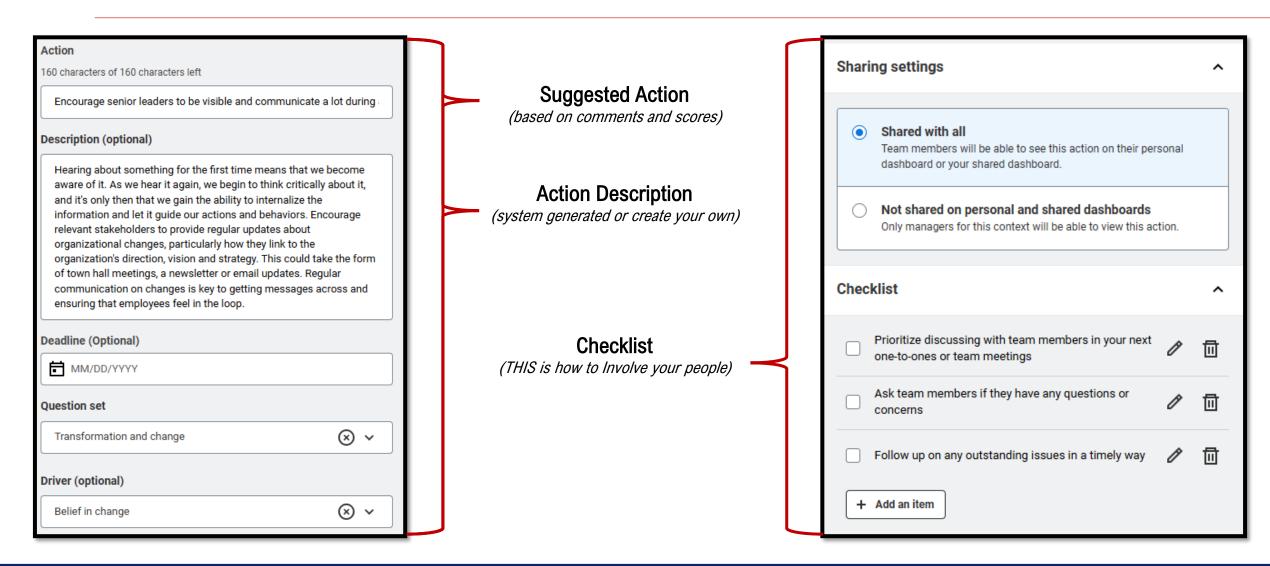
Action Plans are **NOT** a one-time event:

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- Action Planning is an Activity not just a task
- Gain employee input to involve them
- Discuss solutions with your team
- Set small, achievable goals
- Follow-up and tweak each survey round







What's One or Two Takeaways from our session today? What will you do differently with your teams?

