

A woman wearing a yellow safety vest and a blue shirt is smiling and high-fiving two young girls. The girls are wearing backpacks and are standing on a school bus. The scene is overlaid with a blue tint.

# LINKING PEAKON AI FEATURES TO LEADERSHIP BEHAVIOR

# THE IMPACT CARDS – PEAKON BEHAVIORS IN ACTION

## Employee Voice Impact Card



### 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 – HOW TO INVOLVE YOUR EMPLOYEES

## 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

- 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**

# BEHAVIOR – HOW TO INVOLVE YOUR EMPLOYEES

The screenshot shows a 'Comments' management interface. At the top, there are tabs for 'All comments' (14960), 'Sensitive comments' (548), and 'Semantic search'. Below these are filter buttons: 'NPS Category', 'Interactions', 'Acknowledgements', and 'Round end date'. A search bar and a 'Sort by Highlighted' dropdown are on the right. The main area displays '423388 matching comments' and a 'View summary' button. A central callout box says 'See the big picture' and 'Let AI generate a summary highlighting key comment themes. Use the filters to narrow down the comments you want summarized.' Two blue callout boxes provide additional context: 'Comments Filters' on the left and 'AI Comments Summary' on the right.

**Comments** [Export to Excel](#)

All comments **14960** Sensitive comments **548** Semantic search

▼ NPS Category ▼ Interactions ▼ Acknowledgements ▼ Round end date ▼

Q Enter your search term Sort by Highlighted ▼

**423388 matching comments** [View summary](#)

**See the big picture** ×

Let AI generate a summary highlighting key comment themes. Use the filters to narrow down the comments you want summarized.

**Comments Filters**  
*Filter comments into categories for easy sorting when using the AI Comments Summary feature*

**AI Comments Summary**  
*Provides overarching themes from all comments organized into categories to easily identify action points*

# BEHAVIOR – HOW TO INVOLVE YOUR EMPLOYEES

**Action**  
160 characters of 160 characters left

Encourage senior leaders to be visible and communicate a lot during .

**Description (optional)**

Hearing about something for the first time means that we become aware of it. As we hear it again, we begin to think critically about it, and it's only then that we gain the ability to internalize the information and let it guide our actions and behaviors. Encourage relevant stakeholders to provide regular updates about organizational changes, particularly how they link to the organization's direction, vision and strategy. This could take the form of town hall meetings, a newsletter or email updates. Regular communication on changes is key to getting messages across and ensuring that employees feel in the loop.

**Deadline (Optional)**  
MM/DD/YYYY

**Question set**  
Transformation and change

**Driver (optional)**  
Belief in change

**Suggested Action**  
*(based on comments and scores)*

**Action Description**  
*(system generated or create your own)*

**Checklist**  
*(THIS is how to Involve your people)*

**Sharing settings**

☒ **Shared with all**  
Team members will be able to see this action on their personal dashboard or your shared dashboard.

☐ **Not shared on personal and shared dashboards**  
Only managers for this context will be able to view this action.

**Checklist**

☐ Prioritize discussing with team members in your next one-to-ones or team meetings

☐ Ask team members if they have any questions or concerns

☐ Follow up on any outstanding issues in a timely way

+ Add an item

# BEHAVIOR – HOW TO INVOLVE YOUR EMPLOYEES

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