



# Mobilizing Your Teams to Understand & Drive Engagement



# Today's Agenda

- Overview of Employee Success
- Discussion with Seacoast Bank
- Preview of Engagement for Teams
- Q&A if time!



# Meet the Speakers



**Drew Pace**

**Quantum Workplace**

CSM Manager



**Angel Birch, SVP**

**Seacoast Bank**

Director Learning &  
Leadership Development



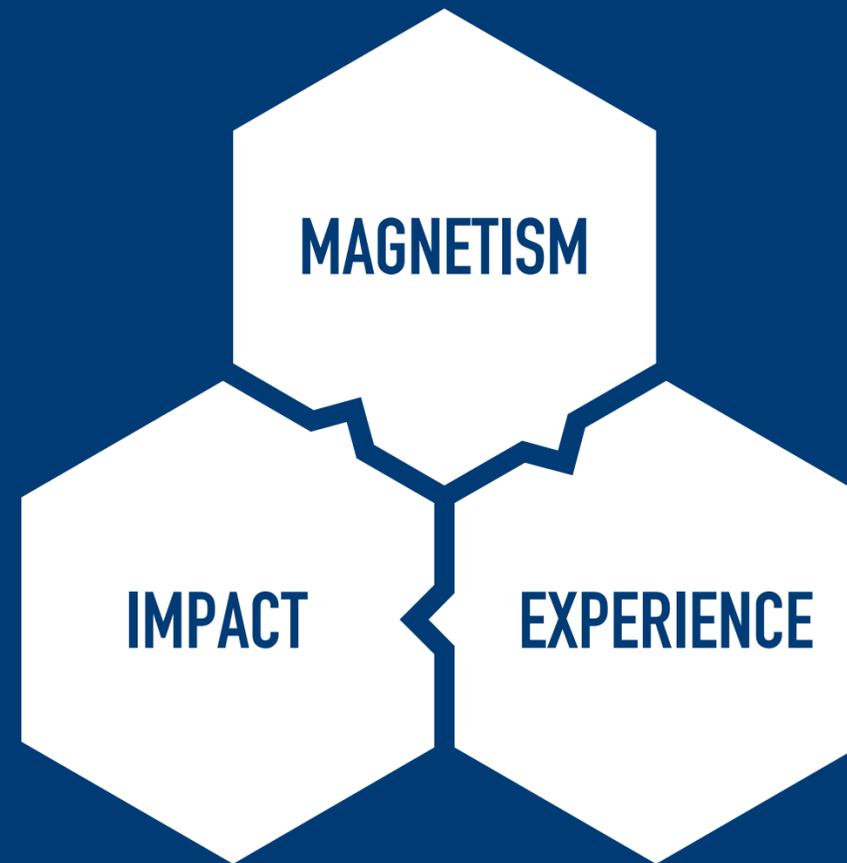
**Olivia Kirchman, AVP**

**Seacoast Bank**

HR Business Partner

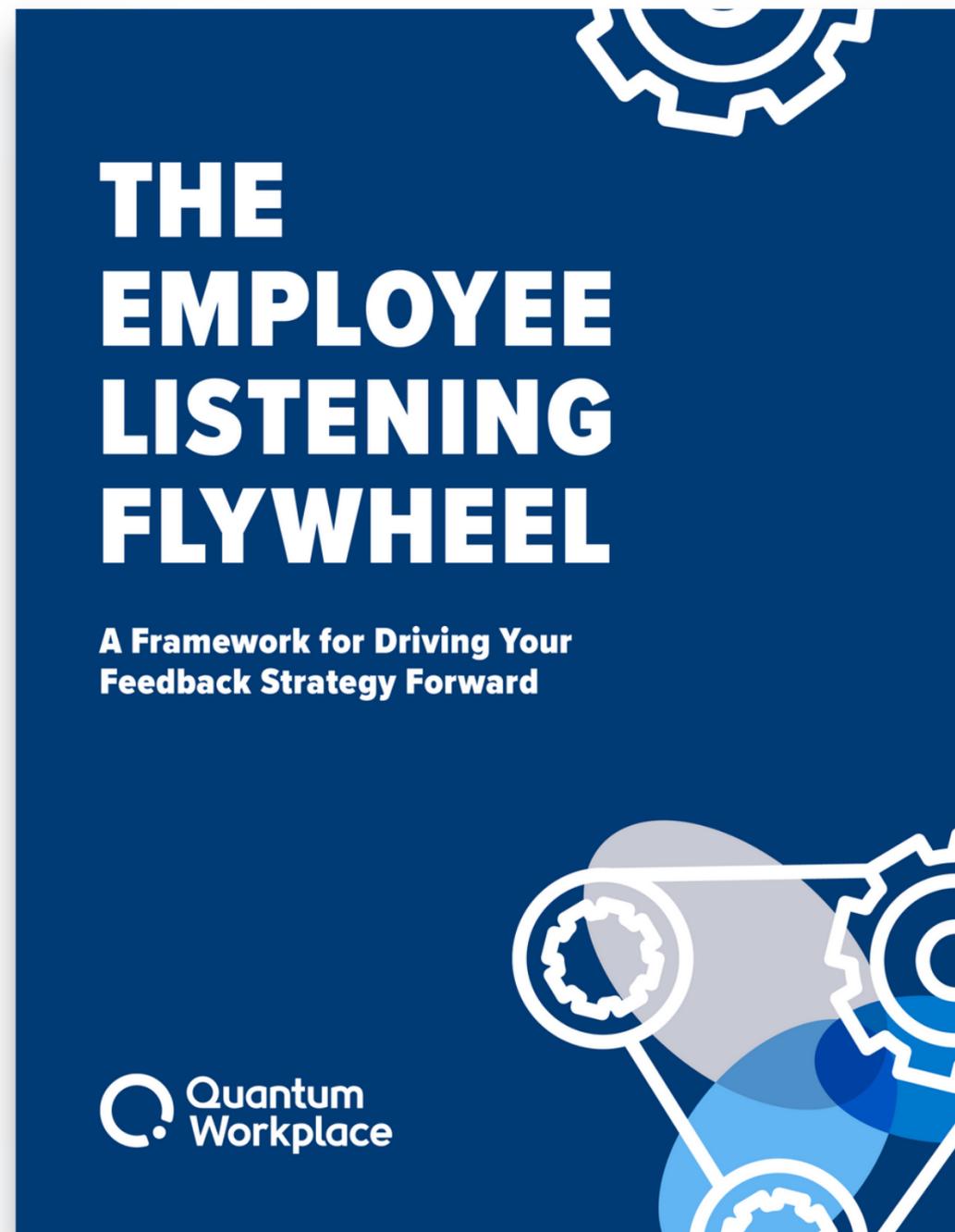
# What is Employee Success?

Employees want to stay — and talent wants to join. You have a magnetic culture that attracts the best and keeps the best.



Your employees and teams are high performing. They understand the role they play in helping the company achieve success.

Your employees have an engaging experience. You understand, validate, and improve upon what matters most.



# New E-Book

## The Employee Listening Flywheel:

A Framework for Driving Your  
Feedback Strategy Forward



**What are some challenges  
you've faced as you've evolved  
your employee listening strategy  
over the past few years?**

# CHALLENGES

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## BUY-IN

- Leadership
- Manager
- Associate



## OWNERSHIP

- Shift from perception that “HR owns this” to...
- Leader and manager led



## ACTION

- Inconsistent follow-up
- Inconsistent action and change



## PRIORITIZATION

- Aggressive organizational growth
- Volume of work
- New leader onboarding



**What are you doing to listen to employees today and how does it help you uncover meaning in your organization?**

# LISTENING STRATEGY

## ASSOCIATE ENGAGEMENT SURVEY

Annual survey supported with by leader readiness, associate communications

VOICE OF THE ASSOCIATE

## PULSE SURVEYS

Various opportunities related to activities and changes across the organization

## LEARNING FEEDBACK

Associate satisfaction with learning experiences

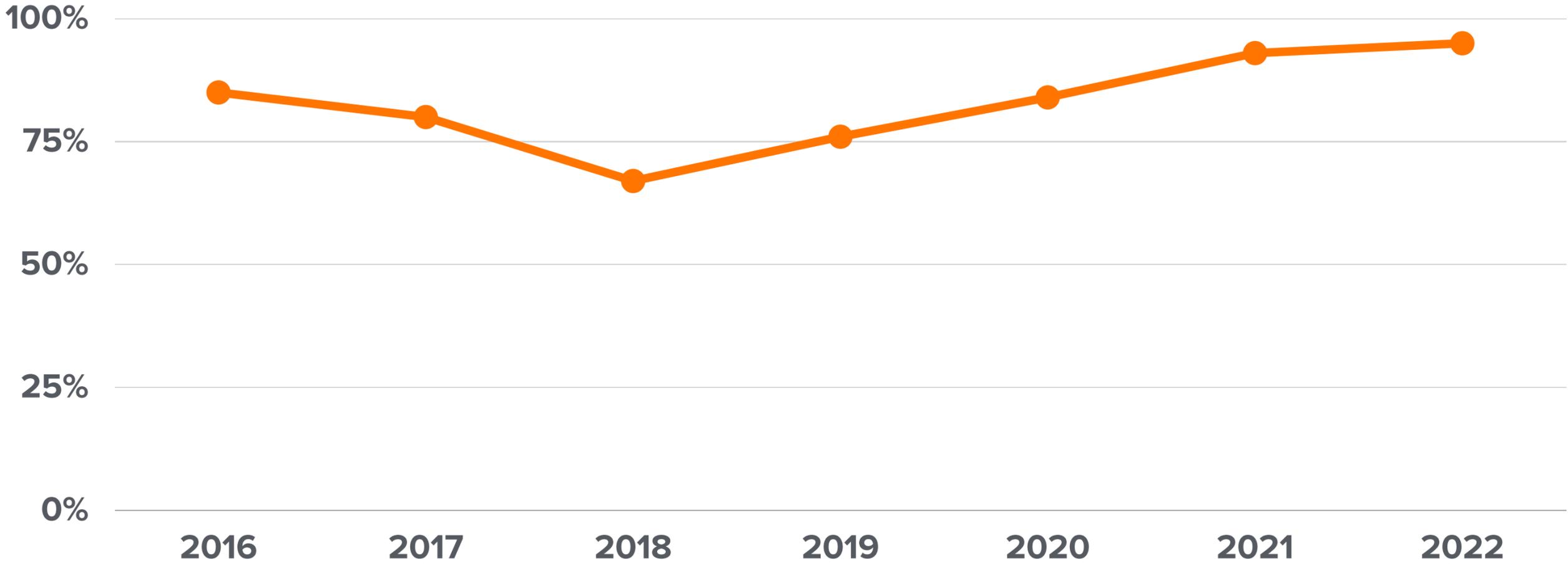
## ONBOARDING

Associate and Hiring Manager experience with onboarding



**Why is employee survey participation so important to you and what strategies have you put in place to help drive it?**

# Employee Engagement Survey Participation at Seacoast Bank, 2016-2022



# IMPACT OF ASSOCIATE ENGAGEMENT

Firms with high levels of employee engagement...

**81%**

**ABSENTEEISM**

Report 81% lower absenteeism rates.

**66%**

**WELLBEING**

Report 66% higher net thriving employees.

**43%**

**TURNOVER**

Report 43% less turnover.

**28%**

**THEFT**

Report 28% less shrinkage (theft).

**23%**

**PROFITABILITY**

Report 23% higher profitability.

**18%**

**PRODUCTIVITY**

Report 18% higher productivity (sales).

**13%**

**ORG CITIZENSHIP**

Report 13% higher organizational participation.

**10%**

**CUSTOMER**

Report 10% higher customer loyalty/engagement.

Source: Gallup's Meta-Analysis Report, Gallup's State of the Global Workplace Report, MIT Sloan Management Review



**Once a survey closes, how do you share results and mobilize teams at all levels of the organization?**

# EXPECTATIONS & NEXT STEPS

1

## REVIEW RESULTS

Identify your team's strengths and opportunities.

What are you most proud of?  
What could be improved?

## MEET WITH TEAM

Share results with your team and decide where to focus efforts.  
Common focus areas: low-rated high impact items or least favorable survey items.

2

3

## CREATE COMMITMENTS

Finalize your commitment plan and desired goals with support from your HR partners.  
Choose 1-3 actions at most – don't stretch yourself too thin!

4

## MONITOR PROGRESS

Keep the momentum going.  
Check-in on progress made to your commitment plan on an ongoing basis. Adjust as needed.



**How has mobilizing your teams around engagement helped you and your organization? What advice would you give to other HR leaders trying to mobilize their teams?**

# BENEFITS OF MOBILIZING TEAMS

## FOR HUMAN RESOURCES

1.

### STRATEGY

Enables HR to focus on and support the overall strategy.

2.

### PARTNERSHIP

Focus on consulting on actions rather than owning actions strengthens the HR/leader partnership.

3.

### ENTERPRISE ACTIONS

Capacity to focus on enterprise-wide actions that make a broad impact.

## FOR THE ORGANIZATION

1.

### LEADERSHIP

Leader readiness activities position them to be champions of associate engagement.

2.

### ALIGNMENT

Clear understanding of associate engagement drivers to inform actions and activities.

3.

### CULTURE

We live the story together and strengthen our culture with each step.



**How has Quantum Workplace helped you on your journey in creating a better employee experience?**

# OUR QW JOURNEY

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## PARTNERSHIP

Implementation  
Thought leadership  
Best practice sharing  
Enhancements  
Ongoing guidance

## FUNCTIONALITY

Recognition  
Pulse Surveys  
Goal Setting  
1-on-1s  
Mid-Year Reviews  
Year-End Reviews

## RESOURCES

Help Library  
Video Tutorials  
Chat Feature



## Sneak Peek: Engagement for Teams

Tools designed to mobilize your managers and teams to understand and drive employee engagement.



# Easy to share and take action on survey results

Tailored to managers and individuals,  
empowering them to understand and act



Personalized report  
summary



On-screen walkthrough  
and tutorial



Recommended actions  
and discussion prompts



Notifications to encourage  
action and follow-up



Recommended topics  
for ongoing conversation

 Discussion Starters

▼ Changes are made in a way that is consistent with our mission and long-term vision.

Have there been instances where changes have not made sense to you? Why was that? ×

Take notes here...

As a team, what can we do to navigate changes together? ×

Take notes here...

Recommended Focus Area

My immediate manager regularly gives me constructive feedback on my job performance.

Category: Manager Effectiveness

**57%** Favorability



Discussion Starters

Added to Plan

# Team Report

Help your teams go beyond the numbers, focus on what to do next

- Dynamic report walkthrough
- Recommended focus areas
- Discussion starters with note-taking
- Summary of actions and next steps

 My Engagement Report

Thank you for your feedback

Roger Richardson, Understand How You Drive Engagement



#### Career Growth & Development

What do you see as your strengths? Collect feedback from others to find out if they agree. Seek more opportunities in your role or on your team to regularly use your strengths.



#### Communication & Resources

If you are wanting more feedback on your performance or development, seek it out. Ask your manager or those you work closest with for feedback at the completion of a large task or project. Ask to discuss the feedback with your manager in a 1-on-1 meeting.



#### Individual Needs

Everyone likes to be recognized in different ways. Share with your manager and team what makes you feel valued. Listen to how others want to be recognized as well.

# My Engagement (ME) Report

Empower every individual to understand their own engagement

- Statement of appreciation
- Recommended reflection questions and conversation starters
- Summary of what to expect next



## Action Library

**Focus Area:** My immediate manager regularly gives me constructive feedback on my job performance

### Practice feedback

Giving and receiving feedback can be uncomfortable, but it gets easier with practice. Look for opportunities throughout the year for all team members to share and receive feedback. Ensure that feedback is focused on specific behaviors, is timely (close to the behavior occurring), and is delivered in a respectful manner.

### Connect regularly about priorities, progress, and challenges

Use a 5-minute daily team huddle or a 15-minute weekly meeting with your team members. These are quick opportunities to surface challenges, and ensure your team members are aligned but they can make bigger conversations about challenges easier because you're constantly aligned.

### Recognize the behaviors you want to promote

Recognition doesn't always have to be tied to a specific achievement. Team members help each other out, think of new ideas, or complete things that make work more enjoyable, call it out. Recognize where people feel appreciated and see that as a sign of success.

### Questions with Insights

#### My immediate manager cares about my development.



Roger Richardson

Created on 4/7/3023

Favorable

69%

Tree Node: Boston

[Insight Details](#)

Add Selected

3

### Follow Up with Action

Use the Action Plan tool to create your plan and add Action Items for your Focus Areas. Begin by incorporating small habitual actions, such as having regular 1-on-1s with team members, to improve engagement throughout the year.

[Go to Action Plan](#)

Mark As Complete

# Action Planning

Facilitate discussions, decide what's next, and track progress

- Build action plan directly from reports
- Comment and collaborate with others
- Get notified of approaching dates and track progress over time
- Drive accountability with admin tools



## Lightweight 1-on-1s



### Your 1-on-1s

Lightweight 1-on-1s facilitate team alignment and effective communication on essential topics, saving you valuable time. Most teams find weekly 15-minute chats optimal and helps steer your team to success.

[How do 1-on-1s work?](#)

#### What is on your mind that we should discuss?

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- 
- 

#### Smart Topics

##### Category: Communication & Resources

What are your favorite and least favorite parts of this job?

[Add Smart Topic](#)

[Shuffle](#)

[View All](#)

# Lightweight 1:1s

## Help managers be more effective and keep engagement alive

- Set up recurring 1:1s with each direct report from the team report
- Track conversation topics and action items with each employee
- Leverage suggested smart topics to keep engagement top-of-mind

Questions?

