

# How Scooter's Coffee Simplified People Processes for Rapid Growth



## Meet the Speakers



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Quantum Workplace**



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Scooter's Coffee**



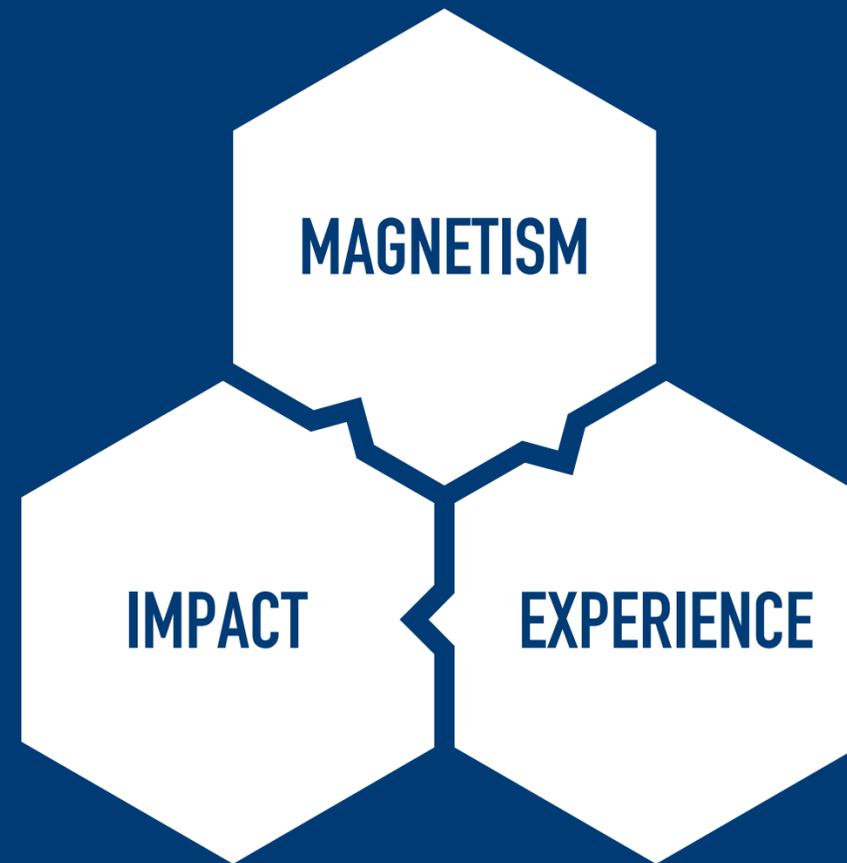
# Today's Agenda

- Quantum Workplace intro
- Discussion w/ Scooter's Coffee
- Audience Q&A



# 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.

# Employee Voice Award



**Employee  
Voice  
Award**

Honoring organizations that  
excel at employee engagement  
and workplace culture





**What factors led Scooter's Coffee to explore new engagement & performance solutions in 2020?**

# The Search Begins...



Exponential growth on  
the horizon

World-wide pandemic,  
transition to remote work

To create an amazing  
experience for each life  
we touch.



**How did you evaluate the needs you had for a new partner/technology?**

# Our Needs

Automation of routines

Data collection

Recognition

Org Tree



Quantum was a  
**ONE STOP SHOP**





**You've completely transformed many of your engagement & performance strategies in a short amount of time. Where did you start? How have you evolved your approach over time?**

# Our Approach



Quantum Quick Guides

Culture Ambassadors

Cultivating Leaders

“How can Quantum help support this initiative?”



**How has your team's feedback influenced the changes you've made along the way?**

# Incorporating Employee Feedback

## Cultivating Leaders

Newly Hired or Internally Promoted Leaders

- Giving Feedback
- Building Trust
- Delegating & Time Management
- Conducting Effective 1-on-1s
- Strengths Based Leadership



**QUARTERLY PRESS**

First Year Cohort Program

- Creating Relationships
- Job Shadowing Opportunities
- Presentation Skills
- Clifton StrengthsFinder
- Volunteer Opportunity





**How did you modify/tailor your strategies across different areas of the business?**

# Refining our Strategies

## Customized Engagement Surveys to meet the needs of our employees

- ✓ Modified surveys for store employees, manufacturing and supply chain roles
- ✓ Better focused questions on their needs: individual, team, role
- ✓ Lifecycle Surveys





**How have you helped drive usage and adoption with your teams?**

# Driving Utilization and Adoption



## Goals

- Goals Learning Week: office hours, Zoom channel, training video
- Adding development goals to Quantum
- # of goals added has TRIPLED since last year
- 80% of employees with an active goal

## Recognition

- Daily recognition posts
- Tenure announcements
- Stay informed on projects

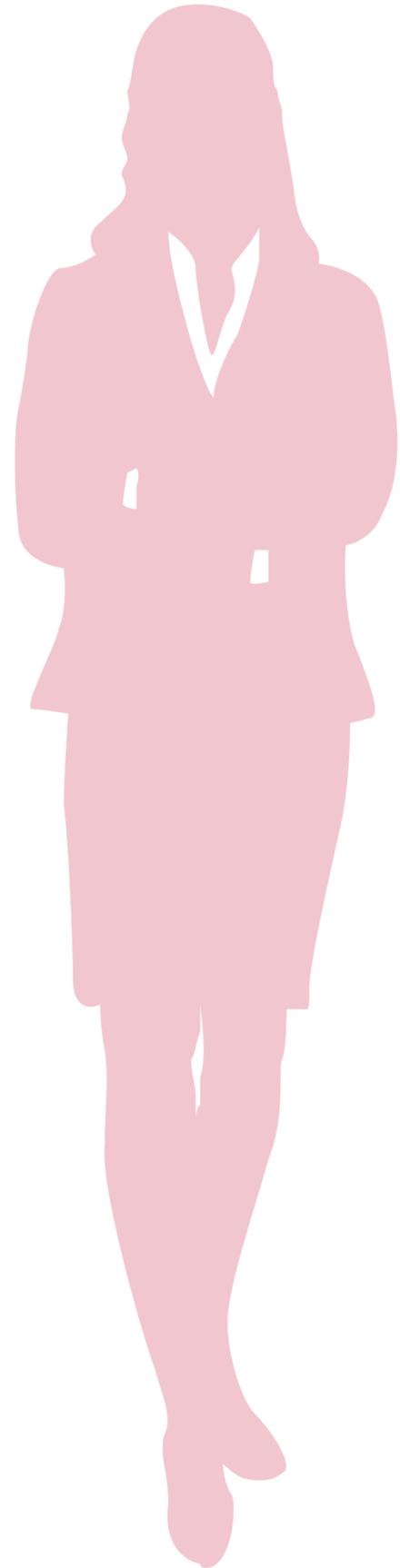
## 1-on-1s

- Weekly/Biweekly
- Custom templates



**How has QW delivered on what you were looking for?  
What makes QW stand out?**

# Our Quantum Experience



## Partnership

Quantum Workplace understands our business, our employee groups, our needs

## Customer Support

- Competent support at all levels
- Brainstorming with QW Developers

## Expertise

- Webinars, email content
- Customer Advisory Board
- Help Library, videos, resources

## Engagement Survey

- Night and day difference, A BIG WIN!
- Executive Insights Presentation



**What is the biggest lesson you've learned on your journey to digital transformation? What do you want to tackle next?**

# What's next?

Drift to simplicity.



User-friendly



Customizable



Fosters connection, aligns with mission statement



# Questions?

