QUANTUM
WORKPLACE

EMPLOYEE ENGAGEMENT PROGRAM MODELS

A GUIDE TO CHOOSING YOUR EMPLOYEE ENGAGEMENT FRAMEWORK

GETTING SERIOUS ABOUT CHOOSING AN EMPLOYEE ENGAGEMENT PLATFORM?

Congratulations on taking this important step! Whether you're shopping for this kind of tech for the first time, or you're simply looking for something bigger and better—we commend you. You know that your employees are critical to your mission and you want to do better by them. But you also want to make smart decisions that are backed by data and lead to results.

We understand, and we're right there with you. For nearly 20 years, we've helped America's best places to work build winning cultures—with simple tools and world-class service.

Employee engagement isn't a destination—it's a journey. We know that each organization is different, which is why we designed our platform to meet you where you are today. And we want to make understanding the power of our platform easy for you.

On the pages that follow, we've outlined three models to choose from when implementing our software. We've also outlined pathways within each of these models to help paint a picture of how you might start on your journey with us.

This overview will help you choose a direction that supports your organization today—knowing there's more for you to conquer and uncover as you continue to grow and improve.

Model #1:

MEASURE ENGAGEMENT

What drives engagement at your company?
What sets you apart from other employers like you?
What are your employees happy about?
Where do they want to see improvement?

If you can't answer these questions, you should start here, with measuring engagement. After all, it will be hard for you to *drive* engagement if you don't *understand* it first. There's too much at stake to simply throw spaghetti at the wall and hope something sticks.

Our employee survey suite will help you understand what really matters to your employees—and where you should focus your efforts.

Engagement
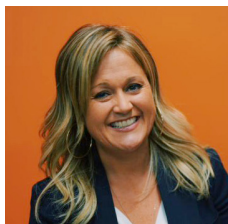An annual, organization-wide survey that includes all employees

Pulse
A fast and easy-to-implement survey for lightweight feedback on any topic

Lifecycle
Surveys that measure perceptions at specific points across the employee journey
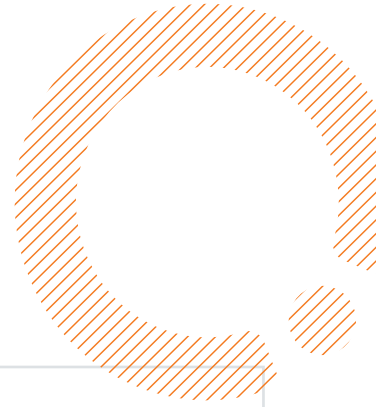

Megan Johanneson,
Senior Manager of
Employee Experience
at Marvin

MARVIN

" *Our leadership didn't know where to focus. Quantum Workplace provided a channel that told us where we needed to be.*

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PATHWAYS FOR MEASURING ENGAGEMENT

⊙ Simple

If you're not doing an annual engagement survey, you should definitely start here. An annual survey helps you establish baseline trends and gives you a 30,000-foot view of what's going on inside your organization. You can slice and dice data across locations, departments, teams, and demographics to surface insights to inform targeted approaches to engagement in your organization.

⊕ Enhanced

To really start moving the needle on engagement, you need to dig deeper than your annual surveys. You need to understand what's happening between them. Use pulse surveys to dive deeper into engagement results with specific groups or teams—or to collect employee feedback on any important topic that comes up. Your findings will help you make smarter decisions and build better strategies that resonate with employees.

⚡ Supercharged

If you have a continuous listening strategy in place, but want to get smarter with your timing and surface more comprehensive insights, add lifecycle surveys to measure perceptions at key moments in the employee journey. This might include when:

- A job candidate completes the application or interview process
- A new hire finishes their first 30/60/180 days
- An employee is promoted into a management role
- An employee resigns from the organization

A robust and strategic listening strategy can help you connect the dots between survey data and business metrics—to help you make smarter people decisions that lead to better business outcomes.
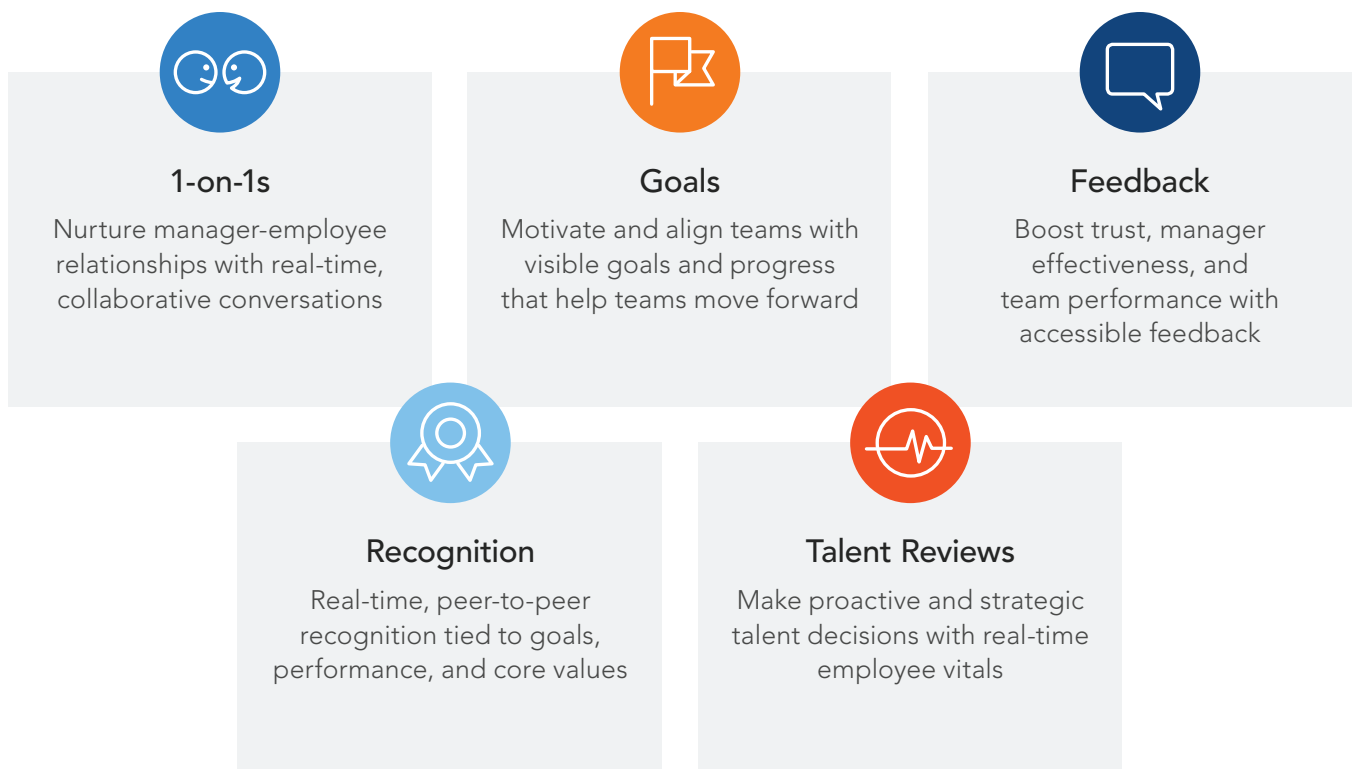
Features You'll Love

- **Research-backed survey templates** or **customized surveys** that fit your needs and culture

- **Robust reporting and analytics** to help leaders and managers visualize trends and progress

- **Demographic filters and slicing** to help you dig deeper into employee feedback

- **Sophisticated comment analysis** to understand sentiment and surface common themes

- **Industry, company size, and year-over-year benchmarks** to help you compare trends

- **Manager dashboards** to make it easy for managers to apply insights to action

- **HRIS integration** for seamless employee data and time-saving automation

- **Best practice** articles, videos, and ideas to improve engagement

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Model #2:

DRIVE PERFORMANCE

Research shows that, when executed well, performance management has a positive impact on employee performance and an organization's overall performance. But you have to evolve from the traditional, top-down, annual approach. You need a system that humanizes performance, empowers managers as coaches, and keeps performance, progress, and growth top-of-mind. Your leaders need access to firm, real-time data that helps them make important talent decisions.

Our performance management platform will help support, enable, and empower your managers to build better relationships with employees and drive performance.

1-on-1s
Nurture manager-employee relationships with real-time, collaborative conversations

Goals
Motivate and align teams with visible goals and progress that help teams move forward

Feedback
Boost trust, manager effectiveness, and team performance with accessible feedback

Recognition
Real-time, peer-to-peer recognition tied to goals, performance, and core values

Talent Reviews
Make proactive and strategic talent decisions with real-time employee vitals

Nicole Davies, VP of Learning, Talent, & Performance at Valet Living

VL | Valet Living
Setting the Standard

" *Employees really value, understand, and appreciate the power of having written and personal conversations each month. As far as I'm concerned, Valet Living is a Quantum Workplace customer for life.*

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PATHWAYS FOR DRIVING PERFORMANCE
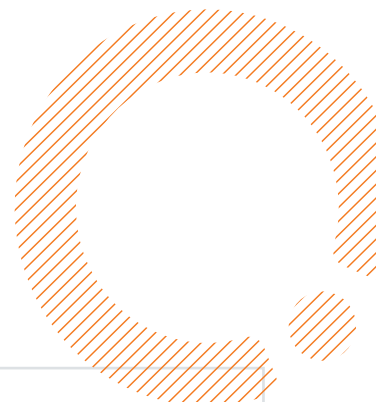
⊙ Simple

If you don't have a framework in place for continuous performance management, we recommend starting with the basics. Our platform can help you move beyond the annual performance review, adding in regular 1-on-1 meetings to keep performance at the forefront all year long. 1-on-1 templates make it easy for managers to facilitate thoughtful, HR-approved conversations. Automated 1-on-1 cycles help integrate ongoing feedback into manager and employee workflows.

⊕ Enhanced

Once you've got the basics of continuous performance management down, look for opportunities to scale up your process and make it a little more human. Enhance your approach with other important performance motivators, like employee recognition, goals, or real-time feedback. These tools can further engage managers and employees in performance, and will help you start collecting additional performance data that managers can use as a pivot point for conversations with employees.

⚡ Supercharged

To supercharge your performance management strategy, add in multiple features to help enable a 360-view of performance across individuals and teams. Using our performance snapshot, managers can easily review and incorporate cross-platform data and snippets (such as feedback, goals, or talent reviews) into 1-on-1 conversations. This helps managers fully understand, coach to, and drive employee performance.

Features You'll Love

- **Performance snapshot** that shows a comprehensive view of performance via cross-platform data

- **Home page newsfeed** where managers and employees can easily scan for updates

- **Interactive social features** such as comments, likes, hashtags, and ability to add photos and GIFs

- **In-tool nudges and alerts** that surface important insights and actions to managers

- **Mobile app** that helps managers track and motivate performance from anywhere, any time

- **Automated cycles** that take the admin work out of recurring feedback and 1-on-1s

- **Proven templates** that help facilitate productive performance conversations and feedback

- **Conversation boosters** that keep employee conversations focused and informed

- **Detailed feature reports** and analytics help HR monitor usage and identify opportunities

Model #3:

MEASURE ENGAGEMENT + DRIVE PERFORMANCE

Engagement and performance go hand-in-hand. If you want to move the needle on performance, you need engaged and dedicated employees. Similarly, if you want to boost engagement, you need to manage performance in ways that are human and engaging.

This is the most sophisticated of the three models we offer—and provides the most bang for your buck. You'll use findings from employee surveys to shape your performance management approach, and continuously optimize performance management strategies to boost employee engagement.

You'll also benefit from robust, cross-platform data, with the ability to tie engagement and performance trends to important business metrics.

Our engagement and performance platform will help you make smarter people decisions that lead to better business outcomes.

Surveys
Understand what matters to employees and where you should focus your efforts

Goals
Motivate and align teams with visible goals and progress that help teams move forward

1-on-1s
Nurture manager-employee relationships with real-time, collaborative conversations

Feedback
Boost trust, manager effectiveness, and team performance with accessible feedback

Recognition
Real-time, peer-to-peer recognition tied to goals, performance, and core values

Talent Reviews
Make proactive and strategic talent decisions with real-time employee vitals

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PATHWAYS FOR MEASURING ENGAGEMENT + DRIVING PERFORMANCE

⊙ Simple

⊕ Enhanced

⚡ Supercharged

The full platform model is naturally "supercharged." This model is for organizations who firmly believe that engagement and performance go hand-in-hand—that you really can't influence one without the other. It is the gold standard of employee engagement.

You could start with any combination of features, but at the most basic level, you'll:

- Implement an employee survey strategy
- Use survey insights to form a tailored approach to engagement and performance management
- Use cross-platform data to tell a bigger story around the employee experience and how it impacts your business

This will look different depending on your unique culture and priorities, and our engagement experts can help you formulate a plan during the sales and onboarding process.

Full Platform Roadmap

Our advice is to take things slow here. Don't try to roll everything out at once. Here's a general roadmap to follow:

1. **Identify your biggest needs and prioritize them.** Focus on your biggest priority first. Decide on the behaviors you want to establish, set goals around them, and use the appropriate platform features to lay the foundation.

2. **Add deeper capabilities.** Scale up your efforts to capitalize on your initial priorities. Gather feedback from users on how things are going and optimize your strategies accordingly. Your goal here is to further ingrain the behaviors you set out to achieve.

3. **Move on to your next priority.** If you're hitting your goals on initial priorities, don't stop there. Move on to what's next on your list, and start the process over.

As you add on features and capabilities, consider how you'd like to use all the data at your fingertips. Thoughtful analysis will produce invaluable insights, and your investment will pay dividends.

MAKE WORK AWESOME
WITH QUANTUM WORKPLACE

INTEGRATES & STREAMLINES INTO EVERYDAY WORK.

Simple, intuitive, and easy for managers to adopt into their everyday workflows. The software adapts to your company's structure and way of working, so it's always a good fit.

TAKES THE GUESSWORK OUT OF COACHING TEAMS.

Limitless resources and intelligent alerts give managers a personal, in-tool coach. The software helps guide managers on how to better serve their teams and improve their coaching skills.

CONNECTS TEAMS TO CULTURE.

Increased visibility among employees and teams transforms the over-siloed, transactional workplace into something more conversational, inspirational, and human.

BUILDS EFFECTIVE TEAMS WITH CONTINUOUS IMPROVEMENT.

Feedback leads to growth, and growth leads to high-performing organizations. The platform gives managers the insight they need to engage their teams and drive performance.

MAKES EVERY MANAGER A GOOD MANAGER.

Real-time insights and smart suggestions help managers prioritize and act on the activities that will create real results for their teams—making every manager an effective manager.

CREATES & SUPPORTS CONSISTENT PEOPLE PRACTICES ACROSS TEAMS.

In-tool transparency promotes team alignment and organizational consistency, helping you uncover and support the people practices that work.

Join **thousands of organizations**
that use Quantum Workplace
to **make smarter people decisions**.

SCHEDULE A DEMO TODAY