

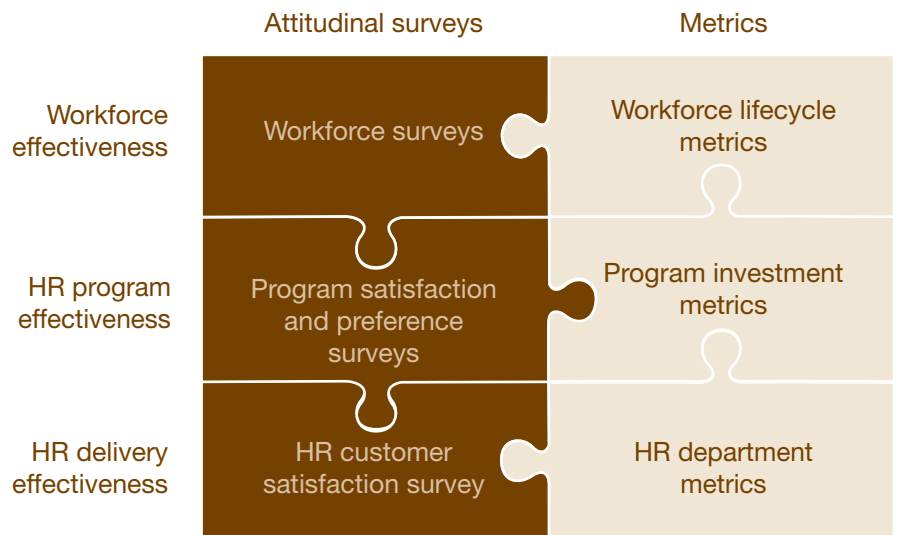
Engagement Intelligence™

Connecting employee engagement to business performance

Listening to employees—and asking for feedback in survey form—provides employers insight for making workforce decisions. Not surprisingly, ‘employee surveys’ have been in use for decades, but have been largely limited to gauging employee satisfaction. Traditionally, employers have struggled to understand how a survey can be used to maximize the direct impact on business performance. Not until recently have advancements in measurement methods and analytics been made to enhance the survey process by linking what employees say to what they actually do—and measuring the impact on financial outcomes.

Saratoga, a PricewaterhouseCoopers Human Resource Services offering, provides advanced solutions that allow companies to better realize their human capital strengths and identify workforce vulnerabilities. Among Saratoga’s signature practices is our Engagement Intelligence™ program specializing in customized research methods that analyze which employees are willing to provide discretionary effort as well as identify opportunities to improve retention, productivity and financial performance.

Historically, advancements in technology and access to capital have largely influenced business performance. In today’s knowledge economy, business performance is responsive to a wider range of levers. Among the most sensitive are the productivity gains resulting from increased employee engagement (the increase in an individual’s willingness to give “discretionary effort” on the job). Saratoga’s Engagement Intelligence™ helps companies quantify the value of discretionary effort and direct appropriate action to increase its impact on company performance.





Linking attitudes, behavior and performance is essential to achieving competitive advantage in a knowledge-based economy. When conducting the traditional business planning process, executives and managers must contemplate the engagement levels of their employees—especially with an emphasis on key employees and key positions in the workforce. While total workforce results are important, focusing on groups of employees whose efforts are most critical or pivotal to financial results often provides the most immediate results.

In addition to helping management understand what drives an employee to give discretionary work effort, Engagement Intelligence™ helps reveal ‘flight risk’ and where productivity barriers may exist. Mitigating flight risk and reducing output barriers may be statistically linked to a company’s ultimate financial performance, and on an interim basis, may be used to align investments with measurable outcome.

By using Engagement Intelligence™ companies are able to model the financial impact of strategies like:

- Manager training
- Improved communication
- Enhanced career development
- Pay differentiation
- Organizational structure changes

Ultimately, using Engagement Intelligence™ over several periods, companies can forecast, prioritize, and measure the impact of specific investments in HR programs on retention, productivity and financial results.

Other value-added services

- Reward Optimization/Conjoint Analysis
- Human Resource Activity Analysis/Service Delivery Survey
- Training & Development Survey
- Leadership Effectiveness Survey
- Offer Rejection & Exit Interview Survey

Saratoga

PwC Saratoga is a pioneer in human capital measurement and has been providing human capital management services for over 25 years. Over three hundred companies and thousands of human resource and line executives have come to rely on Saratoga’s human capital measurement expertise.

Saratoga provides a unique blend of research /survey capability supported by a team of PhD level economists, psychologists and cross-functional HR business professionals.

Human Resource Services

As a leading provider of HR advisory services, PricewaterhouseCoopers (PwC) brings together a broad range of professionals working in the human resource service arena—compensation, benefits, retirement, HR strategy, international assignment, regulatory compliance, tax, process management, culture and change, communications and financial planning—affording our clients an unmatched breadth and depth of expertise, both locally and globally.



PwC's Human Resource Services (HRS) practice assists clients in improving the performance of Human Capital and the HR organization through technical excellence, thought leadership and innovation around four core business issues: Financial Management, Risk Management and Compliance, Operational Excellence, and Transaction Effectiveness.

Our expertise in tax, accounting, financial, actuarial and compliance issues, combined with our knowledge of best practices, sets us apart. With approximately 6,000 HRS practitioners in offices across more than 75 countries, PwC helps to drive shareholder value for our clients by aligning human capital strategies with business strategies.

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