

Name of your organization: AMBSE

How do you use the People Insights Platform today?

We use the Engagement Survey from Perceptyx.

Please share your EX Impact story. Detail your challenge, solution, and impact.

In 2021, AMB Group's survey results illustrated a lack of career growth, opportunity and development with an overall engagement score of 74% with three major categories below 80%. Covid was a struggle for the organization as the company experienced limited remote time during the pandemic, high turnover and leadership changes within the company. Over a two year period, our overall engagement score has increased by 12% and is now at 86.8% with only one category under 80% and not by much.

Between 2021 and 2022, we tackled design elements of the survey and modified several categories to get more granular feedback on our culture and impact we had on associates. Categories like Belonging, Growth and Development, and Performance Management were added. We had the biggest gains in Performance Management and Growth & Development compared to 2022. The statement, "I can achieve my career goals at the company" was one of the largest gains from the previous year. The associate's intent to stay for the next year has increased 3% in two years and we're thrilled with that outcome.

Some of the corporate HR initiatives that we've undertaken have been in performance management, career advancement, and culture that have made a clear impact with the above improvements mentioned.

Related to growth and development, our Training & Associate Engagement Senior Manager designed a year-long cohort program launched at the beginning of 2023 for our first line managers to arm them with fundamental leadership skills. We have a 92% retention rate of these managers within the first year of implementation. We also implemented several executive level development opportunities for our senior leaders and have a 95% retention rate. HR now facilitates leadership development workshops quarterly for all managers. At the beginning of 2022, we implemented a bi-annual promotional process and communication strategy that previously didn't exist to provide more visibility to associates of career opportunity and changes throughout the organization. Our engagement scores in the growth and development space increased by 5% overall in this area in the last year.

Related to Belonging, our organization promoted a strong internal leader to become the first Chief DEI Officer and within the last year she has implemented 11 employee resource groups. This has been very well received by the associates and enhanced their engagement in multiple ways with listening workshops, exposure to external experts, and learning opportunities. We have also leaned into our benefit offerings for associates, added more fertility and adoption programs, diabetes and musculoskeletal care and put together a wellness day highlighting the importance of self-care and wellbeing. The emphasis on associate well being and thriving in the workplace has been essential.

In early 2023, we underwent a change management process related to performance management and implemented goal setting and evaluation. Our performance management category scores increased significantly at 5%. We are very excited that we are moving the needle in this area and tying our rewards to performance to quantify the organization's productivity and effectiveness. The transparency we're creating by sharing company financial results and incorporating an individual performance element has been well received. We've also facilitated annual training workshops for leaders on providing feedback to be able to apply these skills real time.

We are not stopping with the work! We are excited to launch a new engagement platform and a new Director level training program for 2024 that will further drive our engagement survey scores in a meaningful way.

Which business outcome measures did your organization use to determine the impact on employees?

- Increased participation rates (surveys and listening events)
- Improved pride in the company, improved morale and sentiment
- Improved intent to stay with the company, decreased employee turnover