Name of your organization: Eaton

How do you use the People Insights Platform today?

Biennial managed census surveys, "always on" exit survey, and OnDemand pulsing.

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

The focus of this story is on two key drivers of engagement for Eaton - "advancement opportunities are awarded fairly" and "there are career opportunities for me..."

After our 2018 census survey, we began implementing specific enterprise-wide actions related to career and development to move the needle on engagement. As we deployed these seemingly disparate initiatives, we leveraged an internal brand, "FutureReady," to present cohesive messaging to the organization and connect everything to the employee voice.

Since 2019 we have:
- Invested in technologies and resources that support skill development and career advancement (e.g. new ATS)
- Deepened focus on leadership skill building
- Launched of our first virtual career fair called "FutureReady Career Lab"
- Promoted "FutureReady Fridays": we dedicate a Friday every other month to developing skills and growing our careers (coming soon, FutureReady February!)
- Introduced a new Career Framework which deemphasized upward career movement and promotes diverse career paths.
- Refined our focus and expectations on internal candidate care.

As a result, since 2018 we have seen 5+ point improvement in favorability on "Advancement opportunities are awarded fairly" (three survey cycles), and 3+ point improvement in favorability on "There are career opportunities for me at Eaton." We are over the 75th percentile benchmark for both questions and in the Development and Advancement category. This has contributed to a 2.5-point improvement on engagement. We are now at 83.7% favorability on engagement, just shy of the benchmark (by 1.5%).

At Eaton we say, "if we ask, we should act!" And we believe our improved performance in proof positive that this is true.

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

- Increased participation rates (surveys and listening events)
- Improved sense of personal accomplishment, and discretionary effort
- Increased willingness to recommend the company's products and services

FutureReady