INARI

Name of your organization: Inari

How do you use the People Insights Platform today?

Two use cases: 1) End-to-end lifecycle listening process, collecting feedback from all applicants, all hiring managers, all new hires (at 2 weeks & 2 months), all exiting employees, and all employees (via an annual census survey). Focus is very much on assessment of employee experience (19 different dimensions derived from ~60 items). 2) Enterprise data collection platform for benefits, L&D, talent acquisition, HR operations, organizational change management, and a host of other topics.

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

Key points from the case study Perceptyx sponsored regarding our initiative (see citation below):

The introduction of our life cycle listening process came with the advent of the 2023 Employee Experience Survey ("One Vision; Many Voices"). Through a combination of exceptional partnership with Perceptyx, strong support from senior leadership, confidence of our colleagues & fellow team members, capabilities of our people team and - most likely - dumb luck, we have been able to change the paradigm of employee experience at Inari while at the same time providing extremely valuable insights about our culture, leadership, and organizational capabilities.

In more than 25 years of survey work (with Gallup, McBassi, Buckingham, and Perceptyx), I've not been privileged to have such strong support of leadership. Rarely do the senior officer have a meeting and a reference to the survey doesn't come up; our leadership really believes in the process and the impact we are having - beyond employee experience. We're using the data to help define current & future state culture, to assess the impact of people investments, to gain insights into dimensions of employee experience, and set the strategy for the organization.

I'll make it easy for you - Inari has an exceptional story to tell (and I'm an exceptional storyteller).

The Challenge:

Initiate an employee listening program, including an annual census survey, to better understand the needs of their growing workforce. Assess employee engagement at both the organizational and functional level. Foster a culture of collaboration and belonging by ensuring that employee voices inform company decision-making

The Solution:

- Developed a strategic plan for improving internal communications based on employee feedback
- Conducted focus groups to gain more specific insights into opportunities for improvement, guided by survey results

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- Revamped the organization's communication strategy to enhance message clarity and consistency, and employ multiple channels for improved access to information

The Outcomes:

- Partnered with Perceptyx to execute a comprehensive employee engagement survey, achieving a response rate of 94%
- Improved the internal communication process by establishing clear guidelines for various channels, reducing confusion and improving transparency
- Introduced a new framework for hosting meetings to ensure deliberation and focus on key issues
- Actively included employee perceptions in decision-making, fostering a sense of empowerment and belonging
- Enabled managers to easily access and utilize data-driven insights specific to their team, accelerating action planning
- Increased transparency by sharing Perceptyx scorecards on internal Slack channel, enabling employees to view and discuss the results

Do you have any additional KPIs/Metrics to demonstrate your impact on EX?

94% participation in initial 2023 employee experience survey (89% engagement index)

Second year of surveying is scheduled for February 2024. At that time, we will have a much better gauge of impact.