12 Ways To Improve Employee Service

Positive employee interactions improve member service, promote organizational culture, and build stronger teams.

2 Do's For Employee Reviews

Focus On Strengths



Engagement = Productivity



on employee strengths. Do Identify and communicate

FACT

employee strengths, then assign roles and tasks that align.

Employees are 61% more

engaged if managers focus

FACT: Engaging employees results in up to 18% higher revenue

FACT: 70% of employees are not

engaged.

per employee.

Do: Encourage employees throughout the entire

> review process, give feedback, and promote open dialogue. Source: Weekdone & Vocoli

Through Communication

3 Ways To Drive Engagement



action when necessary, and let them know their opinions count.

Dialogue

Listen to employees, take

different parts of the organization speak to one another.

Collaboration

Evaluate how effectively

Source: Edelman's 2015 State of Employee Engagement

5 Things Employees Want

Channels to communicate with management (vertically) and with one another (horizontally).



An understanding of the organization's visions and values.

why the change occurred and what it means for employees.



Transparency about major management changes, including

Tools and training to communicate more effectively.

Face-to-face communication with top leadership.



ESL Federal Credit Union

What ESL Did...

program wherein senior

their contributions.

Created a "Values in

management recognizes up

to 15 employees per year for

What BECU Did...

Used a crowdsourcing

Best Practices For Internal Communications

So What? Developed an "ESL Honors" Nominees receive trophies, cash awards, and recognition

Forum.

another, and recipients attend a Practice" award that highlights stories that VIP breakfast with senior managers as well as receive a celebrate and elevate ESL's cash award. This directly core values. communicates ESL's values and

Recognition for employees who deserve it.

encourages employees to embrace them. Click here to read the full case study on CreditUnions.com BECU

So What?

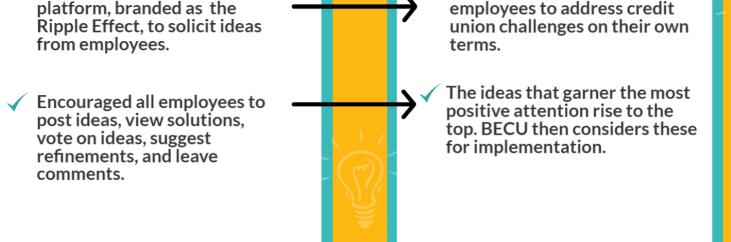
This platform allows BECU

at ESL's biannual Employee

Employees nominate one

Source: Tribe Report, "Communications for Human Connections"

Communication in which everyone can engage.



Click here to read the full case study on CreditUnions.com

Source: CreditUnions.Com

