

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



FACT Employees are 61% more engaged if managers focus on employee strengths.

FACT: 70% of employees are not engaged.

Do Identify and communicate employee strengths, then assign roles and tasks that align.

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

Do: Encourage employees throughout the entire review process, give feedback, and promote open dialogue.






Source: Weekdone & Vocoli

3 Ways To Drive Engagement Through Communication



Source: Edelman's 2015 State of Employee Engagement

5 Things Employees Want

-  Channels to communicate with management (vertically) and with one another (horizontally).
-  Face-to-face communication with top leadership.
-  An understanding of the organization's visions and values.
-  Tools and training to communicate more effectively.
-  Transparency about major management changes, including why the change occurred and what it means for employees.

Source: Tribe Report, "Communications for Human Connections"

Best Practices For Internal Communications

ESL Federal Credit Union

Recognition for employees who deserve it.

What ESL Did...	So What?
✓ Developed an "ESL Honors" program wherein senior management recognizes up to 15 employees per year for their contributions.	✓ Nominees receive trophies, cash awards, and recognition at ESL's biannual Employee Forum.
✓ Created a "Values in Practice" award that highlights stories that celebrate and elevate ESL's core values.	✓ Employees nominate one another, and recipients attend a VIP breakfast with senior managers as well as receive a cash award. This directly communicates ESL's values and encourages employees to embrace them.

 [Click here to read the full case study on CreditUnions.com](#)

BECU

Communication in which everyone can engage.

What BECU Did...	So What?
✓ Used a crowdsourcing platform, branded as the Ripple Effect, to solicit ideas from employees.	✓ This platform allows BECU employees to address credit union challenges on their own terms.
✓ Encouraged all employees to post ideas, view solutions, vote on ideas, suggest refinements, and leave comments.	✓ The ideas that garner the most positive attention rise to the top. BECU then considers these for implementation.

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Source: CreditUnions.Com