

Employee Engagement



THE GOLDMINE OF UNTAPPED ORGANIZATIONAL VALUE

Engaged employees are the foundation to a successful organization and a key ingredient of a customer-centric culture.

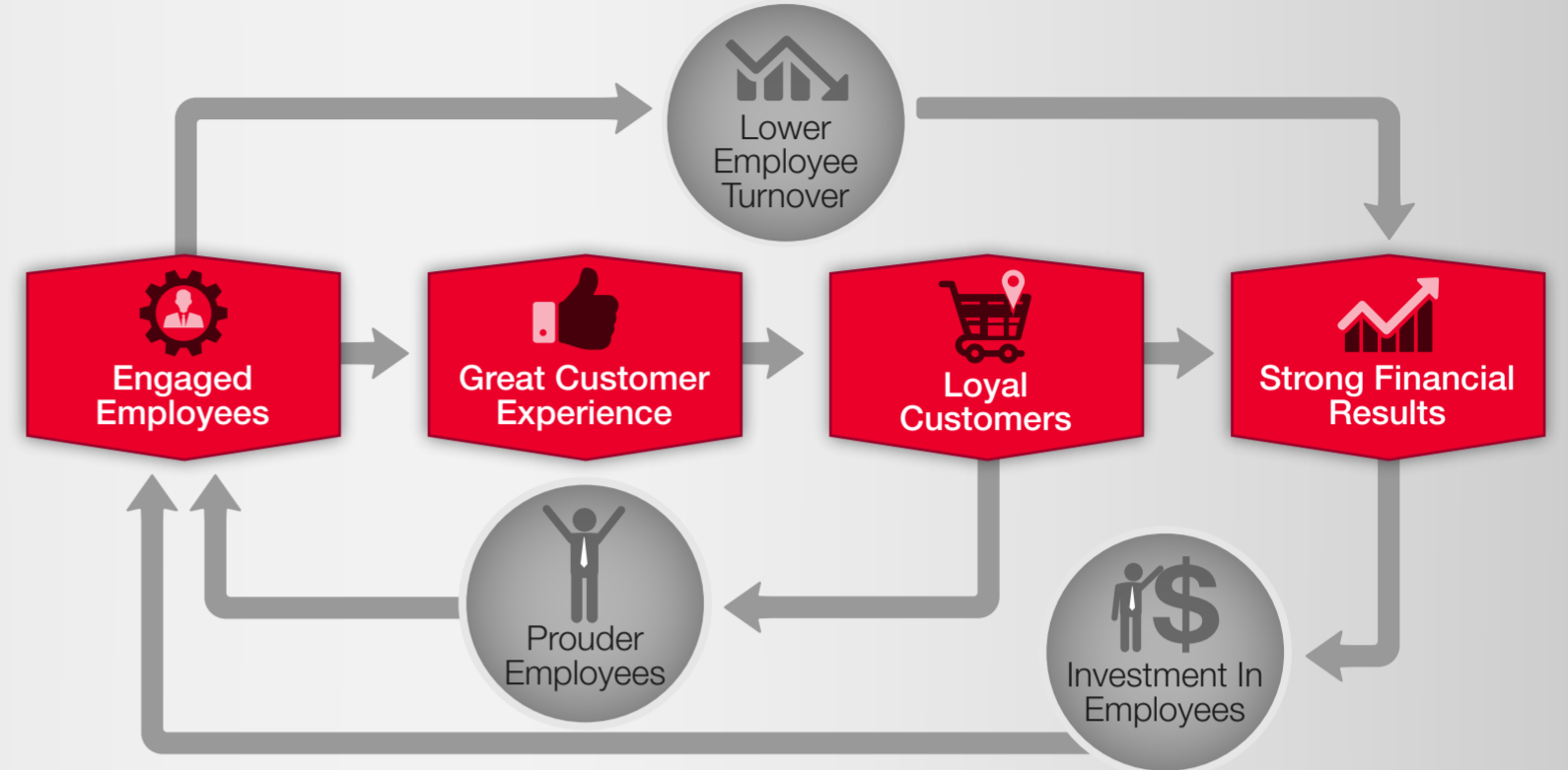
Engaged Employees Are Immensely Valuable

In a study of more than 5,000 U.S. employees, Temkin Group compared the characteristics of highly engaged employees with those of disengaged employees.



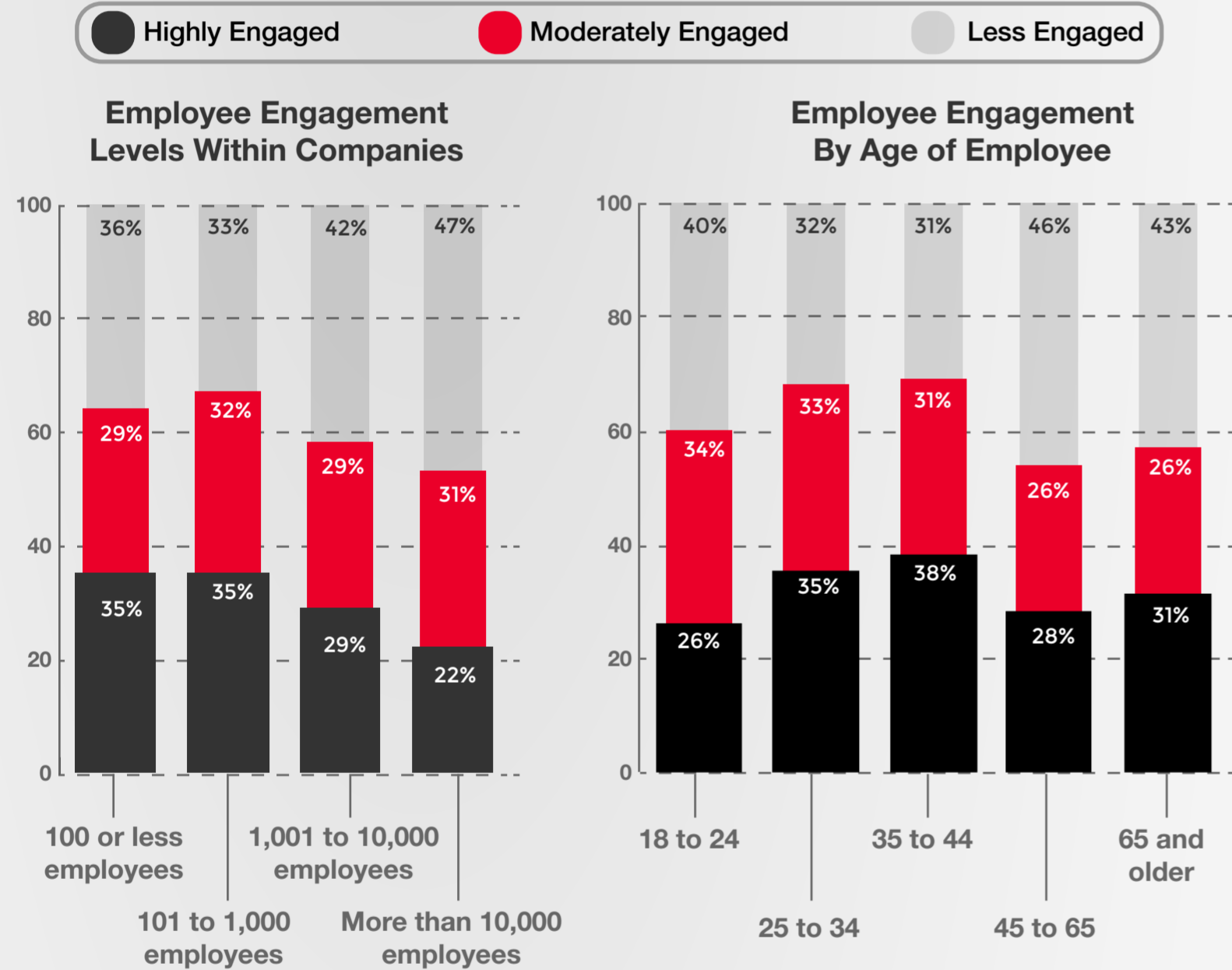
Engaged Employees Fuel a Virtuous Cycle

Temkin Group's *Employee Engagement Virtuous Cycle* shows the value of engaged employees.



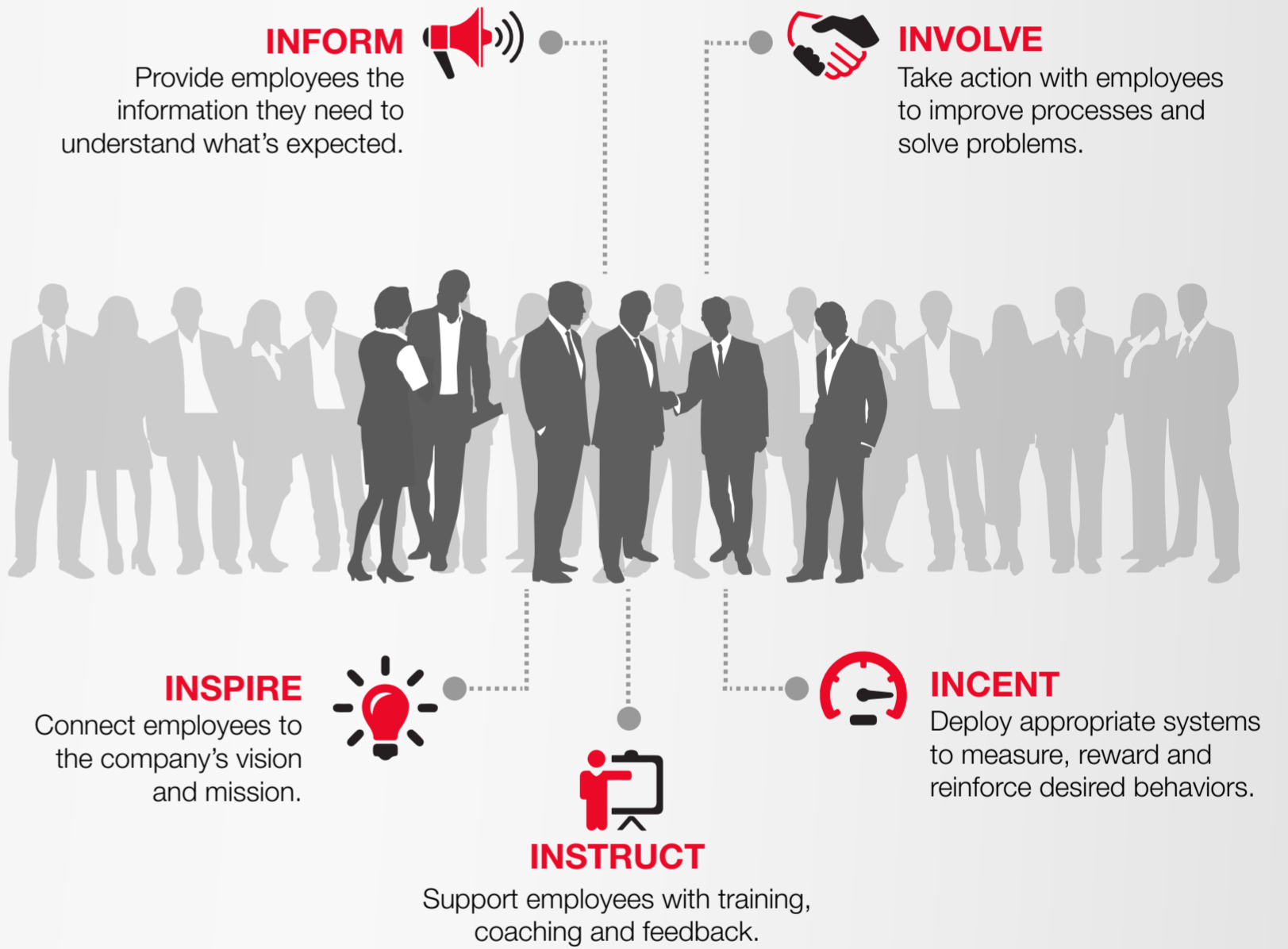
Few Employees Are Highly Engaged

Using the *Temkin Employee Engagement Index*, we examined the level of employee engagement by size of company and age of employees.



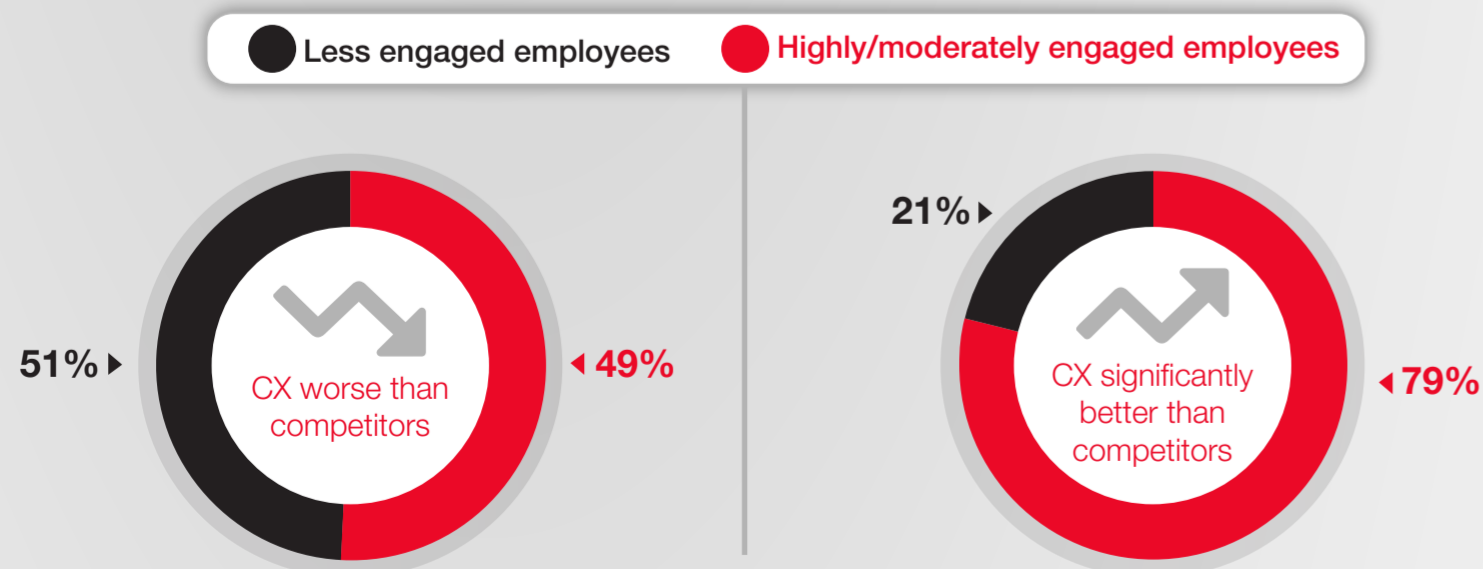
Companies Must Improve Employee Engagement Competencies

How can companies improve? By mastering the Five I's of Employee Engagement



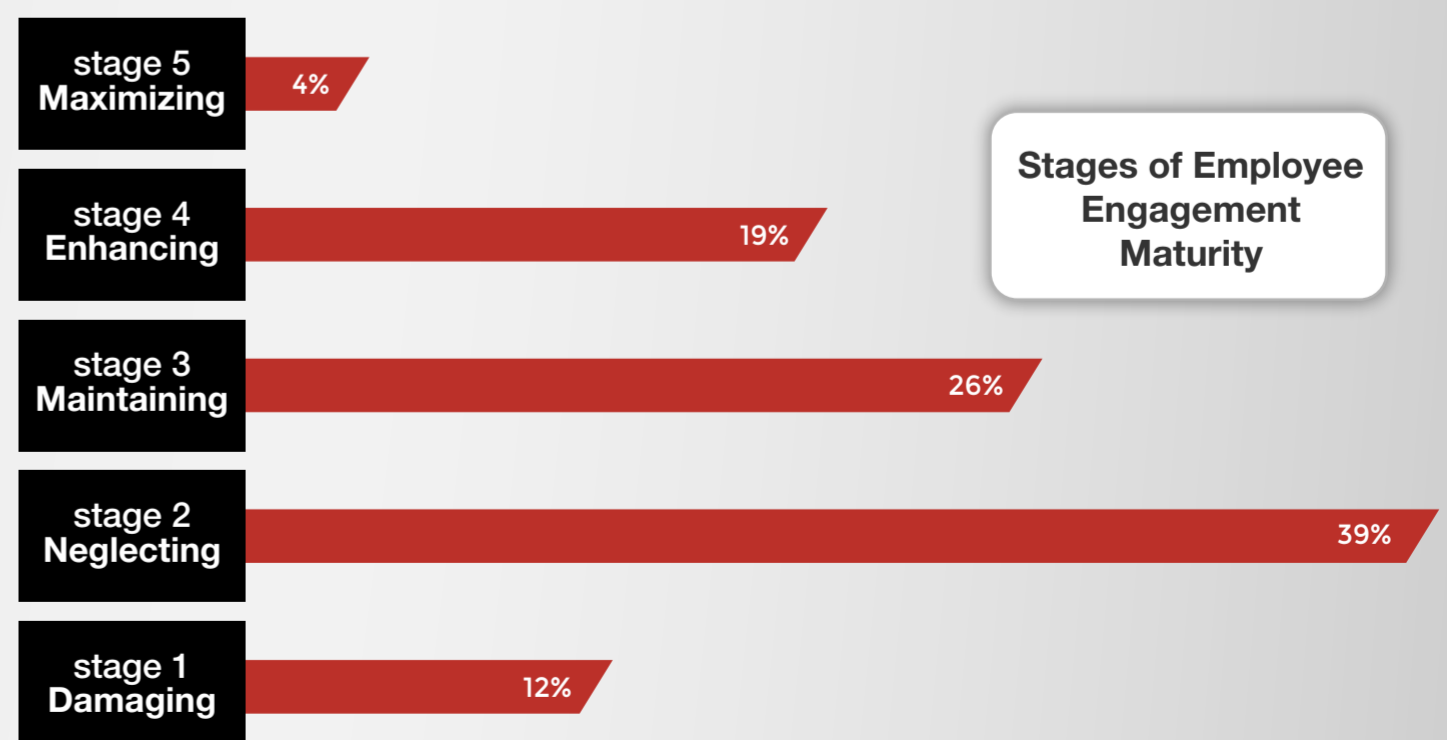
Customer Experience Leaders Have More Engaged Employees

We examined the level of employee engagement in companies based on how their customer experience (CX) compares with their competitors.



Companies Lack Employee Engagement Maturity

Using Temkin Group's *Employee Engagement Competency & Maturity Assessment*, we examined the employee engagement efforts within 169 large organizations.



Sources: Temkin Group Insight Reports: *Employee Engagement Benchmark Study, 2017* (based on study of 5,626 U.S. employees) and *Employee Engagement Competency & Maturity, 2017* (based on a study of 169 large companies). For more information, visit the *Customer Experience Matters*® blog at ExperienceMatters.wordpress.com