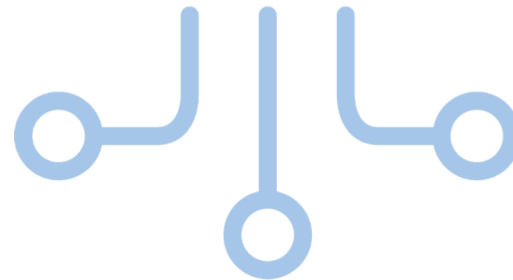




OCCUMETRICS

Listen and Learn from Your Workforce



WE UNDERSTAND WORKFORCE ISSUES

Unhealthy workplace environments cost organizations

- **directly** through turnover expenses
 - **indirectly** through loss of institutional knowledge, employee engagement, and productivity
- Voluntary employee resignations at 20-year peak
 - Half of all mid-level managers trying to change jobs
 - \$8k to replace \$40k manager
 - Turnover reduces organizational performance; recruitment and training costs take \$ away from needed program investments
 - Baby boomer retirements a threat to govt. ranks – loss of institutional knowledge

LET US DO YOUR LISTENING FOR YOU

Our **thorough and anonymous** information gathering process allows us to spend the time you likely do not have to **listen carefully** to employee issues—from micro to macro.

We compile our learnings to provide you with **comprehensive, straightforward recommendations.**

10 DRIVERS OF WORKPLACE WELLBEING

EMOTIONAL EXHAUSTION

tired, worn out, overwhelmed

WORK ENGAGEMENT

absorbed, energized, challenged, focused

COLLEAGUE SUPPORT

helped, supported, respected, listened to

SUPERVISOR SUPPORT

good feedback, helpful, understanding, encouraging

WORK DEMANDS

unachievable expectations, intense, too much to do, pressure

CONTROL/AUTONOMY

choice in what and how work is done, flexibility

INTERPERSONAL RELATIONSHIPS

harassment, friction, bullying

JOB ROLE

clarity of duties and responsibilities, goals and objectives

ORGANIZATIONAL CHANGE

employee involvement in change

DISTRIBUTIVE JUSTICE

fairness in pay, praise, workload, rewards

PUTTING IT TOGETHER

THE OCCUMETRICS PROCESS

STEP 1 | ASSESS

Analyzing the Numbers

Evidence-based, in-depth survey and data analysis determine unique causes of employee dissatisfaction within the organization.

STEP 2 | ENGAGE

Listening to Conversations

Follow-up focus groups informed by survey results lead to greater understanding of issues. We explore changes that positively impact employee satisfaction.

STEP 3 | CHANGE

Learning from Your Workforce

We walk through findings of unbiased analysis to create a customized approach to address issues at hand.

STEP 1

ASSESS | ANALYZING THE NUMBERS

- Employees take anonymous **65-question survey** assessing the 10 drivers of workplace wellbeing and job/pay/benefits satisfaction
- Agency provides researchers with
 - Turnover rates
 - Exit interview reports

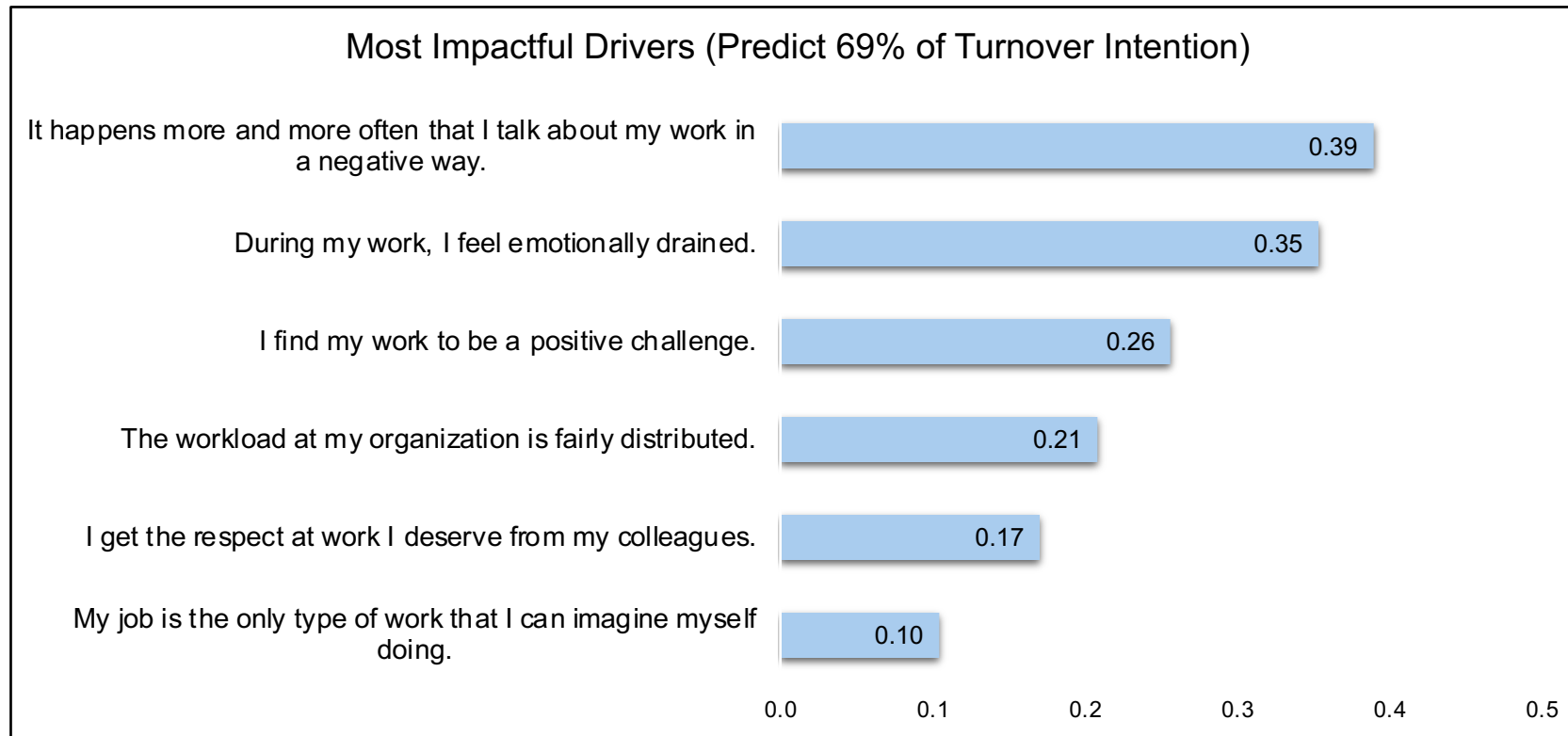
Regression modeling determines the most **common drivers** of **turnover intention** and **dissatisfaction** in the workplace; results then inform what to explore in focus groups



STEP 1

ASSESS | ANALYZING THE NUMBERS

SAMPLE OCCUMETRICS DATA



STEP 2

ENGAGE | LISTENING TO CONVERSATIONS

Deep dive into issues identified in the survey data:

- Five to eight one-hour focus groups of 10-15 employees each, including one group of supervisors only
- Thirty minute interview with CEO



STEP 2

ENGAGE | LISTENING TO CONVERSATIONS

STRENGTHS

Staff motivated by the mission

Supportive colleagues

Employee benefits (PTO, retirement)

Some effective managers/supervisors

CEO values relationships with staff

CHALLENGES

Training

Communication

Standardization of operating procedures and policies

Pay (inadequate; practice of raises not uniform)

Employees feeling penalized and not heard instead of encouraged and valued

Change management

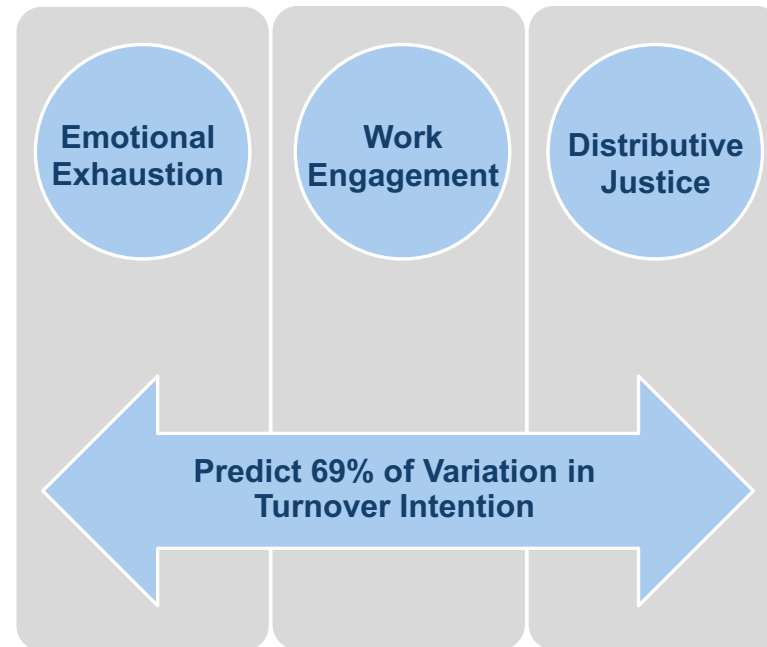
Some ineffective managers/supervisors

Some employees allowed to underperform for too long

STEP 3

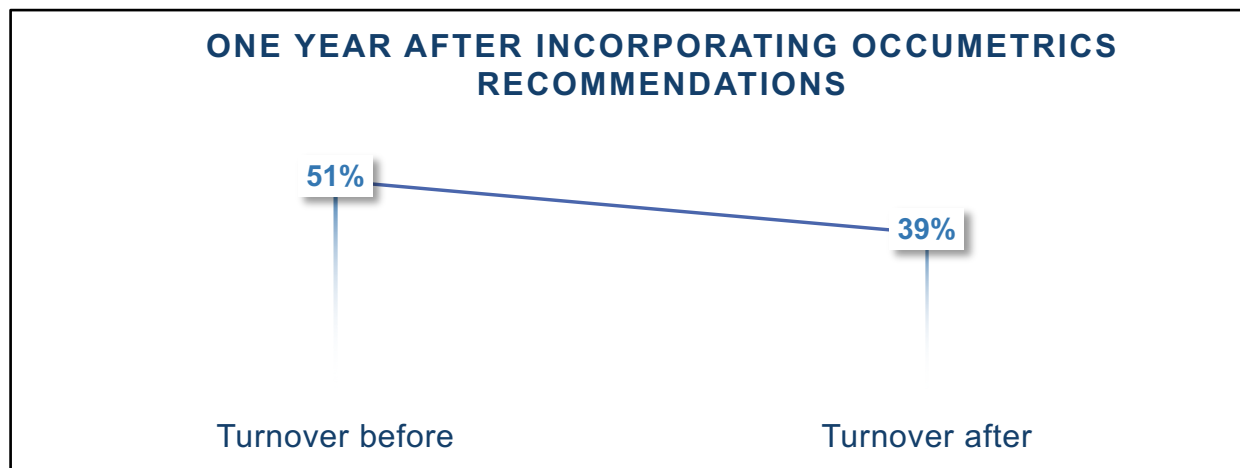
CHANGE | LEARNING FROM YOUR WORKFORCE

- Understand our findings
- Discuss what they mean for your workforce
- Process customized recommendations addressing the issues



WHY OCCUMETRICS IS RIGHT FOR YOU

- Identify, understand and address employee concerns with customized recommendations
- Understand how employee issues differ from the expected
- Create an engaged and productive workforce



One year after incorporating recommendations, an Occumetrics participant reported a 12% reduction in staff turnover equaling 33 retained employees: **saving approximately \$266,000 in employee replacement costs.**

CONTACT US

Kenton Beachy, MA, MPA
kbeachy@mhafc.org
614-221-1441 x 101

Maggie Hallett, EdS, LPC
mhallett@mhafc.org
614-221-1441 x 105



OCCUMETRICS

Listen and Learn from Your Workforce



THANK YOU