

AboutFace's Mystery Shopping

Research | Consulting

FEATURES:

- Measure Employee Engagement and find gaps in the culture
- Get a read on every level of organization
- Identify strengths and weaknesses in strategic alignment and competency
- Pinpoint key drivers to engagement and disengagement
- Develop an action plan for initiatives for improvement
- Create an employee council to implement the initiatives and measure progress over time

BENEFITS:

- Engaged employees outperform disengaged employees by 20-28%
- Businesses with higher engagement have 9% higher shareholder returns
- Organizations with engaged employees showed a 19% increase in operating income over a 12-month period, compared to a 33% decrease in companies with disengaged employees
- In organizations with highly engaged employees, the share prices rose by an average of 16 % compared with an industry average of 6 percent
- A 5% increase in total employee engagement correlates to a 0.7% increase in operating margin
- Organizations with highly engaged employees achieve twice the annual net income of organizations whose employees lag behind on engagement



"There are only three measurements that tell you nearly everything you need to know about your organization's overall performance: **employee engagement**, customer satisfaction, and cash flow.

It goes without saying that no company, small or large, can win, over the long run, without energized employees who believe in the mission and understand how to achieve it."

– Jack Welch
former CEO of GE