



Making Big Data Work for Your Employee Experience

Talmetrix™ &



Introductions



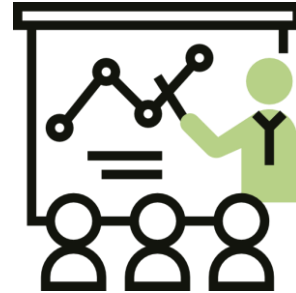
Talmetrix[™]

Chris Powell
CEO

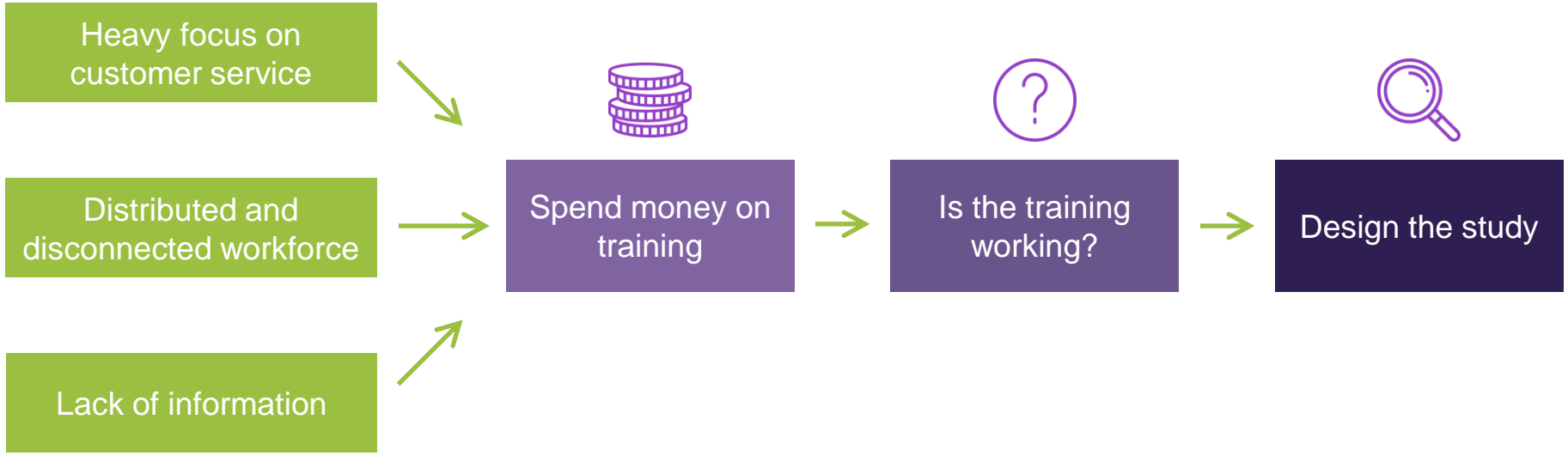


David Youssefnia
President and Founder

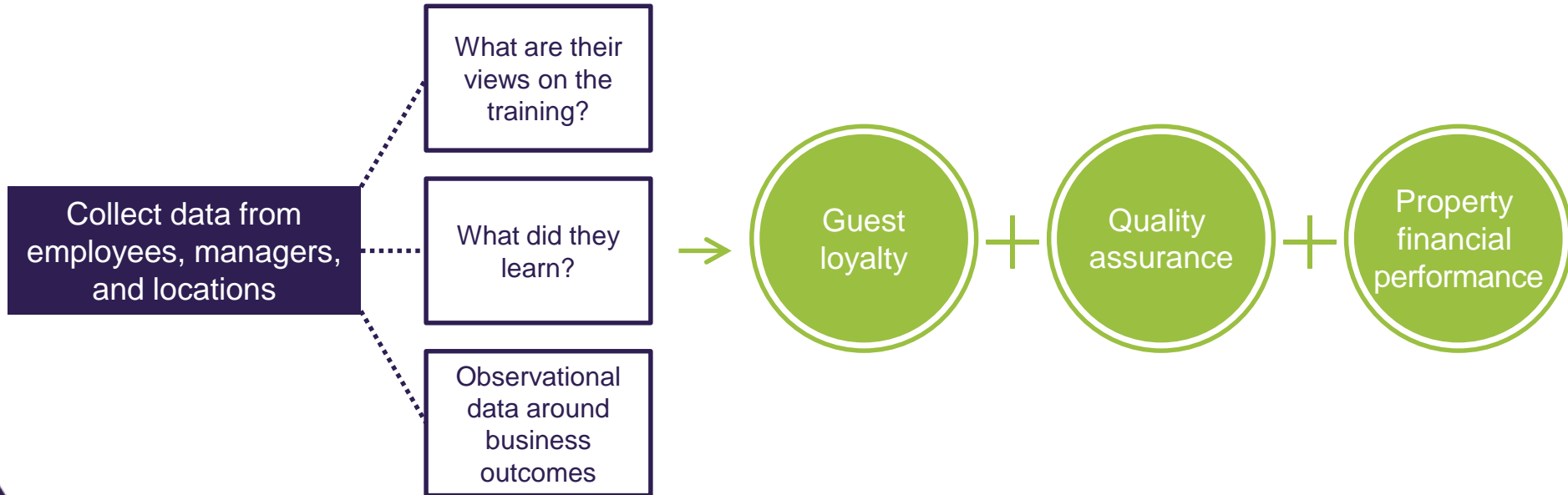
The Story



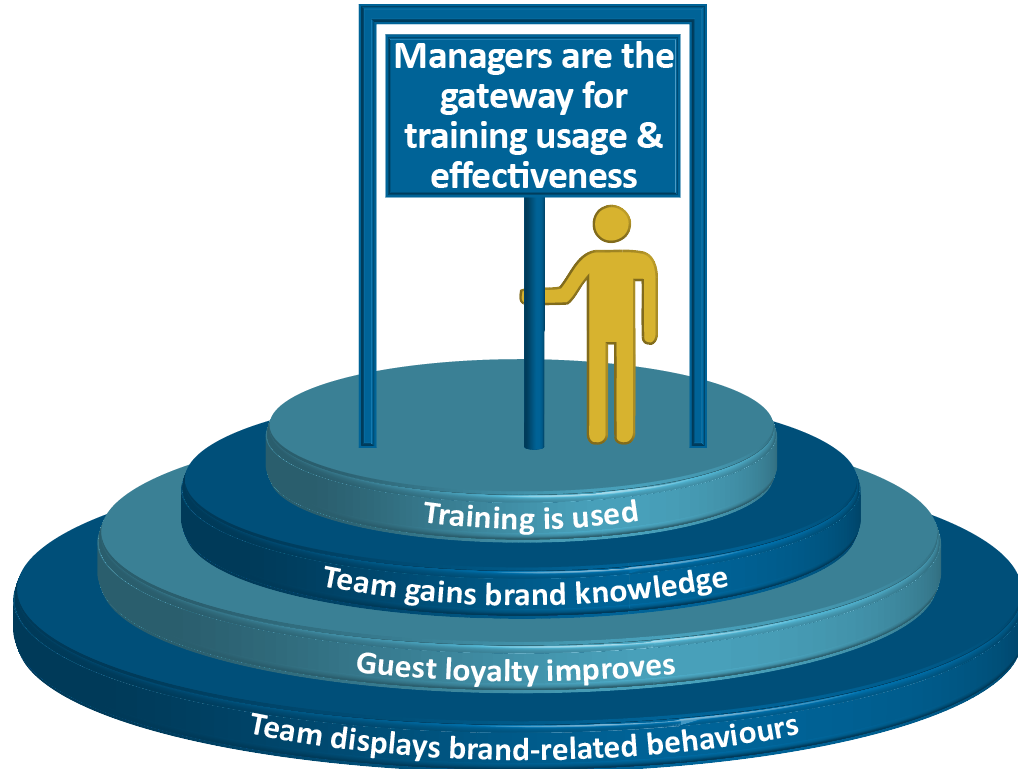
How Do Properties Know if the Training Works?



The Study Design



The Insights and Actions



Everyone agrees employee experience matters

Very few have the insights to enable them

Companies who rate employee experience important or very important.

79%

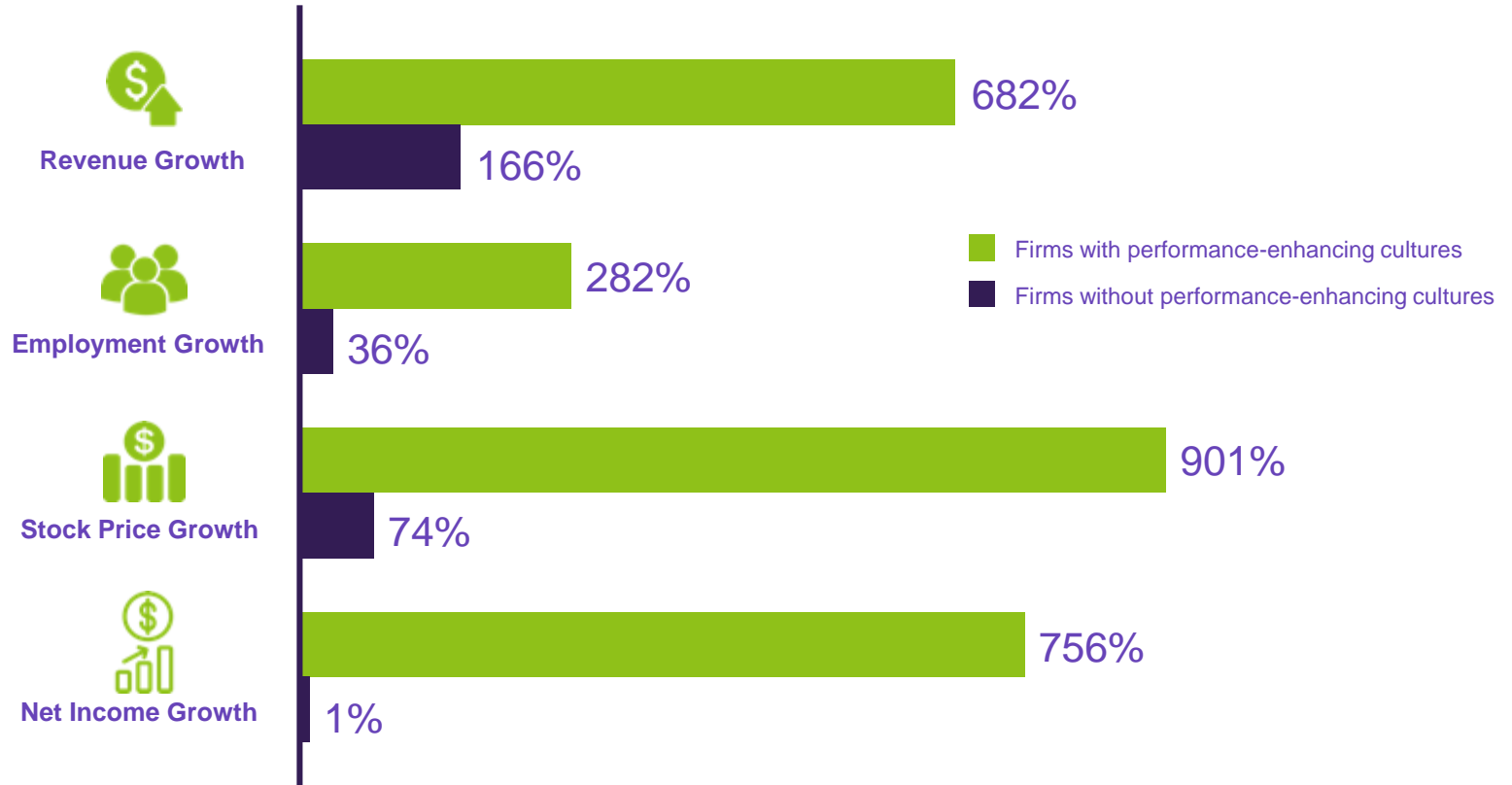
Companies who are excellent at building a differentiated employee experience.

22%

Companies who are ready to address the employee experience challenge.

41%

Why You Care About Employee Experience



Source: *Corporate Culture and Performance*, John Kotter (Kotter International) and James Heskett (Harvard). The study was conducted over an eleven year period.

The Dilemma



Disengaged
Workforce



Lost
Productivity



Opportunity
Cost



Disparate
Data Sources



Limited
Visibility

- **70% of US workforce is not engaged** or actively disengaged, costing \$500 Billion in lost productivity annually
- Companies with less engaged workforces demonstrate lower profitability
- Failure to retain top performers cost 6-9 months salary to find a replacement (3.9% Unemployment)
- HR is experiencing **an increase demand for talent data/insights** to inform business decision making
- Company leaders **have limited visibility and tools to capture ROI** for talent investments

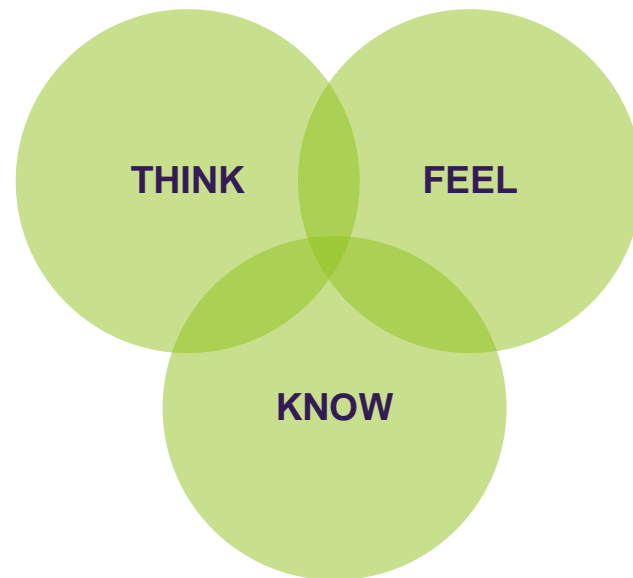
Insights come from data

It's about providing insights to inform business decisions

“

If we have data, let's look at data. If all we have are opinions, let's go with mine.”

- **Jim Barksdale**
CEO Netscape Communications



The Employee Experience Framework



Employee Experience – Life Cycle (Time)



Data Mining– Talent & Organizational Data Sources

EMPLOYEE
DEMOGRAPHICS

TIME &
ATTENDANCE

PRODUCTIVITY

HIGH POTENTIALS /
PERFORMERS

PERFORMANCE

SAFETY &
INCIDENT

LEARNING &
DEVELOPMENT

REWARDS &
RECOGNITION

COMMUNICATIONS

FACILITIES

EMPLOYEE
BENEFITS

CUSTOMER
SATISFACTION

Talent Data Tips – Getting Started

1. Start With a Destination in Mind

Understand the data you will want to capture, report, conduct analysis, and generate insights on regarding the employee experience.

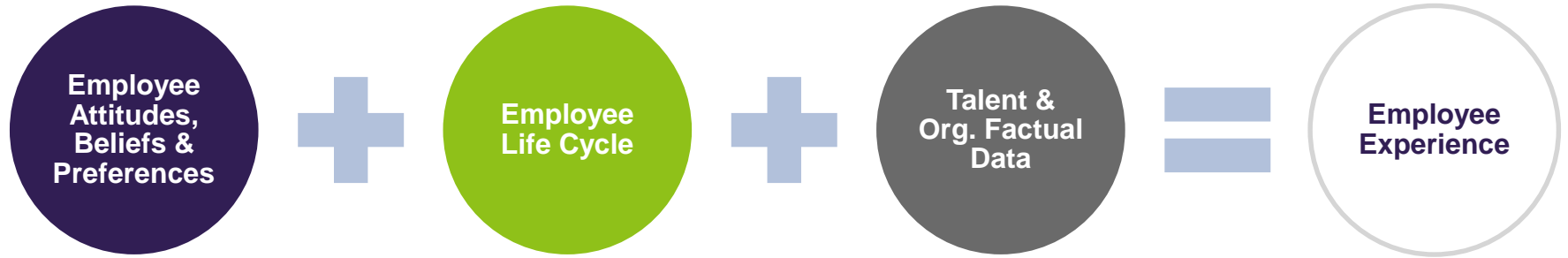
2. Get the Basics Right

Ensure your talent and organizational data is accessible, standardized, cleaned, mapped in a consistent way.

3. Don't Let Data and Analysis Replace Judgement

Solid analytics can be a powerful supplement to decision-making but recognize the tradeoffs and ensure important decisions have a human element.

The Employee Experience Equation

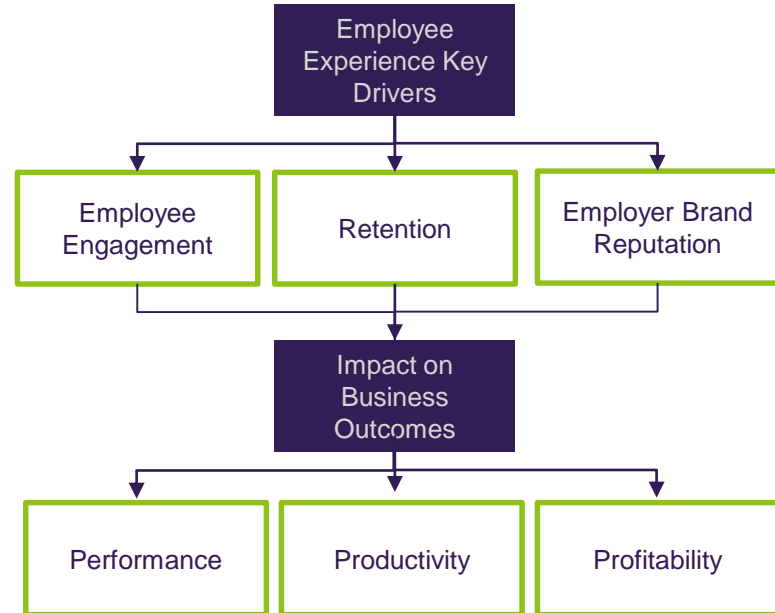


Programmatic Approach to Employee Experience



Key Take Aways

1. Start Simple
2. Understand What You Are Trying to Impact Before You Design and Implement
3. Take a Programmatic Approach - Play the Long Game
4. Get & Maintain Leadership Alignment



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