INNOVATION CONFERENCE

Leading the way forward

Intermediate Employee Listening: Where Did We Come From and How Do We Kick It Up A Notch?

Brandon Riggs – Sr. Consultant
Rob King – Head of People Analytics, Sr. Director

Today's Presenters

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Today's Interactive Session:

- Ask questions throughout the session using the Q&A feature
- Provide feedback and respond to speakers using the Zoom Chat

Our facilitators are here to support and ensure that all of your questions are answered in today's live session!

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What is the greatest band of all time?

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Maturity Model

	Level 1	Level 2	Level 3	Level 4	Level 5
Ethics	• Sporadic & reactive data-gathering with limited or no capacity for data integration • A few disconnected, PA-focused roles across the organization • Decision-Making driven by intuition, experience & precedence rather than data & insights • People data not considered a value-driver • Lack of data governance a source of significant risk	• More frequent & in-time data-gathering • Focus on creating a “single source of truth” by building a “data warehouse”, enhancing data security, accuracy, & timeliness • Time & effort spent addressing HR reporting needs • Dedicated PA leader to build a centralized team	• Consistent use of embedded analytics tools • Some partnerships between PA & business leaders & corporate functions, but primary focus still on serving HR • Moderate to strong data governance • Data governance bolstered by data council	• Use of multiple listening channels & advanced tools & technology to collect, integrate & analyze data • PA focus shifts from HR to business goals • Emerging delivery mechanisms to share data and insights broadly • Significant experimentation with new analyses & tools • Larger, centralized PA team • All HR is moderately data fluent	• Use of advanced AI-supported tools & technology to collect, Integrate & analyze people experience data • PA integral to business & talent decisions & to everyday work • Multiple robust delivery mechanisms for reporting & analytics • Cross-functional or centralized PA Team with dedicated “Business Liaison” roles • All HR is highly data fluent
Accountability					
Implementation					
Governance					
Strategy					

Crawl → Walk → Run

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Defining “Walking”

What are the defining characteristics of an intermediate employee listening program?

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Value of Walk

Why might you want to take our employee listening maturity to the next level?

- Seat at the table for strategy and business goal discussions
- Contribution of analytics to business and talent decisions
- Leverage tools and technology for streamlined data collection and analysis
- Integrate multiple sources of data to find a story
- Large scale reporting to enable timely action and follow-up
- Gain deeper insights; push the bar on the questions you ask

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Starting to Walk

Is your organization ready to move forward from the beginning to intermediate stage?

	Level 1	Level 2	Level 3	Level 4	Level 5
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Transitioning to Higher Maturity

How to successfully transition from intermediate to advanced listening

- Have a strategy and a plan
- Robust & Multiple Delivery Mechanisms for Reporting & Analytics
- Ensure data fluency and people analytics skills across HR
- Cross-Functional or Centralized PA Team with Dedicated “Business Liaison” Roles
- People data is seamlessly built into business processes and decision-making

- At what touch points will you survey?
- What data will you collect?
- What analyses will you conduct?
- What business decisions will you contribute to?
- Who is responsible for implementation, analyses, follow-up?

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Open Discussion

- What challenges have you faced as you prepare(d) to move into the advanced phase?
- What successes can you share with others as they prepare to move into the advanced phase?
- Do you have lessons learned that could benefit others today?
- How did you pull others from your organization along with you?
- What advice would you provide to develop data skills within HR?
- How do you prepare Leaders and Managers for broader reporting?
- What's next for your organization?

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Post-Jam Survey Link

https://www.perceptyx.com/pyxjam/dc

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Thank You for Attending