

DISRUPTING THE DISRUPTERS: HOW TRANSFORMATIVE ORGANIZATIONS THRIVE ON FEEDBACK



Transformative organizations don't have superpowers. They just seem to like what they do. They muster the power of feedback to drive insights and let those insights drive them forward.

"The world is becoming a faster changing and more turbulent place for organizations and the necessity to adapt has never been greater."

– Jacob Morgan

In today's dynamic business climate, transformative organizations operate under nimble principles. By adopting a feedback-driven culture, they let insights guide them in four ways:

- 1** Continuous listening to keep their fingers on the pulse of employee and customer sentiment.
- 2** Employee engagement to ensure workers are happy and productive.
- 3** The future of work to prepare for new and agile ways of working.
- 4** Governance, risk and compliance to make trust the epicenter of operations.

CONTINUOUS LISTENING INCREASES YOUR SPEED AND DEXTERITY

50%
Organizations that use continuous listening can identify and respond to problems 50% sooner than those that only survey employees once a year.

22%
Companies routinely survey their employees once a year. Yet, only 22% that rely solely on them are happy with the results.

The Power of Listening to Your Employees Continuously

- Strengthens leadership.** Managers can use data to make better decisions and increase organizational alignment.
- Accelerates innovation.** More conversations lead to more ideas—accelerating innovation and driving competitive advantage.
- Increases agility.** Insights enable you to respond to problems in less time.
- Improves employee morale.** Put your team's best ideas into action to increase employee happiness.
- Enhances customer and employee experiences.** Find out what's bothering your customers and employees and fix it.

EMPLOYEE ENGAGEMENT YOUR TICKET TO A MORE EFFECTIVE WORKFORCE

22%
Companies with high employee engagement are 22% more productive than those with disengaged workforces.

87%
87% of employees around the world aren't engaged.

An Engaged Team Delivers Results

- Increases productivity.** Employees who are engaged with their work are willing to go above and beyond—every day.
- Improves employee happiness.** Happy employees are 35% less likely to miss work.
- Reduces turnover.** The more engaged your team is, the more likely they stick around.
- Increases profitability.** Companies with high engagement are 22% more profitable.
- Satisfies customers.** Happy employees deliver better customer experiences.

THE FUTURE OF WORK YOU WON'T BE READY IF YOU DON'T PREPARE

2016
In 2016, 43% of U.S. professionals indicated they worked remotely at least on occasion.

2020
By 2020, 43% of U.S. professionals will be "gig" workers—freelancers and contractors who aren't part of traditional teams.

The Tenets of the Future of Work

- Digital transformation.** Organizations need to adopt a digital-first mindset to thrive in today's complex business landscape.
- Leadership.** Cultures of command and control are giving way to cultures of coaching and empowerment.

- Mergers & acquisitions.** Successful M&A activities are only possible when organizations listen to their employees.
- Globalization.** Moving from a domestic company to an international organization requires a fully aligned team.

GOVERNANCE, RISK AND COMPLIANCE KICK CORPORATE MISCONDUCT TO THE CURB

80%
80% of executives believe that trust is the cornerstone of the digital economy.

\$38 billion
The GRC market continues to grow and is currently valued at \$38 billion.

Transformative organizations use GRC initiatives to build trust and mitigate against

- Operational failures.** When your assets unexpectedly become inoperable or an executive is charged with a crime, keeping your doors open becomes that much harder.
- Fines, sanctions or financial losses.** You're in business to make money—not to suffer financial penalties that could otherwise be avoided.
- Irreparable reputational damage.** Corporate misconduct can ruin your brand's goodwill, haunting your company for years to come.
- Stakeholder distrust.** Trust takes years to earn but seconds to destroy. When your customers stop trusting you, they'll look for alternatives.
- Unsafe or unproductive environments.** Transformative organizations understand employees are their top asset and protecting them comes first.

Work has changed a lot over the last 10 years. It will change even more over the next decade. What worked in the past, simply put, won't work today, if for no other reason than the world continues to evolve.

All businesses can grow into truly transformative organizations if they let insights be their guide.

To learn more about the power of feedback, download our **whitepaper on Powering Transformative Organizations.**