

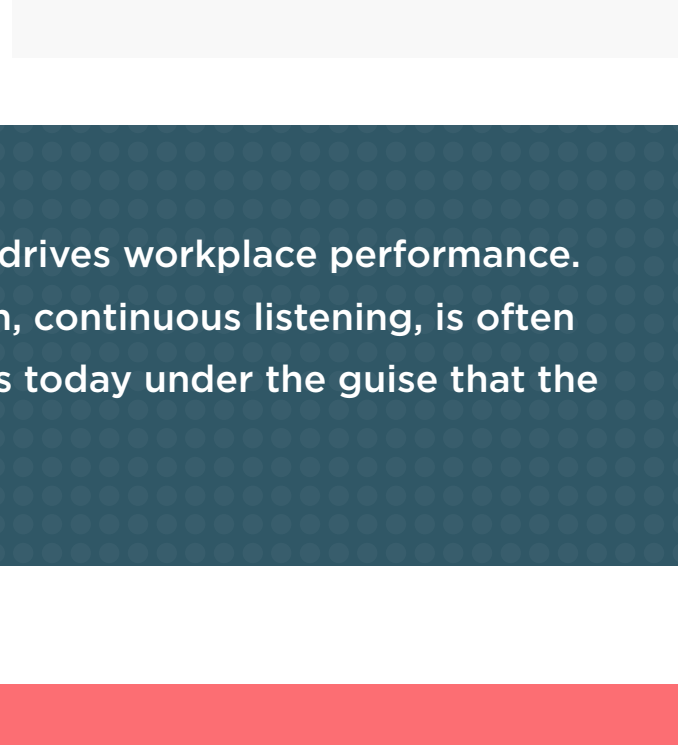
CONTINUOUSLY LISTEN TO CONTINUOUSLY IMPROVE:

LISTENING TO EMPLOYEES DRIVES ORGANIZATIONAL PERFORMANCE



How do we drive higher performing organizations?
The answer is not talking more. It's about listening
—continuously listening—to your employees.

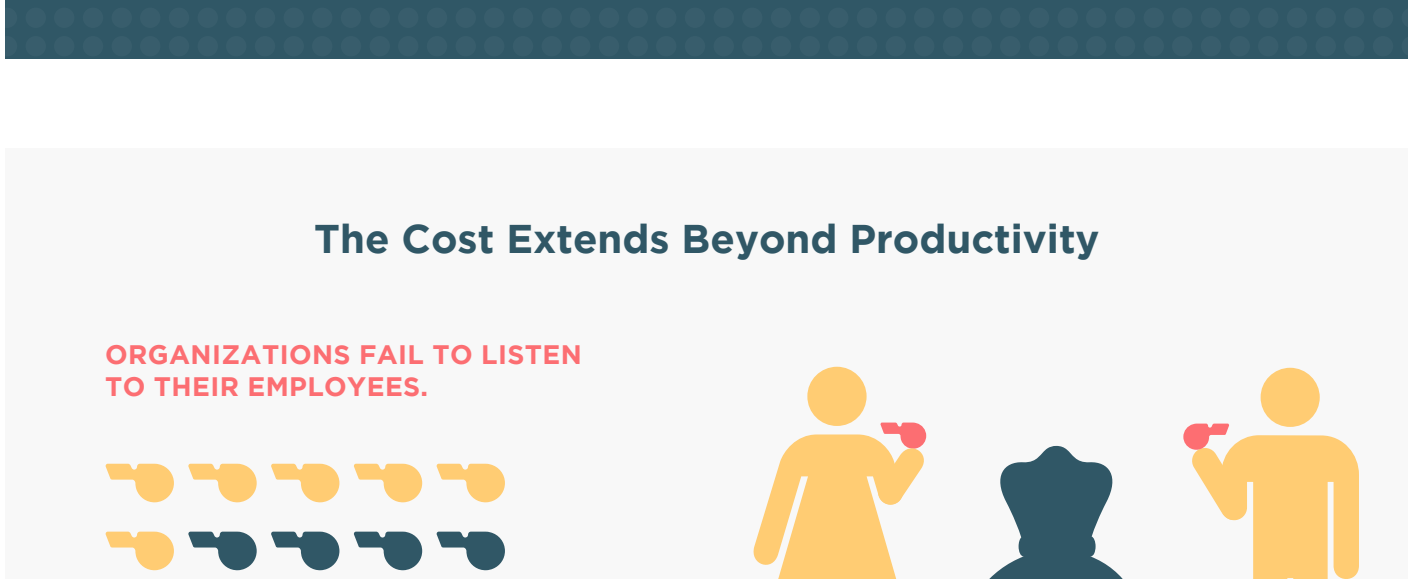
“Most people do not listen with the intent to understand; they listen with the intent to reply.”
Stephen R. Covey



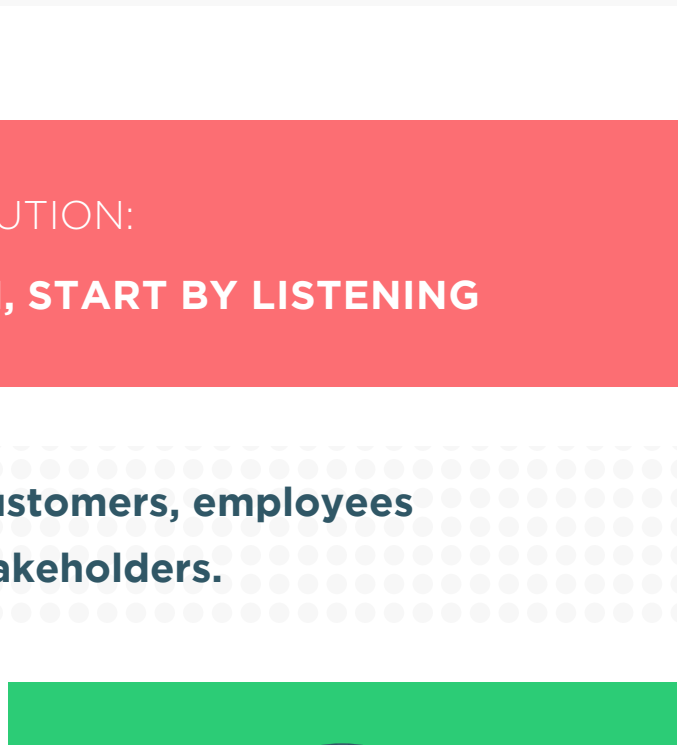
Forbes reports that collaboration drives workplace performance. Yet, a cornerstone to collaboration, continuous listening, is often non-existent in most organizations today under the guise that the annual survey is enough.

THE COSTLY PROBLEM: YOU CAN'T IMPROVE IF YOU AREN'T LISTENING

The Failure to Communication and Collaborate.



The Cost Extends Beyond Productivity



THE SOLUTION: TO SOLVE THE PROBLEM, START BY LISTENING

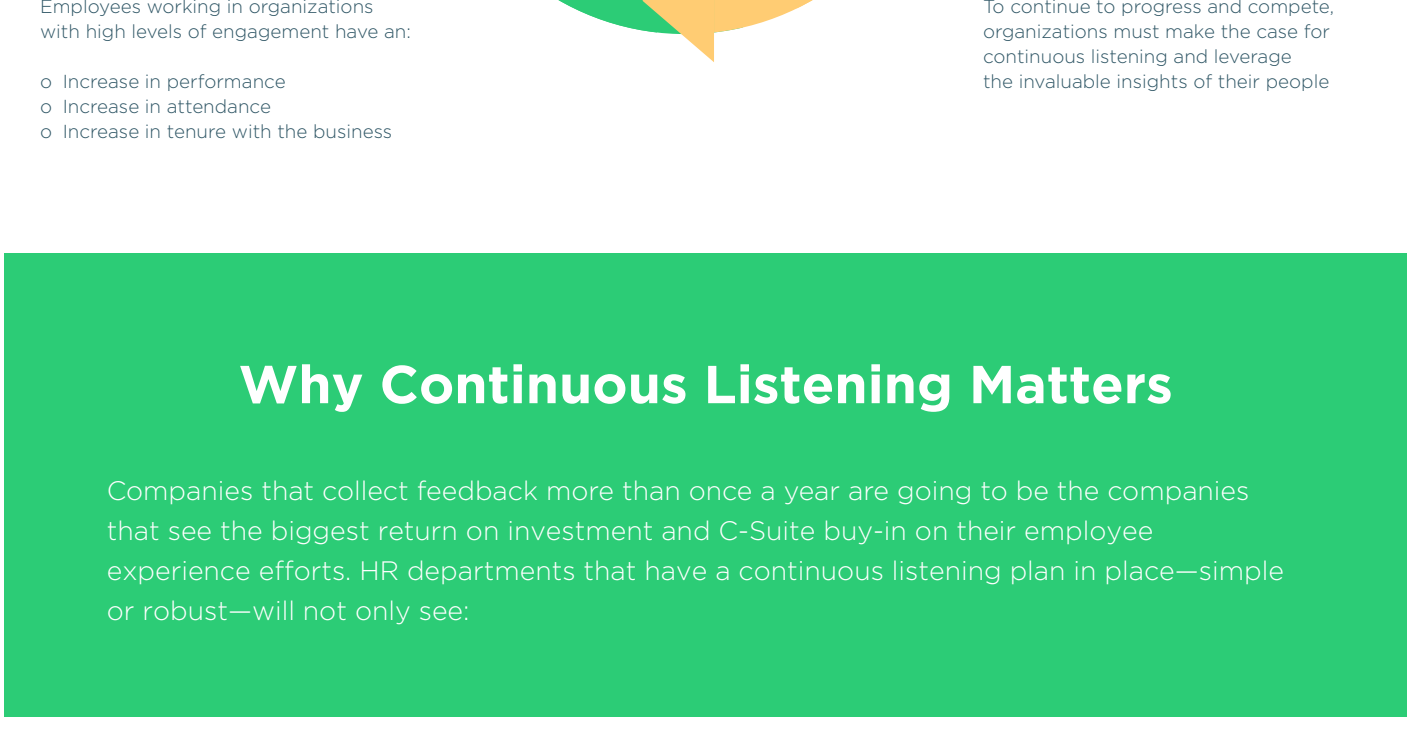
Really listen to your customers, employees and larger stakeholders.

“If your goal is to improve and grow your organization, become known as an authentic leader who understands that delivering strong business results first requires building strong professional relationships.”
– Association for Talent Development

Every business wants to grow and succeed. But do all businesses possess or leverage the listening skills pivotal to that journey?
“Listening provides you with access to a diversity of ideas and potential solutions you could not have generated on your own. Listening expands organization to proactively address potential issues rather than simply react to them after they escalate.”
– Association for Talent Development

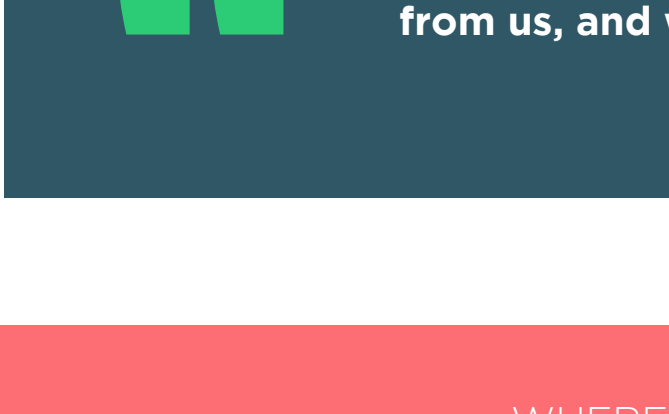
THE RESULT: HIGH PERFORMING ORGANIZATIONS ROOTED IN COLLABORATIVE, TWO-WAY COMMUNICATION

Continuous listening is the key to success.



Why Continuous Listening Matters

Companies that collect feedback more than once a year are going to be the companies that see the biggest return on investment and C-Suite buy-in on their employee experience efforts. HR departments that have a continuous listening plan in place—simple or robust—will not only see:



WHERE TO START: MAKING THE CASE FOR CONTINUOUS LISTENING



GET STARTED WITH CONTINUOUS LISTENING TODAY

To retain the best talent in today's always-on world, you need to listen to your employees more than once a year. Establish a two-way dialogue and act on what you find. By complementing your annual engagement surveys with continuous listening, you'll get a 6-month head start, allowing you to act more quickly than ever before.

The sooner you start listening to your employees on a weekly basis, the sooner you'll start seeing the impact. Increased productivity, lower absenteeism and higher retention could be your 2020 results. Ready to get started? Visit us at Questback.com.

When it comes to your customer, employee or market insight, **Questback is the smart choice.**