CONTINUOUSLY LISTEN TO CONTINUOUSLY IMPROVE:

LISTENING TO EMPLOYEES DRIVES ORGANIZATIONAL PERFORMANCE



"Most people do not listen with the intent to

understand; they listen with the intent to reply."

Stephen R. Covey



annual survey is enough.





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

The Failure to Communication and Collaborate.

non-existent in most organizations today under the guise that the

8 out of 10 4 out of 10



The annual cost of inadequate

communication per company

according to the Society of



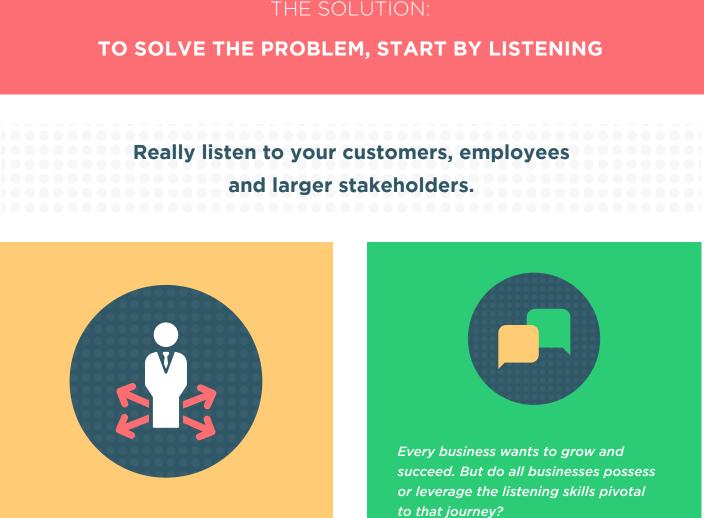
worker per year due to

productivity losses from

communication barriers

Nearly 4 of 10 of employees







"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

- Association for Talent Development

relationships."

o Increase in tenure with the business

Less turnover

RISK REDUCTION

Active listening will help you

HIGHER PRODUCTIVITY

& LOWER ABSENTEEISM

Highly engaged teams experience 21% higher productivity levels

Continuous listening can reduce

uncover issues on average 6 months sooner than an annual survey

50% Sooner

21% increase

35% Reduction

absenteeism by 35%

WHEN IT'S NEEDED

Flexibility

big or small

MEASURE ENGAGEMENT

Continuous listening tracks

employee sentiment and engagement

before, during and after any event-



More motivation

EMPLOYEE EXPERIENCE,

2X Annual Salary

Only 22% Agree

employee experience

INSIGHT ACCURACY &

Real-time Insight + Actions Continuous listening gives you access to real-time data instead of

and leverage opportunities

the static snapshot from the annual survey. Real-time insight generates

proactive actions to prevent issues

LIMITED ADMINISTRATIVE BURDEN

Simple Setup, Immediate Impact Setting up a continuous listening program will only take a few hours versus the often-arduous process of setting up an annual survey

REACTION SPEED

ENGAGEMENT & RETENTION

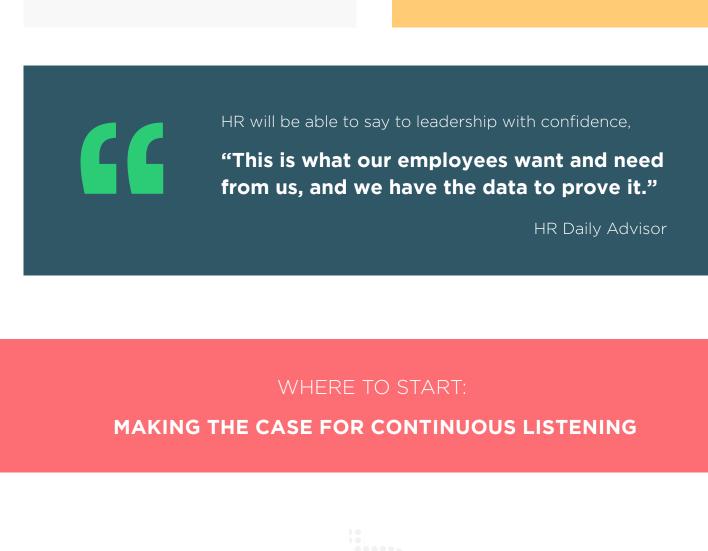
The total cost of losing an employee is 200% of their annual salary

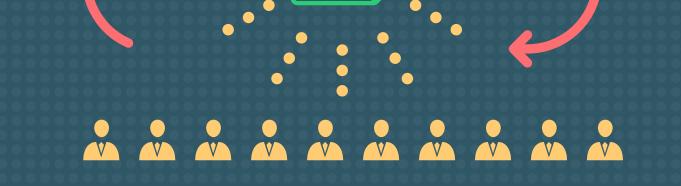
A mere 22% report that their company is excellent at building a differentiated

diversity of ideas and potential solutions

own. Listening expands **perspectives** and

enables an organization to proactively





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.

GET STARTED WITH CONTINUOUS LISTENING TODAY

When it comes to your customer, employee or market insight, Questback is the smart choice. questback WWW.QUESTBACK.COM

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