

HRTECH Outlook

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Top 10 Employee Engagement Solution Providers - 2018

Increasing employee engagement is fast becoming one of the critical elements of a successful organization. Worldwide, only 13 percent of employees consider themselves to be fully engaged, according to leading industry research. These are worrying statistics. Low employee engagement is not healthy for an organization and leads to higher levels of turnover. So it is important that organizations monitor employee engagement levels frequently. One of the primary ways to do this is by using engagement tactics throughout the lifecycle of each employee, from date of hire through to post-employment. Connecting with employees on an ongoing basis will increase their engagement level and positively impact their performance.

To achieve success with an employee engagement and retention program, HR professionals must equip and empower business leaders with the right set of tools. This challenge has driven the rise in solution providers that offer expertise in data gathering, analysis and interpretation for organizations. Employee engagement providers are

offering turn-key employee engagement solutions for organizations to 'hit the ground running.'

To assist you in navigating the options for solutions providers HR Tech Outlook brings to you "Top 10 Employee Engagement Solution Providers - 2018". This list features some of the most prominent organizations in the industry including TalentKeepers®, based in Winter Park, FL. TalentKeepers is celebrating 18 years of providing award-winning employee engagement and retention solutions to help companies around the globe increase their performance. They are a recognized leader in innovative onboarding tools, employee engagement surveys that drive growth and accountability, HRCI and SHRM certified training for HR professionals, unique eLearning leadership programs, teambuilding tools, and much more. Twice they have won HR Executive Magazine's Product of the Year award. Contact TalentKeepers email solutions@talentkeepers.com 407-660-6041



Company:
TalentKeepers

Description:
Provider of award-winning employee
engagement and retention solutions

Key Person:
Christopher P. Mulligan
CEO

Website:
talentkeepers.com

TalentKeepers

Research-Based Employee Engagement Solutions

“**E**ngagement and retention are crucial elements of a high performing organization,”

observes Christopher P. Mulligan, CEO, TalentKeepers. Since 2000, this employee engagement and retention solutions provider has focused exclusively on enhancing the productivity and profitability of organizations through increasing employee engagement and retention. Through years of research and working with thousands of clients, TalentKeepers understands the key drivers for employees to join, stay, or leave their organizations. They have conducted the longest, continuously run employee engagement study, Workplace AmericaSM for 14 years. Hundreds of organizations participate in this annual research on employee engagement and retention trends. TalentKeepers develops award-winning solutions based on this research to help organizations engage and retain their employees longer.

Engaged employees give discretionary effort in their roles, going beyond is normally required. “It’s not just a human resources initiative, it’s a business imperative,” Mulligan says. He cites a multitude of data published in the last decade that show a highly engaged workforce drives increases in key business metrics such as productivity, safety, customer service, sales and profitability.

There are four key drivers of employee engagement: credible leadership, supportive co-workers, job and career satisfaction, and a high performing organization. TalentKeepers offer a suite of software solutions that allow organizations to measure their effectiveness in each of these areas. The solutions identify areas of opportunities to improve and provide online action planning tools to track and measure success. TalentKeepers’ experienced team of consultants work with each client to develop and implement successful engagement initiatives. “For over 18 years, we have worked with leading organizations of all sizes and have observed the positive impacts of our solution-set. As a result, our clients stay with us for many years,” Mulligan adds. The fact that some of TalentKeepers’ clients that came on board a decade ago are still active speaks volumes about the company’s determination to meet diverse requirements of each organization and build long-lasting relationships.



Christopher P. Mulligan,
CEO

TalentKeepers has identified leveraging leaders as the quickest method of increasing engagement. “The immediate leader is the lens through which each employee sees the organization,” explains Mulligan. TalentKeepers offers a solution to assess a leader’s ability to engage each of their employees and training to develop leaders in 11 key competencies such as trust, communication, and coaching. They also offer online access to continuing education focused on engagement and retention best practices to their clients.

Mulligan cites a case study that best illustrates the effectiveness of their solutions. TalentKeepers partnered with one of the world’s largest telecommunication companies to build a systemic approach to identify retention and engagement drivers and implement a process to leverage the influence front-line leaders have on employee’s decisions to stay or leave. In less than 1 year, attrition in the market with the highest attrition rate dropped 38 basis points. As attrition dropped, sales performance increased to one of the best in the region. Encouraged by this success the company expanded the program and over a period of three years went from worst to first in the J D Power customer service ranking.

We offer organizations award-winning tools to increase performance through better employee engagement and retention

TalentKeepers solutions are completely mobile-optimized for accessibility and ease of participation. They are continuously developing solutions to be more agile in a market trending toward shorter but more frequent surveys. “We aim to equip organizations with tools that will enable them to engage their employees and retain them longer,” Mulligan notes.

The first step in implementing an employee engagement solution is to identify the organization’s needs, beginning with what operations metrics they are trying to improve. “Our clients truly value engagement as another lever they can use to drive overall business performance,” Mulligan concludes. 