

❖ Why Measure Engagement?

Decades of research, not to mention our own work, has made it clear – higher levels of engagement result in improved efficiency, effectiveness and client and citizen satisfaction!

❖ Why Partner with Metrics@Work?

- We have conducted surveys in over 290 organizations
- Our core sectors include Education, Health Care, Municipal, Utilities, Child Services/Welfare, Investment / Pension Trust
- We offer post-survey consulting to our client organizations to “dig deep”, helping design action strategies
- Our surveys and reports are flexible and customizable
- Our proprietary engagement model provides a clear, pragmatic framework and produces actionable insights
- We conform to the strict ethical standards outlined in Canada’s Tri-Council guidelines
- We understand and measure hot-button issues, including safety, harassment/bullying, change management, etc.

Measuring and Consulting to Create Positive Organizational Change.

With a state-of-the-art understanding of how people practices impact business outcomes, we guide our clients on the path to better people management.

We do this with a rich set of well-researched measurement tools, including Engagement, 360 Leadership, Harassment, Diversity and Census surveys, among others.

Our experience, knowledge, and dedication to customer service means we respond to client needs with thoughtfulness and flexibility

What Our Clients Say...

“The City of Mississauga began surveying our employees using Metrics at Work in 2005. The quality of the insights we have gained from the survey, the ability to see how we are doing compared to others and the ability to track our own progress over time have allowed us to understand and respond to employee feedback and concerns in a comprehensive manner. We have used the survey results as a basis for action plans to make a great workplace even better. I consider the survey one of our most valuable management tools.”

**- Janice M. Baker FCA, City Manager and CAO
City of Mississauga**

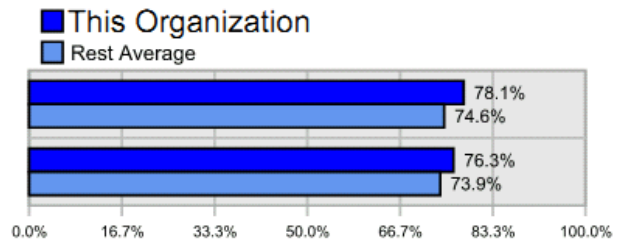
❖ Features of Our Employee Engagement Reports

Metrics@Work reports have been described by many of our clients as ‘second to none’. We have spent several years designing and implementing a reporting system that is:

- Cost and Time Efficient: based on Metrics@Work existing templates and systems
- Flexible: allowing for extensive organizational customizations
- Easy to Read: simple, colour coded graphs and difference indicators allow even the most ‘number phobic’ people to successfully read, understand and use
- Easily Interpretable and Actionable: clearly identifies strengths and opportunities at any level requested in your organization

Outcome

Work Engagement (avg. based on items in Fig. 1.1)
Organizational Engagement (avg. based on items in Fig. 2.1)



1. Work Engagement (avg. based on items in Fig. 1.1)

Work Engagement represents employees' perceived relationship to their work, primarily reflected in a sense of accomplishment from doing their work, the ability to become immersed in their work, and an energetic approach toward their work. Work Engagement is predicted by the Drivers of Engagement, which are presented further in this report.

Fig. 1.1 Item Statement

2g	My current job gives me a sense of accomplishment. (N=47)
2j	I get immersed in my work (time passes quickly while I'm at work). (N=48)
2i	My job inspires me. (N=48)
2h	At my job, I feel full of energy. (N=48)

