

EMPLOYEE ENGAGEMENT TRENDS TO WATCH IN 2017

In 2017 we see the need for organizations to adopt people-centric strategies to attract, engage and retain the best employees. Investing in employee engagement, satisfaction and recognition strategies this year can deliver better customer service, improved customer satisfaction and higher profits.

DIRECT MANAGERS HAVE A GREATER IMPACT ON EMPLOYEE SATISFACTION THAN COMPANY LEADERS.

93%

say that trust in their direct manager is important to work satisfaction.²

EMPLOYEE PEER-TO-PEER RECOGNITION STRATEGIES INCREASE CUSTOMER SATISFACTION.

41%

of companies that support peer-to-peer recognition show increased customer satisfaction.³

65% of IT leaders report a lack of skilled talent in the workforce.¹



FOCUSING ON CAPABILITIES GROWS EMPLOYEE ENGAGEMENT, CUSTOMER LOYALTY AND PROFITS.

- + 67% are more engaged when their managers focus on their strengths.⁴
- + Up to 29% increase in profit and 7% increase in customer engagement when companies focus on employee strengths.⁵



PROVIDING THE RIGHT TOOLS FOR THE JOB GREATLY INFLUENCES EMPLOYEE RETENTION.

- + 92% agree that the right technology increases job satisfaction.²
- + Nearly 1/3 say they would quit if their technology is too outdated.²



MILLENNIALS are driving a culture of inclusion and strong values in the workplace.

MAINTAINING WORK-LIFE BALANCE TOPS EMPLOYEE PRIORITIES.

Work-life balance is the #1 consideration for job happiness worldwide.⁶

In 2015, Millennials became the largest generation in the US labour force.⁷

76% of millennials are more satisfied in a creative, inclusive work culture.⁸

85% of employees stay longer with companies that have a high level of social responsibility.²

FOCUSING ON EMPLOYEE



SATISFACTION PAYS OFF

Google reported a 37% rise in employee satisfaction when they actively invested in it.⁹ There are tools and social platforms available to support the journey to high employee satisfaction, engagement and performance. [LEARN MORE](#)



TO DIG DEEPER INTO EMPLOYEE ENGAGEMENT TRENDS, READ OUR COMPLETE WHITEPAPER: 10 Employee Engagement Trends to Watch in 2017.

SOURCES:

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About ChannelAssist

ChannelAssist is the pioneer of online employee engagement and incentive program management. Since 1997, they have delivered client-specific employee engagement, sales incentives and custom channel partner loyalty programs for companies from mid-size to enterprise. Their software and services drive engagement through incentives, education, recognition and rewards to drive sustainable loyalty and revenue growth. For more information, visit www.channelassist.com.

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