



The ROI of

engagement and culture



2005 employee survey approval rating

“Shared Technologies has grown 45%, year after year, while the rest of the industry has had single digit growth... when employees feel good about their work life and company, they deliver above-market results.”

Source: Parella, 2008, p. 73-74



2007 employee survey approval rating

Employee recognition means 31% lower turnover than businesses with no recognition.

Source: Deloitte; OfficeVibe

From 2011-2015 Scripps Health focused on building a culture of trust, and saw increased profitability of



Source: Burchell & Robin, 2011

Companies with a strong employer brand

Enjoy 50% cost-per-hire savings.

Source: LinkedIn

Companies with engaged employees

OUTPERFORM THOSE WITHOUT BY UP TO 202%

Source: Dale Carnegie

Increasing employee engagement investments by 10% can INCREASE PROFITS BY \$2,400 per employee per year



Source: The Undercover Recruiter

Caterpillar's culture initiative saw:

- \$9 m Savings in absenteeism
- \$2 m Profit increase
- 34% Increase in customer satisfaction

Source: Vance, 2006



The Cost of

incivility & bullying



Of workers on the receiving end of civility:

- 48%** Intentionally decrease work effort
- 38%** Intentionally decrease work quality
- 78%** Say their commitment declines
- 66%** Say their performance declines

Source: Pearson & Porath, 2013

Managers and executives spend the equivalent of **7 WEEKS per year** dealing the aftermath of incivility.

Source: Accountemps, as reported in Fortune

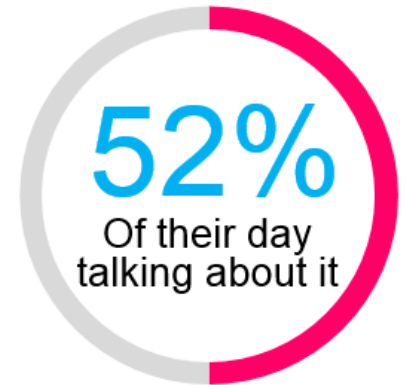
Bullied employees
take 10 more sick days
per year than those who aren't bullied.

Source: Agervold & Mikkelsen (2004)

“The single highest determinant of engagement is whether or not employees feel that their manager is **genuinely interested in their well-being.**”

Source: Towers Watson OfficeVibe

People who feel bullied spend



Source: Canadian Safety Council

\$500k

Average cost of a harassment lawsuit

\$1m

Average cost of a harassment verdict

Several studies show a huge array of costs from \$100k to defend a lawsuit, up to \$2M for verdicts.

\$13 BILLION IS LOST ANNUALLY

due to

WORKPLACE BULLYING

Source: Workplace Bullying Project Team at Griffith University