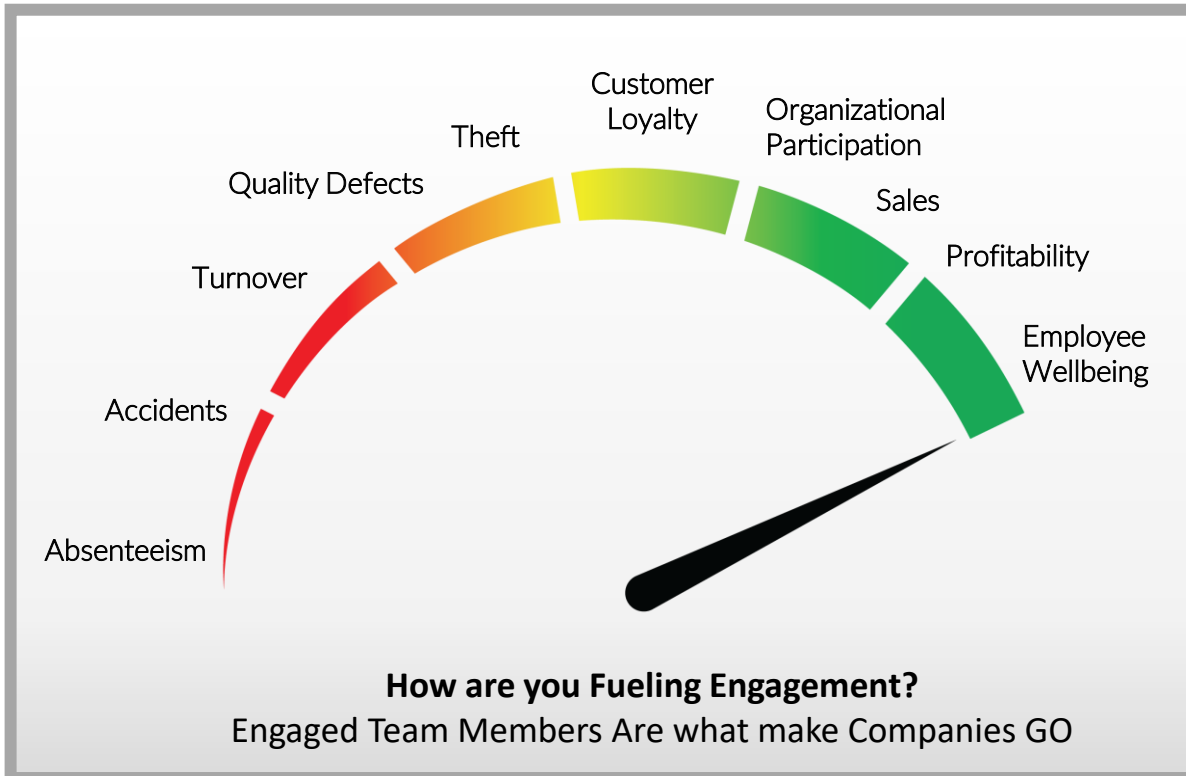


Employee Engagement isn't just happy little talks.

It's a process used to build dynamic, motivated, cohesive team that comprises the bedrock of successful businesses.

ITCB's proprietary **Employee Engagement Engine** will generate ideas, solve problems, prioritize, get buy-in, improve attitudes & increase work ethic.

- ▶ Most employers are not fully engaging their teams.
- ▶ If you're struggling to hire & retain employees, then you want to focus on employee engagement
- ▶ As Employee Engagement increases, so does your customer loyalty, sales and profitability.



When Gallup compared companies in the **top 25%** to the **bottom 25%** of employee engagement¹, they found:

Fewer Negative Issues

- 81% in absenteeism
- 64% in safety incidents (accidents)
- 43% in turnover for low-turnover organizations
- 41% in quality defects
- 28% in theft

More Positive Outcomes

- +10% in customer loyalty
- +13% in organizational participation
- +18% in sales
- +23% in profitability
- +66% in employee wellbeing

¹Gallup - Employee Engagement and Performance: Latest Insights From the World's Largest Study

Results from Utilizing the Employee Engagement Engine Process

Timeframe: Less than 4-hour Employee Engagement Meeting

- The real root cause for lower sales was a lack of inventory NOT a labor shortage
\$50k 1x inventory purchase verses \$80k every year for additional office staff
- Engineering was designing 3 products that their customers would not buy
A specifications issue made 2 of the product unusable for oil field and mining customers
- The team did not want something for themselves, but to do community service together
No cost to the company – team bonding – improved attitudes – great organizational PR
- Certain people were in the wrong roles, and they should switch
They surpassed the others productivity in less then 2 months
- A new design was missing some key customer comforts / expected features
2 of these items could be added at no cost by the plastics company
- The way meetings were held was causing lost work time and negative attitudes
An adjustment to the meeting agenda would save ~1/2 the people a lot of time & improve attitudes
- The sales team did not need more products to sell, but required more internal support so they could be away from their desks
1 internal hire (~\$70k) freed up 5 salespeople (~\$90k)
- The #1 largest problem that everyone believed was limiting growth (extremely difficult to solve) was the 3rd largest problem
The true 1st & 2nd largest problems could be resolved within a calendar year
- An IT program problem was causing >1.5 lost hour of productivity per day per person in service & frustrating customers
The team stated that it also caused some customers to start buying from their competitors due to the wait time it caused
- Several high-volume parts were no longer being automatically ordered and placed in inventory. The system had cancelled them.
A vendor problem delayed parts, which caused parts not to be sold (no stock), which lead the system to cancel them
The walk-up customers did not wait for orders to come in, but went to the competitor's store



Want results like these?

1. Schedule your own EEE event with Kevin today.
2. We will discuss the issue and assist you in selecting your EEE team.
3. Schedule a conference room for ½ day. We will facilitate the meeting for you.
4. Get results. The Employee Engagement Engine process generates much higher levels of change buy-in.