

Employee ViewPoint Survey

Drive Productivity and Service Excellence through an Understanding of Employee Perceptions



Research from Raddon has proven that higher levels of employee engagement and satisfaction result in deeper customer relationships and revenue growth. Employee ViewPoint Survey from Raddon provides your management team with feedback from employees about your company culture, their level of engagement and the quality of service you provide.

Employee Viewpoint Survey focuses on three key perspectives to identify your strengths and help identify opportunities for improvement:

- How employees, including management, view your financial institution
- How their views compare to other financial institutions
- How employees support each other, with special focus on customer-facing employees

On average, financial institutions that have used the results of Employee Viewpoint Survey to increase employee engagement realized:

- 33 percent higher return on assets (ROA) scores
- 69 percent higher revenue growth
- 79 percent higher Net Promoter scores
- 31 percent higher share of wallet scores

Evaluate Internal Service Standards

How well are various departments within your financial institution serving each other? Learn what departments are doing well to service other employees and what can be improved in order to elevate your internal service standards.

Assess Customer Service Quality

How well do employees think they are serving your customers? Understanding employees' perceptions about service quality helps you prioritize your service quality training initiatives.

Measure Employee Engagement

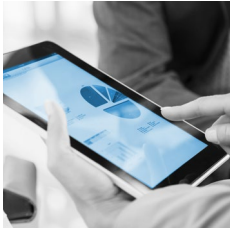
What motivates your employees to do their best, and what factors might be holding them back? The survey measures the employee experience including how they view their jobs, their co-workers and the recognition they receive. This enables the development of strategies to facilitate higher levels of employee engagement and productivity.

Define Your Sales Culture

What do your sales and sales support employees need to be more effective? We uncover the strengths and weaknesses of your current sales culture and help identify training opportunities to enhance sales competence and performance.

Gauge Management Performance

Are managers helping their teams do a better job? The survey evaluates supervisors and managers with regard to their abilities to coach, train, support and facilitate teamwork.



Raddon has been providing financial institutions with research-based solutions since 1983. Since we work exclusively with financial institutions, we understand the industry and can apply our practical know-how to the unique challenges and opportunities financial institutions face. We combine best practices in research and analysis with consulting and technology solutions to help institutions achieve sustainable growth and improve financial performance.

Measure Perceptions around Compensation and Benefits

Do employees feel that they are being compensated fairly? We measure employee perceptions about your salary and benefits package and determine the need for additional efforts to communicate the value of your benefits package.

Identify Training and Development Needs

Do employees feel they have been given the training and tools needed to succeed? We assess training and development opportunities offered within the organization, and identify areas for improvement.

Key Benefits

- Benchmark key metrics to evaluate your performance against competitors
- Integration of the results to training opportunities
- Guidelines for improving employee satisfaction, retention and productivity
- Improved communication between employees and management, improved morale
- Data to support strategies, programs and training to help maximize organizational efficiency

Connect With Us

For more information about Employee Viewpoint Survey, please contact us at 800-827-3500 or visit www.raddon.com.

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