



## Benefits

The **promise** KEPT

from the employer to the employee





Are we in the time of:
The GREAT <u>resignation</u>?
or
GREAT CHOICE







Forbes | Harvard Business Review | The Economist all say the same thing (in their own words)

High Employee Engagement Results in Accelerated Revenue Growth

Chicken & Egg:

Does culture drive engagement or does engagement drive culture







- Trust
- Protection
- Compensation
- Wellness
- Holistic
- Inclusive
- Attraction
- Retention



# Customer Journey





## Marketing | Sales:

- Awareness
- Consideration
- Purchase
- Retention
- Advocacy (the narrative)
- Repeat



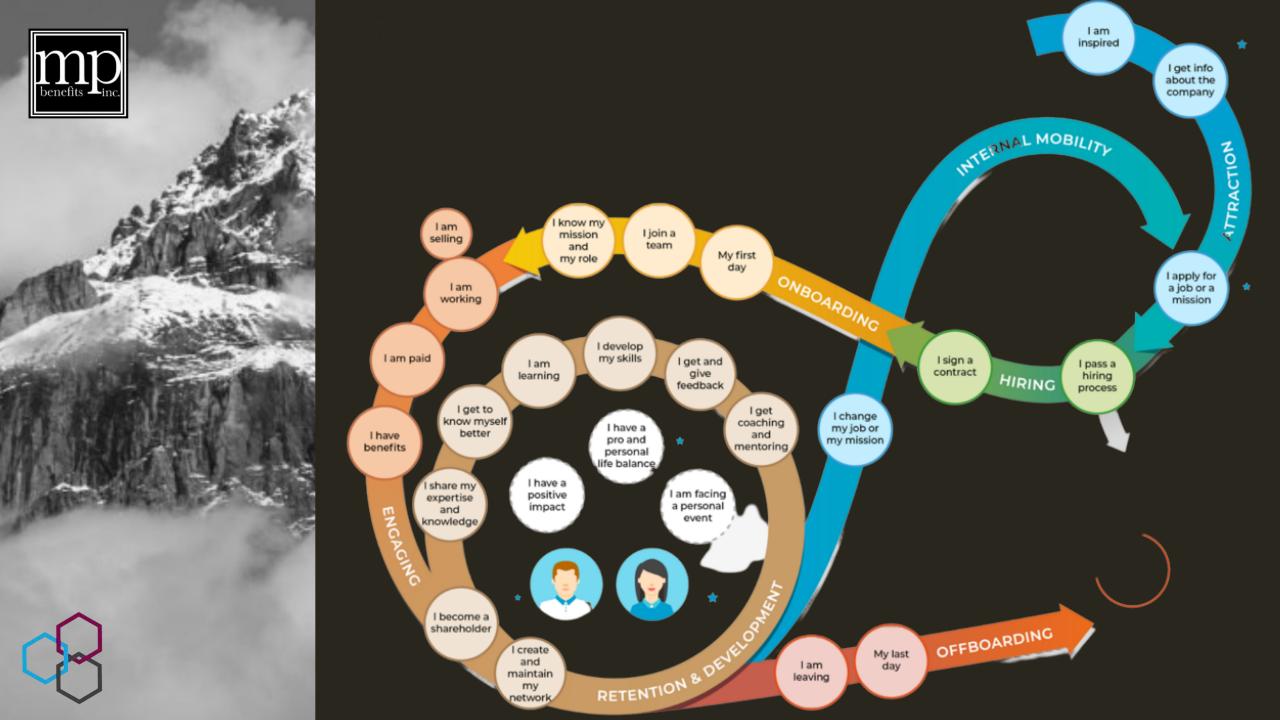
# Employee Journey

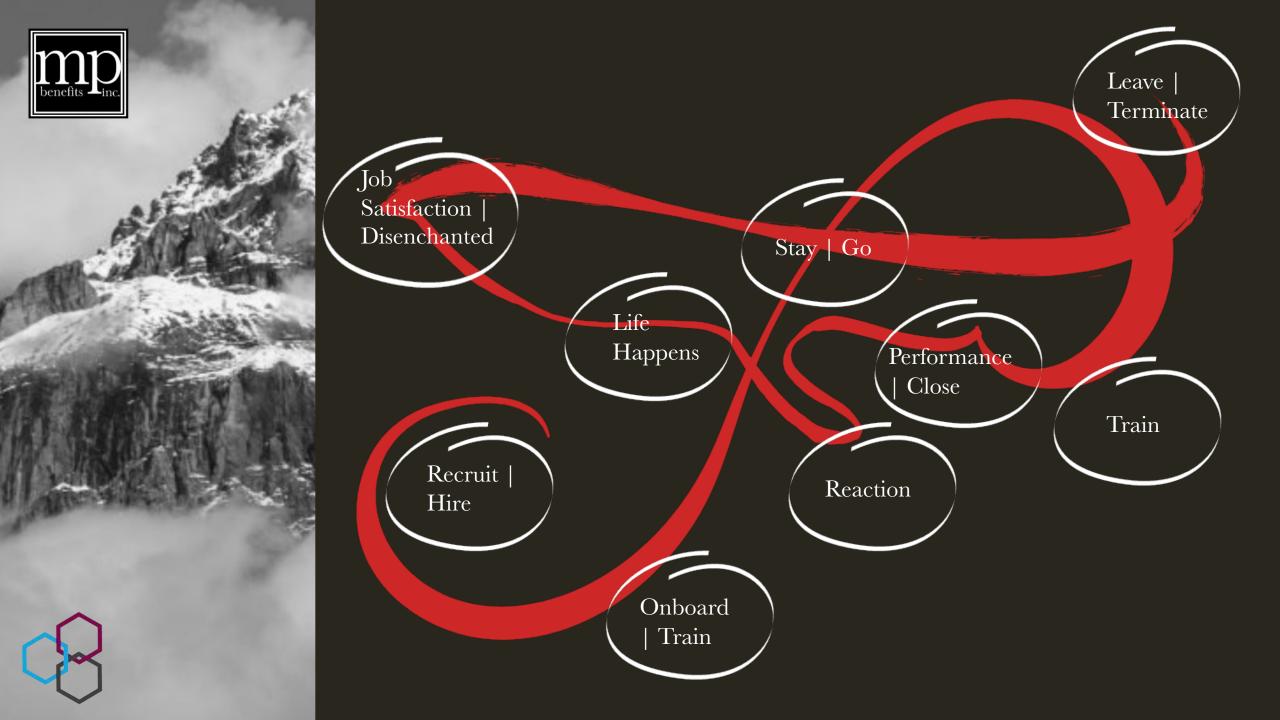


#### Position Filled:

- Recruit | Hire
- Onboard | Train
- Engage—or not
- Develop—or not
- Measure | React
- Exit











## Benefits are our only business

Find the Links:

- No businesses are alike
- Map both unique journeys
  - Ouestion for Action
  - Align the Employee to
    - Customer
  - Build benefits that matter
- Find Results



# Three things you REALLY want to know?



What do you think the answers would be?

ASK
Ask Often
Ask with a plan and a
strategy

What are you prepared to do about it?
Action?



## Benefit Consulting



Achieving:

## Discretionary Effort

The difference between what you <u>have</u> <u>to do</u>, and what you <u>want to do</u> in the workplace.

Results | Revenue

Culture | Engagement

> Infuse Humou

Build the habit

Consistent

Facilitate Feedback

Vision

Meeting | Communication

Questions to Action | Survey for Results

Costs



# Align Expectations



## EAP—Anxiety • Leadership

- Financial
- Instability
- Family

### Rx—Diagnosis

- No coverage
- High co-insurance
- Drug definition restrictions

#### Disability

- No plan
- Liability implications
- Corporate policies

- Right people in position
- Communication technics
- Coaching strategies

- Upgrading technology skills
- New technics for sales growth
- Common messaging

#### Fun

- Book end the day | week
- Strategies for inclusion—inspiring idea generation
- Building relationships



## WHY Add Consulting?

### 23-years as a Benefit Specialist

• Actively involved in <u>HOW</u> to understand & create employee engagement

Author | Blogger | Zoomcaster | People Person | Hugger

#### Certified:

- Disney Institute for Learning
  - Leadership
  - Quality Service
  - Employee Engagement
  - Leadership Excellence
  - Coaching for Peak Performance

#### Queen's University certificate:

Workplace Mental Health Leadership

#### Meeting Facilitation:

• In-person | Virtual



Consulting Benefits Results





# We want to work for you... Questions

Benefits ...the *promise* KEPT from the employer to the employee