IBM Kenexa Employee Voice

Listen. Analyze. Act.

Benefits

- Listen to what matters in your organization and get ahead of emerging issues with a robust census survey.

- Augment census surveys using self-service pulse surveys to implement agile, ongoing listening.

- Use the real-time dashboard to analyze survey results and get contextual learnings when you need them: right away.

- Easily explore your results using natural language thanks to a powerful cognitive engine.

Do your employees feel like they have the right tools to get their job done? Do they like the new customer service management system? How do they feel about the new vacation policy and do you know if they're raving or raging about your company? Your employees are willing to share their praise and their frustrations with you, if you're willing and able to listen.

But it doesn't stop there. You have to take what you learn from listening and turn it into fast and decisive action. Doing so drives the business forward by creating engaged and empowered employees: *HR practitioners who use multiple listening methods rated their organizational performance and reputation 24 percent higher than those who do not*.*

Only IBM Kenexa offers the full complement of technology and services that can connect you and your employees – all of your employees – so that you can **listen, analyze and act** quickly on useful, relevant insights. A continuous listening strategy, from census to self-service pulse surveys, is your key to retaining, developing and inspiring your workforce.

Listen

IBM Kenexa Employee Voice provides census and self-service survey capabilities to help you strategically capture employee feedback. Start with a strong annual census survey to establish a clear baseline and listen to what matters to your organization. IBM Kenexa's proven
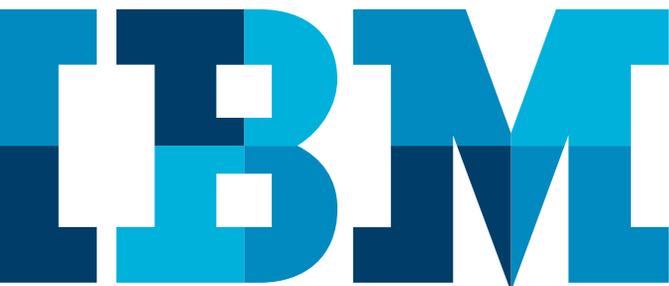
four-step process featuring program design, administration, reporting and behavior change ensures simple administration and impactful results for your survey program.

Next, continue to implement agile, ongoing listening by using Kenexa Employee Voice's self-service capabilities to deliver pulse surveys. Authorized users in your organization can draw from an extensive existing library of questions created by IBM Kenexa's Organizational Consulting team, or alternatively use the intuitive user interface to write, create and deploy a survey in a matter of minutes, not hours.

The power is completely in your hands. You have full control over who can create and edit content and what is shared amongst your users, all the while having the reassurance that the years of experience and expertise of the full IBM Kenexa team are available to provide support when needed.

Using our organization mapping tool, you can easily tie surveys to your ever-changing organization structure using a visual display so that you can always ensure survey accuracy. Deploy a survey to any audience – the entire organization, a team or a targeted group – with accuracy. Use the point-in-time organizational hierarchy snapshot library to understand the prevailing mood of the organization at any given moment.

Additionally, employees can complete surveys in seconds on any mobile device or desktop, ensuring a good return rate and reliable data.

Analyze

Managers are busy people. In addition to leading and coaching their teams, they need to keep the business moving forward. Because their time is so precious, they need clear and actionable insights into their employee populations. Our real-time dashboard reporting for ongoing and census surveys distills the results, surfacing key issues to quickly provide all of the information a manager needs and nothing more.

The dashboard is intuitive and available at any time on any device. Managers can see ongoing trending views, key indices, priority items and comments. Managers can also compare results across organizational levels and with historical trends. Combined with the ability to add external benchmarks from our

extensive world norms database, managers get an immediate sense of their results, areas that need their attention, and how they compare to others.

Using IBM Kenexa Talent Insights (powered by Watson Analytics), HR can understand the story behind the data through analyzing survey feedback, along with other HR data sources, to gain deeper insights and context.

The cognitive engine that powers Kenexa Talent Insights makes it simple to ask questions of the data in everyday language. It will also guide you through the data discovery process to help you uncover insights and relationships you may not otherwise have known existed. Results are brought to life with visualizations best suited for the data and the questions asked, from simple line and bar graphs to scatter plots, pie charts and treemaps. Users can then share the results directly with one click.

Act

Measurement without action is pointless. Kenexa Employee Voice empowers managers to engage their teams in the action planning process directly from the reporting dashboards that contain the action planning and upcoming next best action features.

Managers are empowered with the best information and direction possible to motivate change in their organization as well as the business. Kenexa Employee Voice's powerful Talent Insights engine will be able to perform a real-time analysis of all of your data to determine the next best action for managers to take. These actions will update in real time as more data is captured and actions are taken.

Use action planning functionality to help managers move away from the compliance approach and allow a more agile process – supported by regularly conducted pulse surveys and feedback to truly drive progress and business results.

If you'd like to learn more about IBM Kenexa Employee Voice, **click here.**