



Navigating the Future of Work:

Strategies for Engaging a Dynamic Workforce

December 6, 2023



Welcome

“

The Fourth Industrial Revolution has the potential to empower individuals and communities as it creates new opportunities for economic, social, and personal development. But it also could lead to the marginalization of some groups, exacerbate inequality, create new security risks, and undermine human relationships.

-Klaus Schwab

”



Top Trends

1

Remote / Hybrid /Virtual Work Models

2

Technological Advancement and Automation

3

Employee Well-being and Mental Health

4

Diversity, Equity and Inclusion

5

Generational Shifts and Expectations

Engagement Impact

Impact of key trends on employee motivation and productivity

- Remote /Hybrid / Virtual Work Models
- Technological Advancement and Automation
- Focus on Employee Wellbeing and Mental Health
- Diversity, Equity, and Inclusion (DEI)
- Generational Shifts and Expectations



Engagement and Business Outcomes



11 BUSINESS OUTCOMES

1. Customer Loyalty / Engagement
2. Profitability
3. Productivity
4. Turnover
5. Safety Incidents
6. Absenteeism
7. Shrinkage
8. Patient Safety Incidents
9. Quality (Defects)
10. Well-being
11. Organizational Citizenship

Engagement in the US

Annual Employee Engagement

U.S.

32% ↓2

GLOBAL

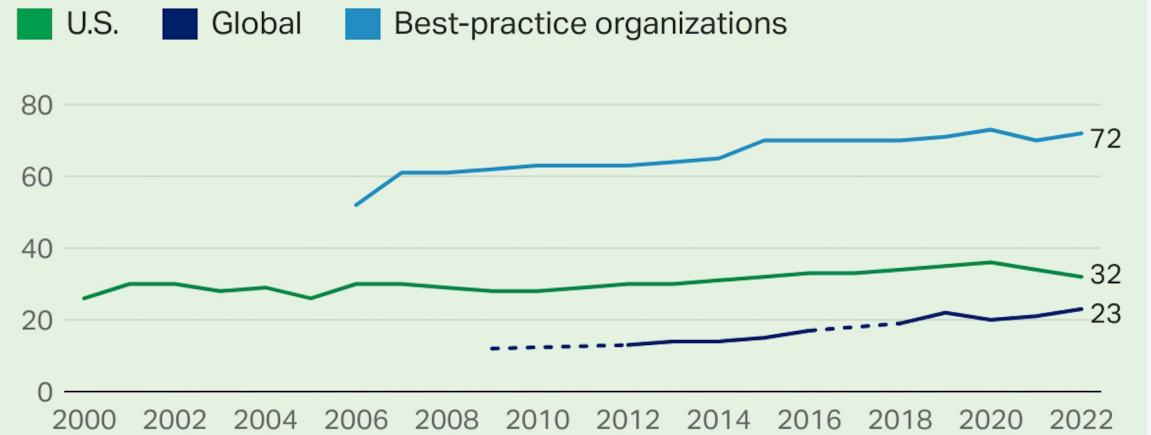
23% ↑2

BEST-PRACTICE ORGANIZATIONS

72% ↑2

Annual Employee Engagement in the U.S., World and Best-Practice Organizations

% Engaged



Gallup does not have global engagement data for 2010, 2011 or 2017. Percentages for those years are included in the chart to connect other data points. Percentages for best-practice organizations are average percentages of engaged employees across annual [Gallup Exceptional Workplace Award](#) winners; percentages reflect the year that Gallup collected the winners' engagement data — not the year that Gallup named the award winners.

Low Engagement Business Outcomes -Bottom Quartile Engagement



81%

in absenteeism

18%

in turnover for high-turnover organizations*

43%

in turnover for low-turnover organizations*

28%

in shrinkage (theft)

64%

in safety incidents (accidents)

58%

in patient safety incidents (mortality and falls)

41%

in quality (defects)

High Engagement Business Outcomes - Top Quartile Engagement

10%

in customer
loyalty/engagement

14%

in productivity
(production records
and evaluations)

18%

in productivity
(sales)

23%

in profitability

66%

in wellbeing (net
thriving employees)

13%

in organizational
citizenship
(participation)

Engagement in Action: Google Inc.

Google is focused on creating an empowered and productive workforce by promoting programs that enhance employees' well-being and professional growth. Programs focus on:

- Flexibility and Innovation are embedded into its culture.
- Comprehensive Benefits.
- Tools that support open communication.
- Heightened Focus on Wellness



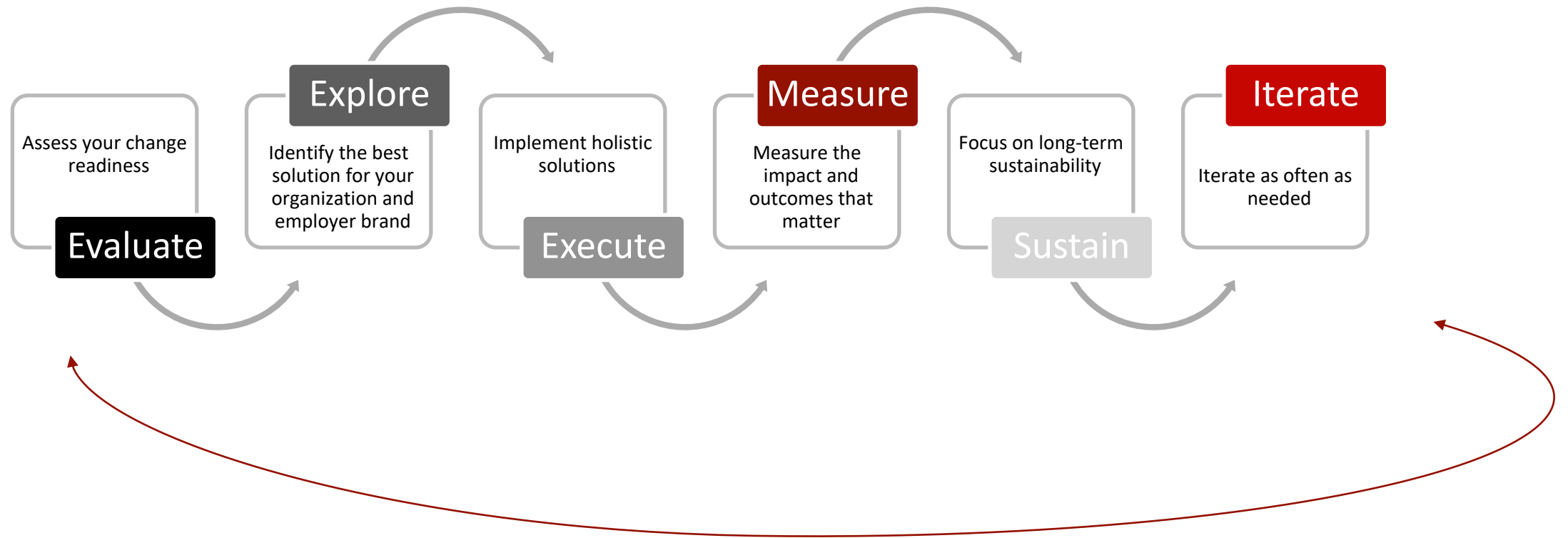
Engagement in Action: Kaiser Permanente

According to Forbes, Kaiser is recognized as one of the leading companies for employee engagement in 2023.

- Invest in emotional and mental well-being.
- Elite Perks
- Community engagement and teambuilding



Engagement in Action



10 Ways To Boost Engagement



Q & A

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