

Best Places to Work Best Practices

Prepared exclusively for: **BOLD**

Facilitated by Jill McGillen

650-992-7301

www.nextturnconsulting.com

jill@nextturnconsulting.com



Where Leaders Turn For Better Communication, Leadership & Results

BEST PLACES TO WORK: TIPS FROM THE TOP

- ▶ Provide information from Best Places to Work Award Winners
- ▶ Summarize theme and strategies that engage Best Places to Work employees
- ▶ Identify cost-effective ways to engage *your* employees

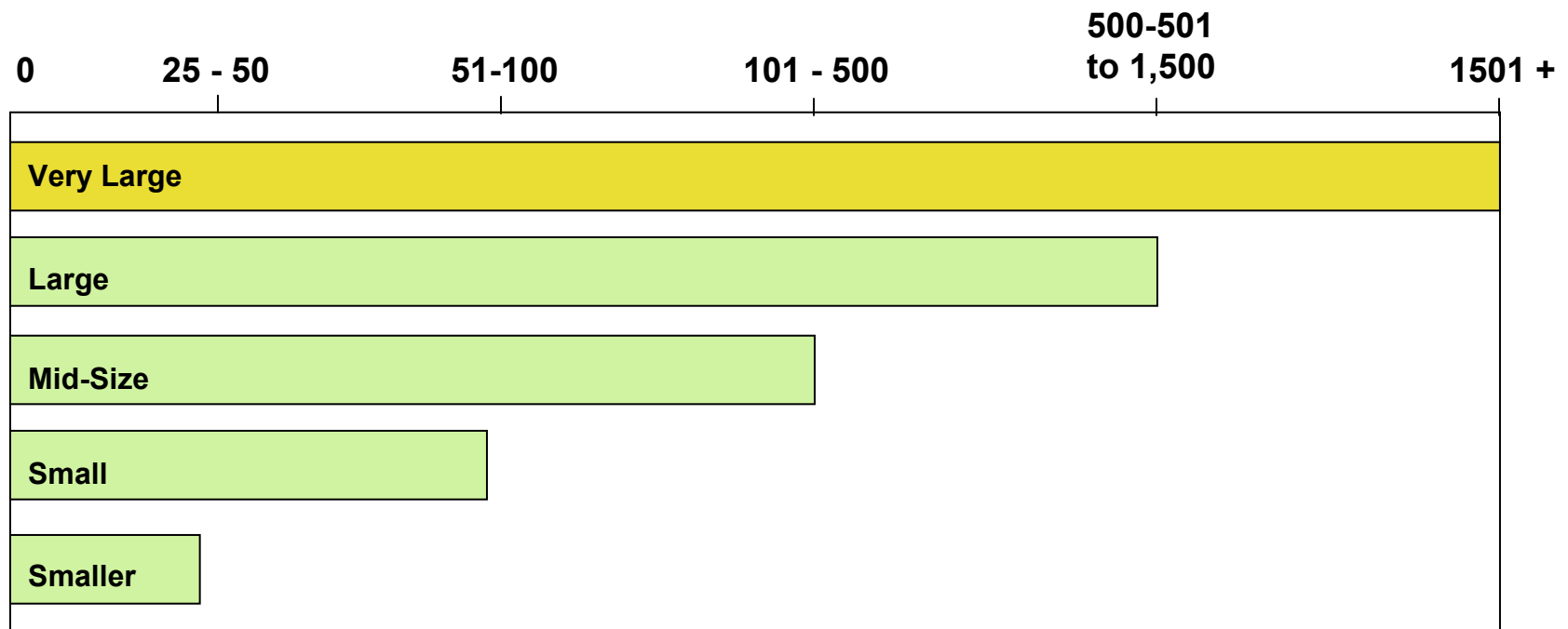


BACKGROUND:

- ▶ 2010 San Francisco Business Times Award:

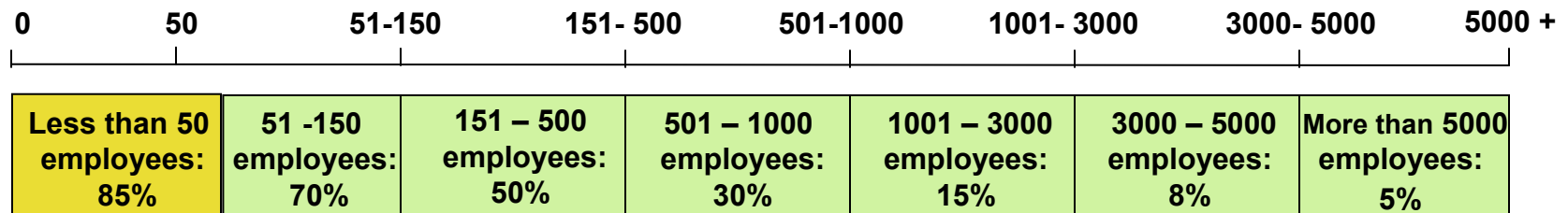
“Best Places to Work in the Bay Area”

- ▶ 125 companies chosen categorized by size



BACKGROUND:

- ▶ 37– item questionnaire sent from Quantum Workplace once company registers with the San Francisco Business Times.
- ▶ Employee Participation



SF BUSINESS TIMES/QUANTUM WORKPLACE SURVEY

- ▶ **20 Bay Area counties**
Companies that participated:
301

-Bay Area employees involved:
187,756
- ▶ **Rankings: Based on satisfaction of each company's employees. Company score based on employee Responses to 37 multiple choice Questions measuring employee Satisfaction:**
- ▶ **10 Categories measured:**
 - > Team Effectiveness
 - > Alignment of Goals
 - > Trust with Co-Workers
 - > Individual Contribution
 - > Manager Effectiveness
 - > Trust in Senior Leaders
 - > Feeling Valued
 - > Work Engagement
 - > People Practices



QUANTUM WORKPLACE SURVEY:

SURVEY...



JANUARY 2012						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

RESULTS ...



APRIL 2012						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

*Contacts for Next Turn: Julia Dickinson, Research Director, San Francisco Business Times
Cassie Neary, Quantum Workplace*

NEXT TURN RESEARCH PROCESS:

- ▶ **Researched correct sample amount for valid research (5% of base or minimum 7 companies)**
- ▶ **Identified 25 companies and representatives to contact**
- ▶ **Nine companies participated**
- ▶ **Met in person or telephone and sent Next Turn survey to representatives**

NEXT TURN'S RESEARCH: THE 9

1,500+ employees: (LARGE)

- ▶ Intuit
- ▶ Bio-Rad Laboratories

Up to 500 Employees: (MID-SIZE)

- ▶ Actelion Pharmaceuticals
- ▶ Rigel Pharmaceuticals
- ▶ Jazz Pharmaceuticals
- ▶ MedAmerica

Fewer than 100 Employees: (SMALL)

- ▶ Galileo Learning
- ▶ Eventbrite
- ▶ Miceli Financial Partners



NEXT TURN'S SURVEY TO COMPANIES

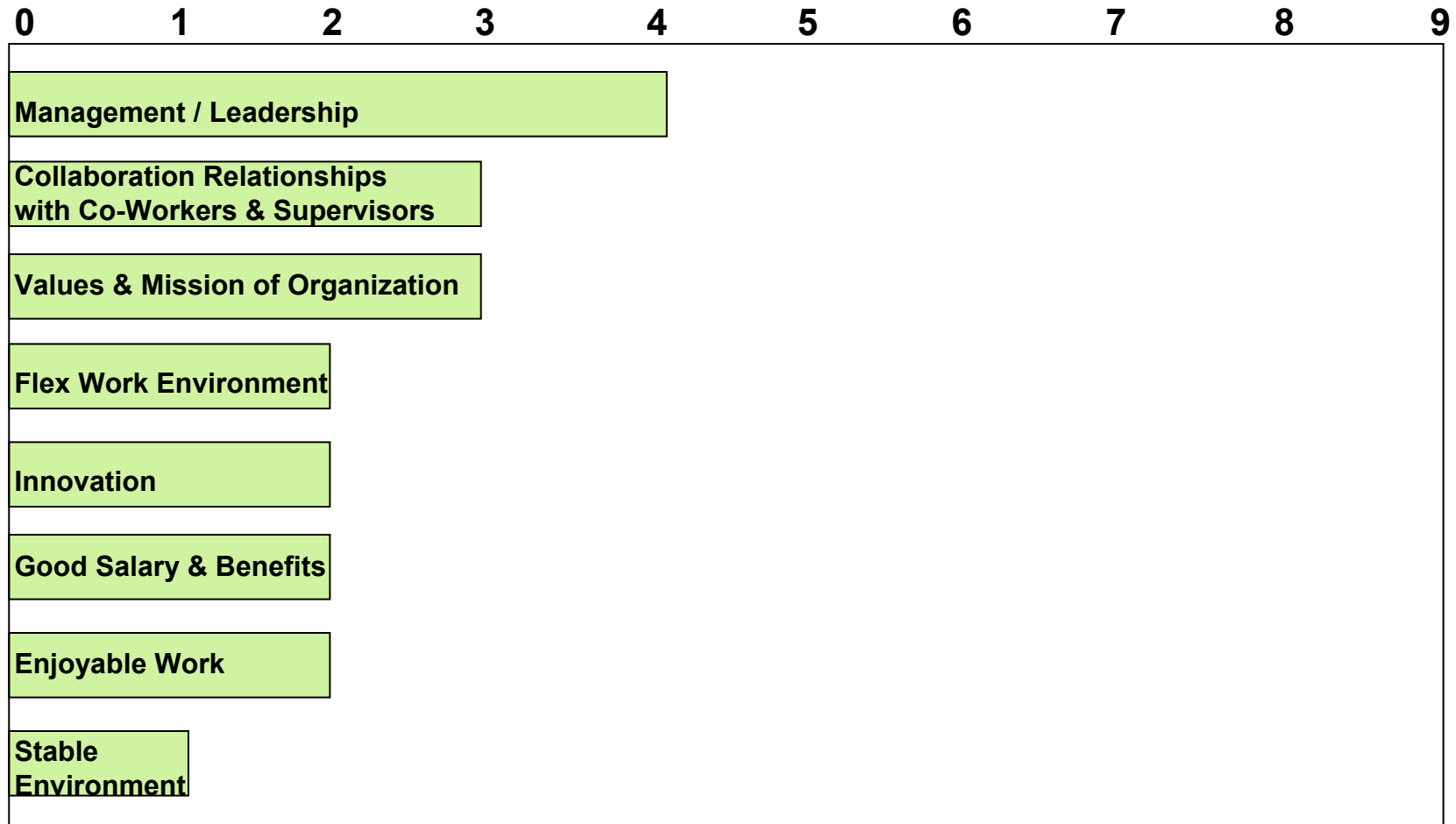
- 1** Why do you think your employees voted your organization the Best Place to Work?
- 2** What initiatives contributed toward getting this award?
- 3** What two things would your employees say about your company culture?
- 4** What does your company do for employees' career development?
- 5** Does your company survey employees or have some other way to ask employees what is important to them or what they want?
- 6** How can other companies help their employees feel their organization is the Best Place to Work?

COMMON THEMES

“Common theme” means that five or more of the participating companies (a majority) responded with the same or similar answer.

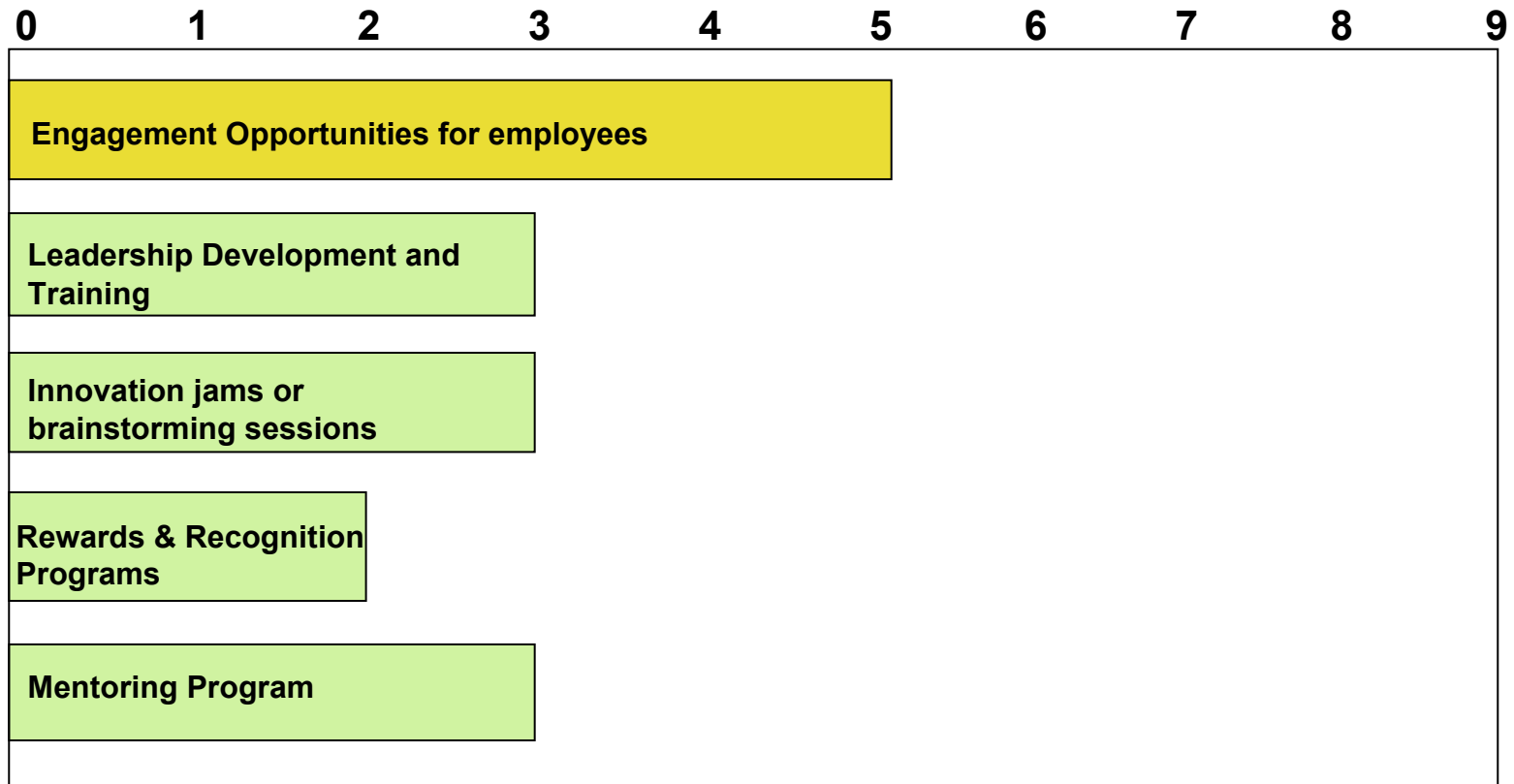
QUESTION 1:

Why do you think your employees voted your organization the *Best Place to Work*?



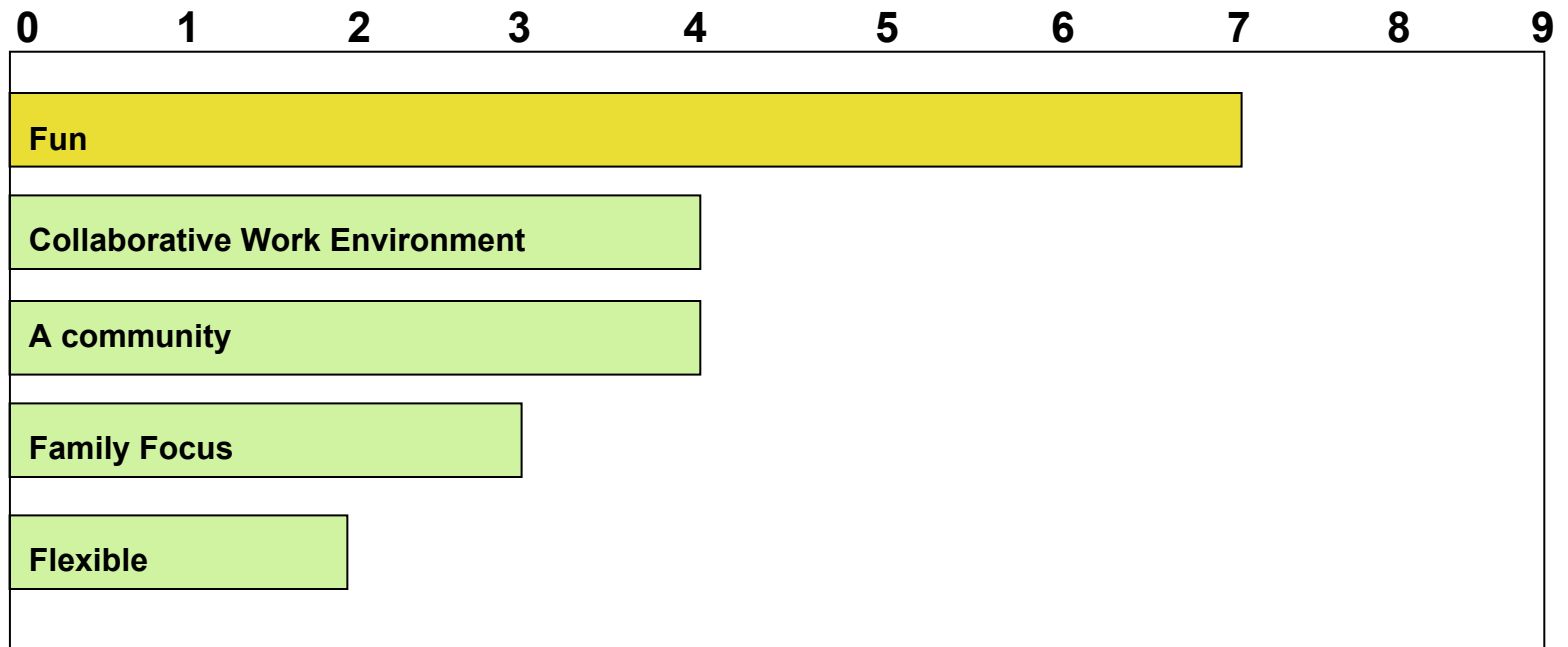
QUESTION 2:

What initiative(s) contributed toward getting this award?



QUESTION 3:

What two things would your employees say about your company culture?



POLL

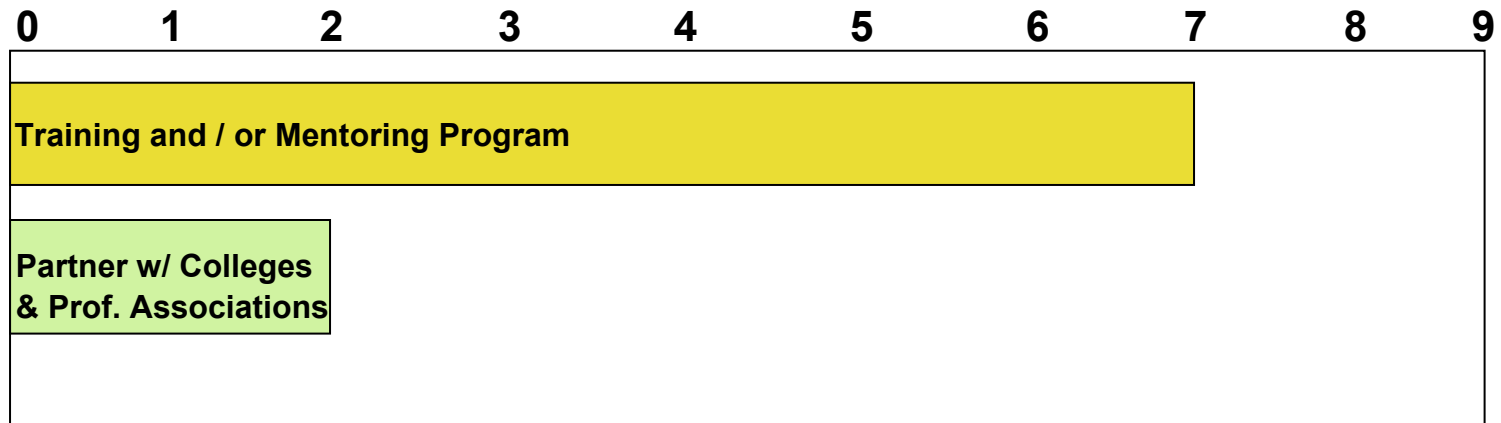
▶ Choose the word that best describes your company culture

1. Family focus
2. Collaborative work environment
3. Flexible
4. None of the above



QUESTION 4:

What does your company do for employees' career development?



QUESTION 5:

Does your company survey employees or have some other way to ask employees what is important to them or what they want?

0 1 2 3 4 5 6 7 8 9

Quantum Workplace (the SF Business Times Survey):
<http://www.bizjournals.com/sanfrancisco/nomination/6941>

Survey Monkey, Focus Groups, Weekly
Management Meetings, Online Forums

Sirota
surveys
www.sirota.com

QUESTION 6:

How can other companies help their employees feel their organization is the Best Place to Work?

0 1 2 3 4 5 6 7 8 9

Ask your employees what they want

Leaders to be more involved (town hall meetings, in-person, email & phone message Communication)

Increase communication of goals & measurements, be specific about what you want

Be an HR partner, not an HR policeman

Benefits: Competitive

Recognize & reward productivity & hard work

TOP 10 COST EFFECTIVE WAYS

- 1. Facilitate special interest groups (exercise, games, cooking) to enhance community focus and cross-functional interaction**
- 2. Offer brainstorm sessions for ways to engage employees and involve them in problem-solving company issues**
- 3. Offer educational, career and special interest opportunities (mentoring, partial tuition reimbursement, professional association dues)**
- 4. Add flex time, holiday time off, of other ways to recognize balance of work-family life**
- 5. Introduce relationships and work with non-profits (Habitat for Humanity, Breast Cancer Walk, holiday gift giving)**



....MORE COST EFFECTIVE WAYS

- 6. Schedule regular town hall meetings**
- 7. Remove ratings from performance reviews**
- 8. Increase number and variety of employee engagement activities**
- 9. Encourage employees to give honest feedback on initiatives and respond to information received**
- 10. Painting parties**



OVERALL QUESTION:

What was the most popular common theme of Best Places to Work Winners?

**ASK,
LISTEN &
IMPLEMENT**



SUMMARY

Best Places to Work Award winners have the following:

- ➡ **Transparent leadership involvement**
- ➡ **Interactive and consistent communication channels**
- ➡ **Engaged employees who are asked what they want**
- ➡ **Human Resource Departments who are passionate business partners**
- ➡ **Community and family focus with an emphasis on enjoying work**
- ➡ **Competitive benefits and flexibility**



THANK YOU

- ◆ Rachel Cullen and Danika Davis, NCHRA
- ◆ Julia Dickinson, San Francisco Business Times
- ◆ Cassie Neary, Quantum Workplace

- ◆ Bhanu Lyer, Rigel Pharmaceuticals
- ◆ Jini Berman, Jazz Pharmaceuticals
- ◆ Richard Newbury, Galileo Learning
- ◆ Vanessa Hope Schneider, Eventbrite
- ◆ Terilyn Monroe, Intuit
- ◆ Paulette Johansen, Bio-Rad Laboratories
- ◆ Stacey Markel, Actelion Pharmaceuticals
- ◆ Birgit Wood, MedAmerica
- ◆ Robyn Fulton, Miceli Financial Partners



My Contact information: jill@nextturnconsulting.com 650-255-9697