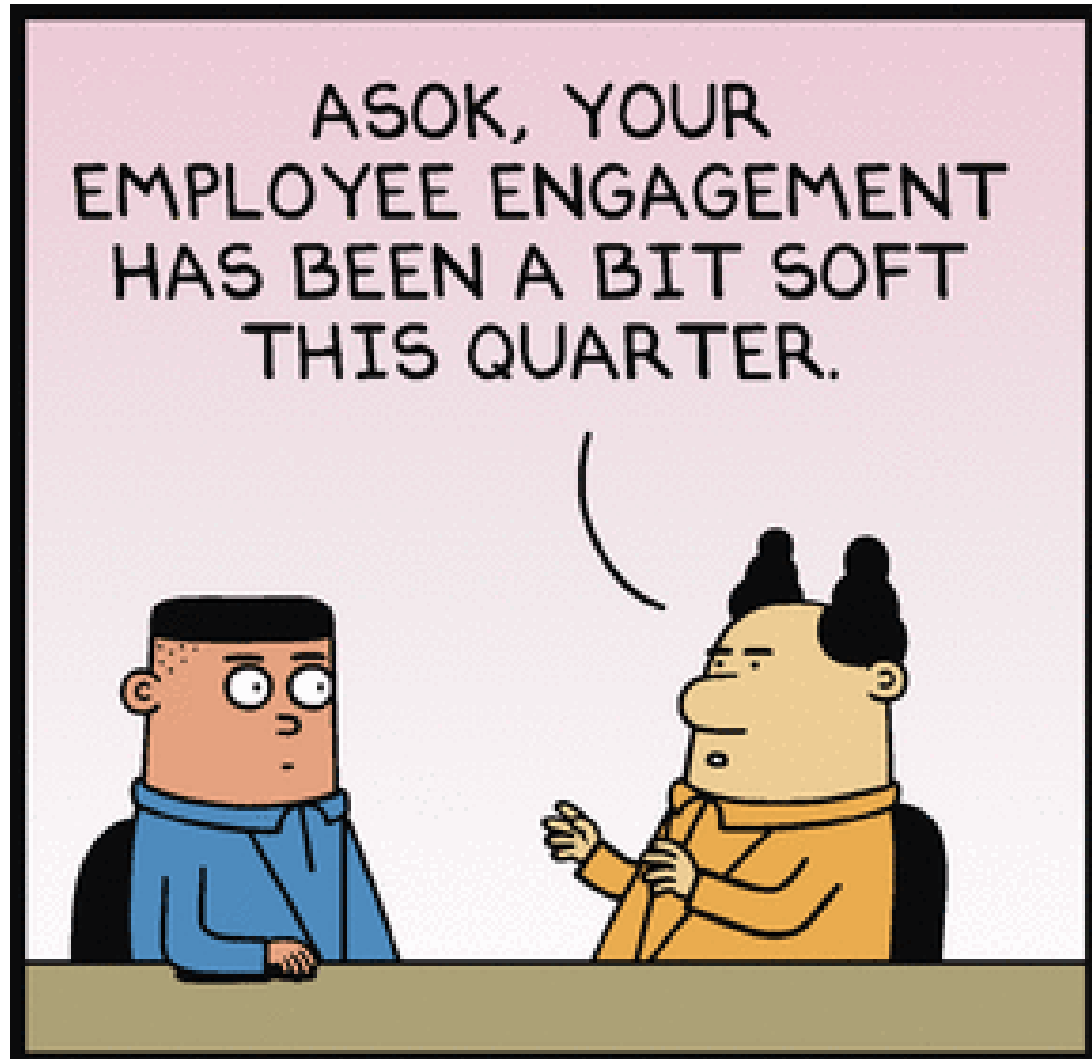


Execs In The Know

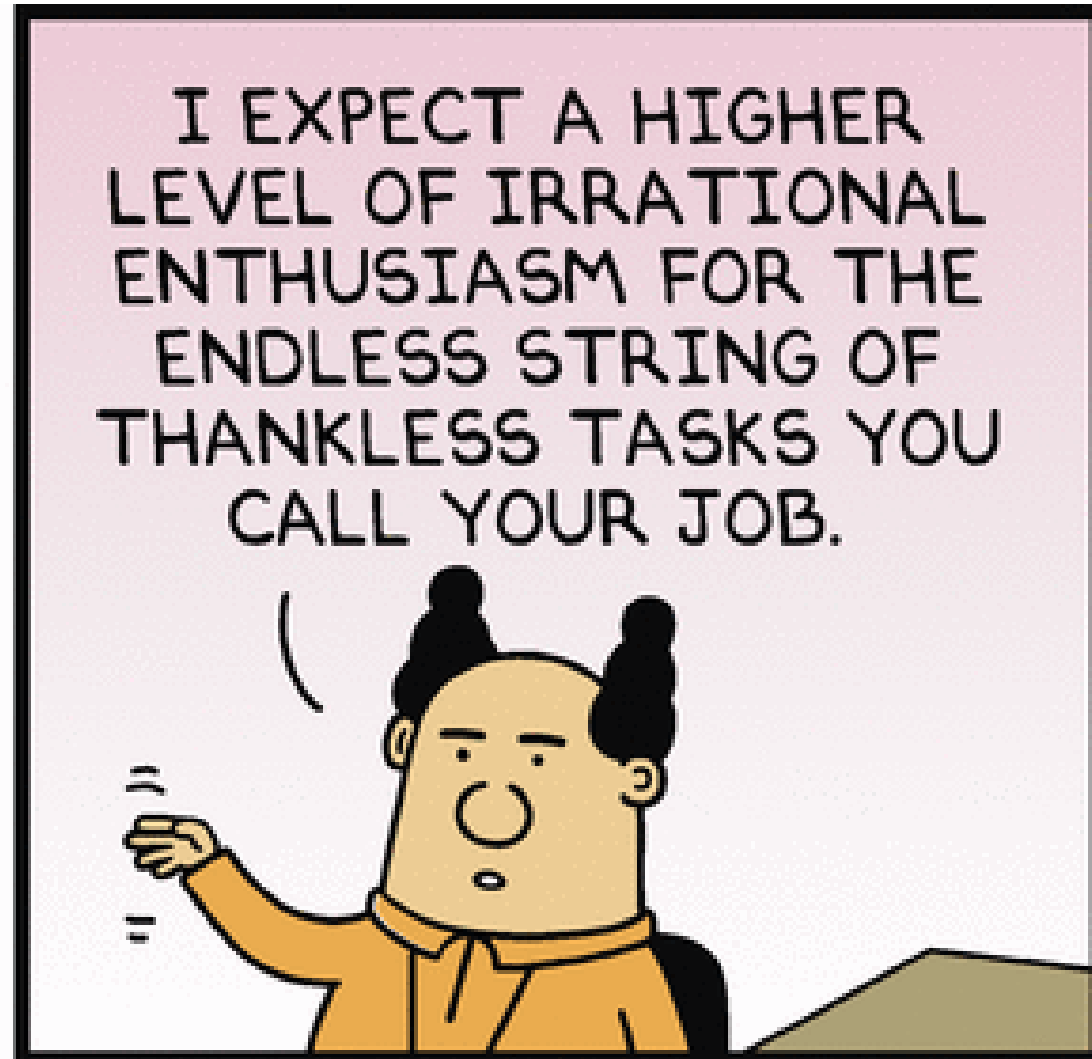
# Full Circle Fulfillment: Turning Employee Experience into Customer Delight

with Josh Nutter and Michael O'Neil, OP360

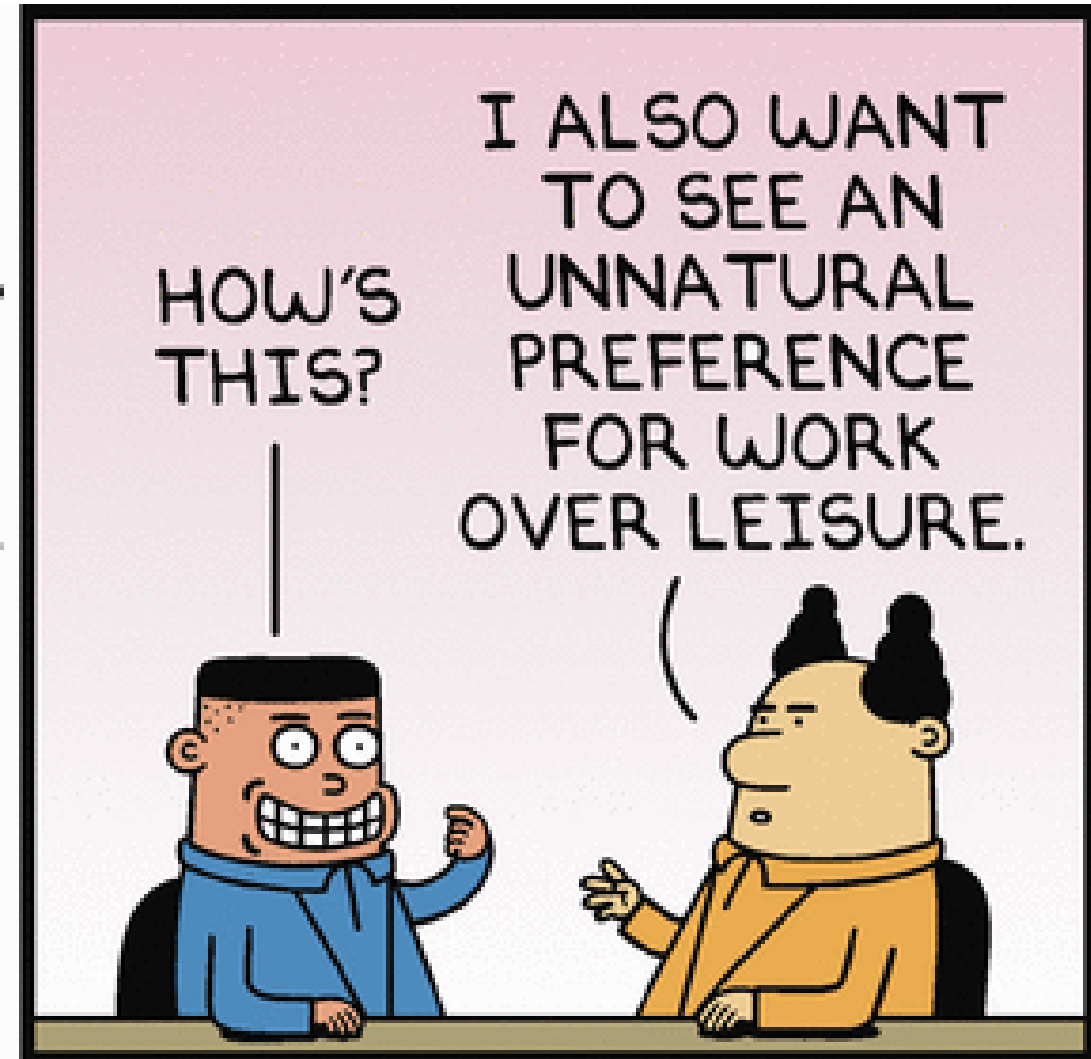




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# Michael O'Neil

As an engineer with a consultative mindset, Michael brings a unique approach to problem-solving and client engagement: One that is focused on developing solutions through innovative and imaginative strategies designed to achieve maximum benefits for his clients. When he isn't busy helping companies thrive, Michael enjoys a good round of pickleball.

# Josh Nutter

Over the course of 10+ years, Josh has been able to build strong go-to-market strategies for top tech and BPO companies, which has been instrumental in the growth of both high-growth startups and Fortune 500 organizations in the areas of Retail, Fintech, and Technology.



# Workshop Objectives

OP360

## Employee Engagement Foundations

- What is it?
- Why it's important?
- How we measure it?
- Ten Tenets of Employee Engagement

## Workshop Common Issues

- Activity 1: Compensation
- Activity 2: Leadership training
- Activity 3: Performance management



## EMPLOYEE EXPERIENCE

is the REALITY of the work environment

- Career Growth
- Meaningful Work
- Appreciation and Recognition
- Work-Life Balance
- Strong Leadership
- Fairness
- Access to Information
- Empowerment
- Strong Reputation
- Community Involvement
- Fun



How do we PLAN for:

- The WORK
- The Workplace
- The Workforce

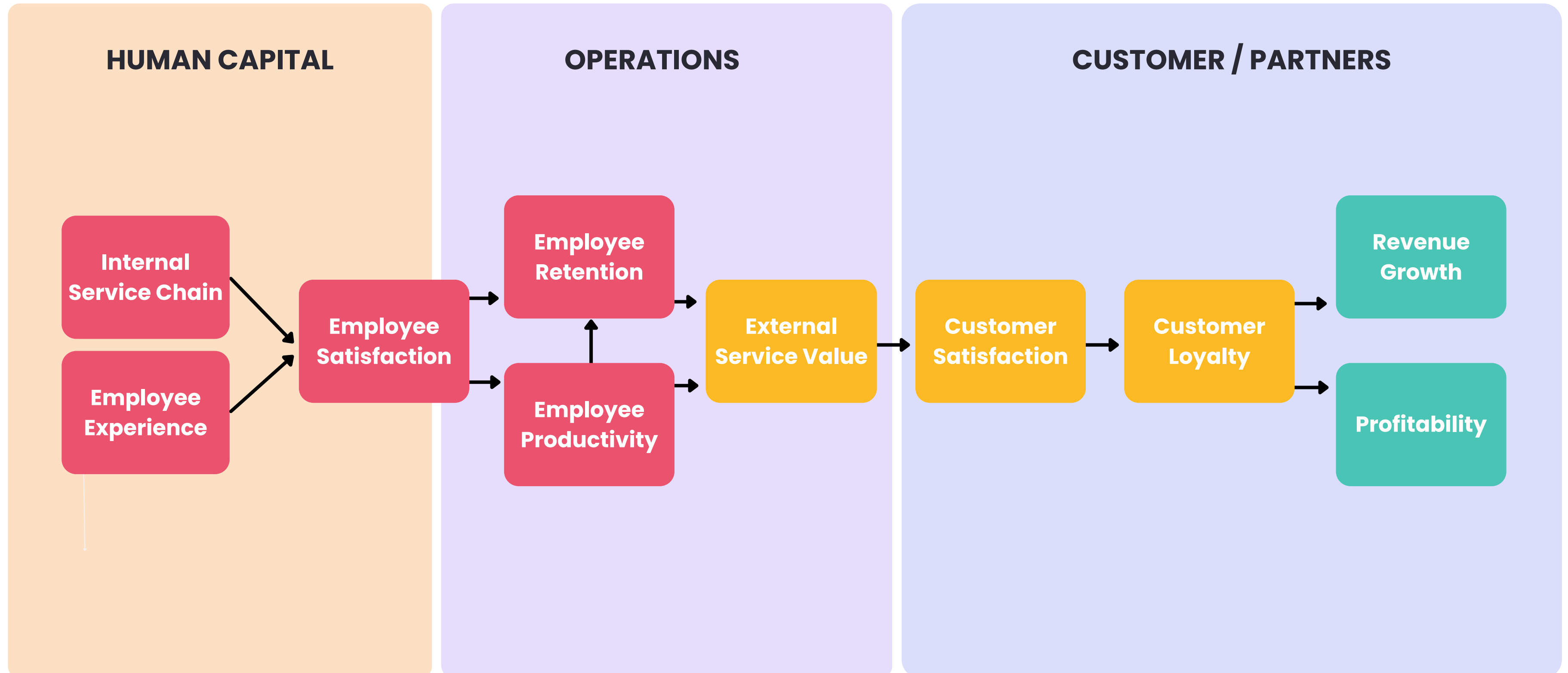
## EMPLOYEE ENGAGEMENT

is the RESULT



# Why is it Important? : Service-Profit Chain

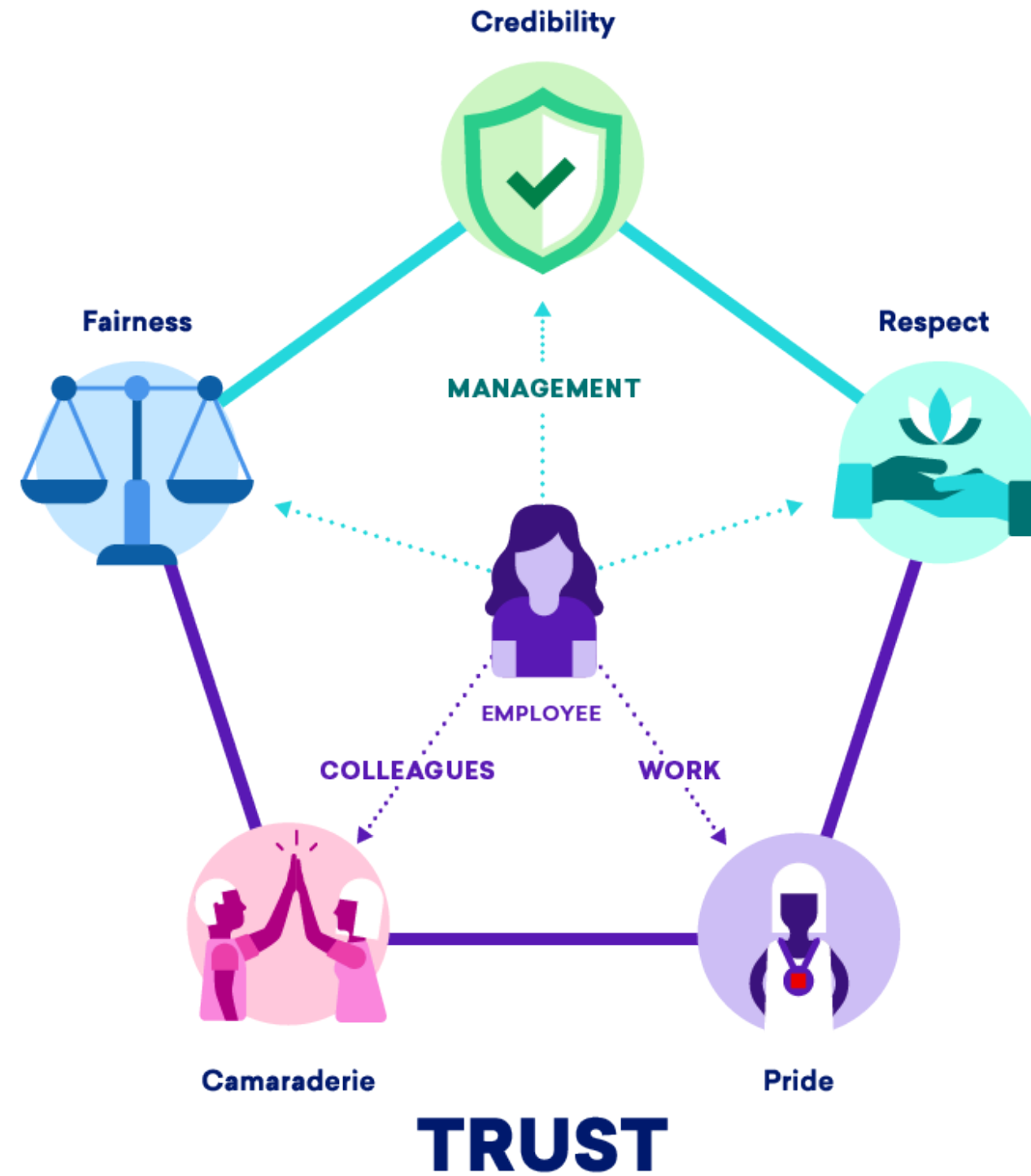
## OPERATING STRATEGY and DELIVERY SYSTEM



# How To Measure It?

## Industry Benchmarks

### Gallup Engagement Hierarchy



# 10 Tenets of an Employee Engagement

Foundational principles of an effective employee engagement program.



**1** Trust and Transparency



**2** Recognition and Rewards



**3** Career Growth and Development



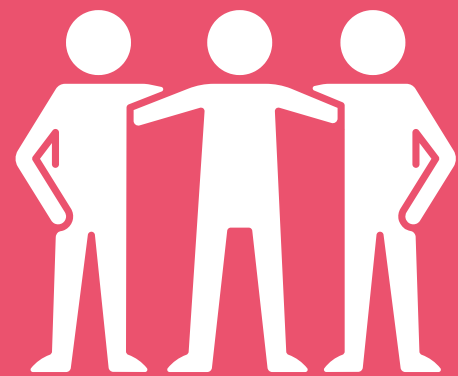
**4** Work-Life Balance



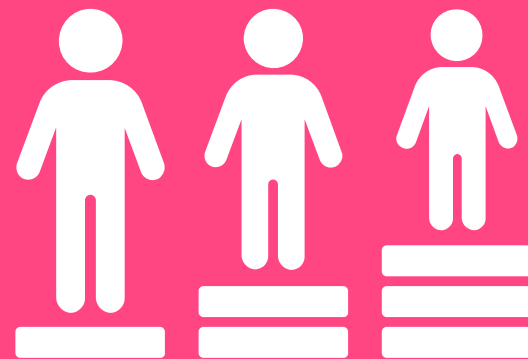
**5** Employee Involvement and Empowerment



**6** Purpose and Meaning



**7** Community and Belonging



**8** Fairness and Equity



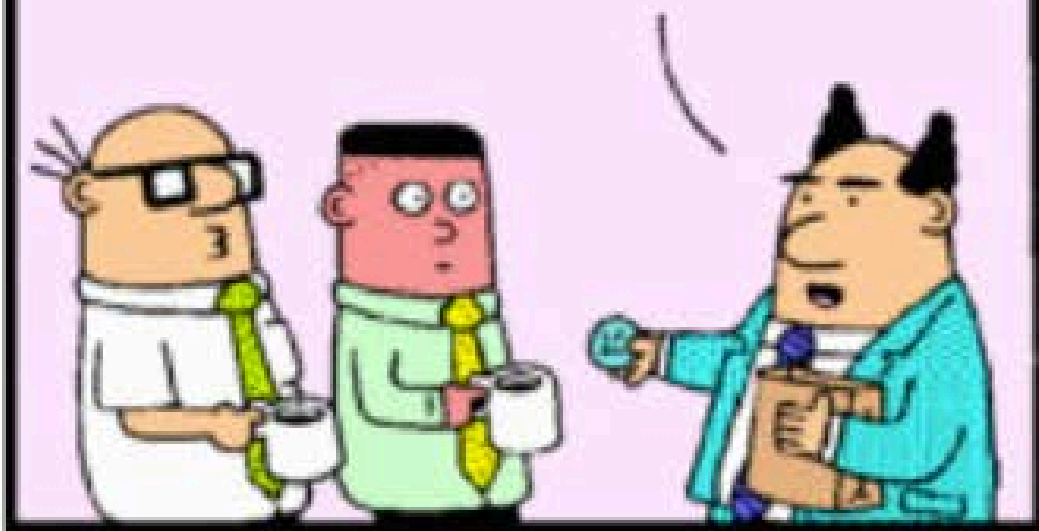
**9** Continuous Feedback and Improvement



**10** Leadership Support



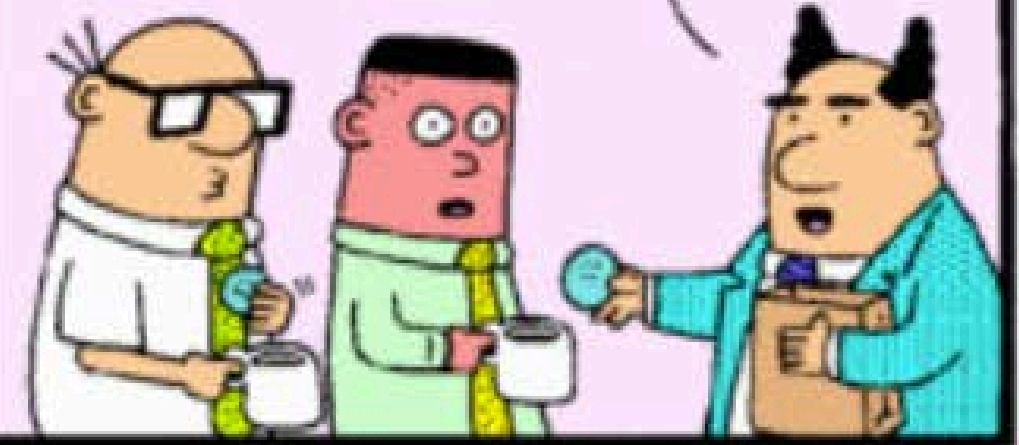
EVERY EMPLOYEE  
WILL WEAR A  
BUTTON THAT SAYS  
"I'M EMPOWERED."



www.dilbert.com scottadams@aol.com

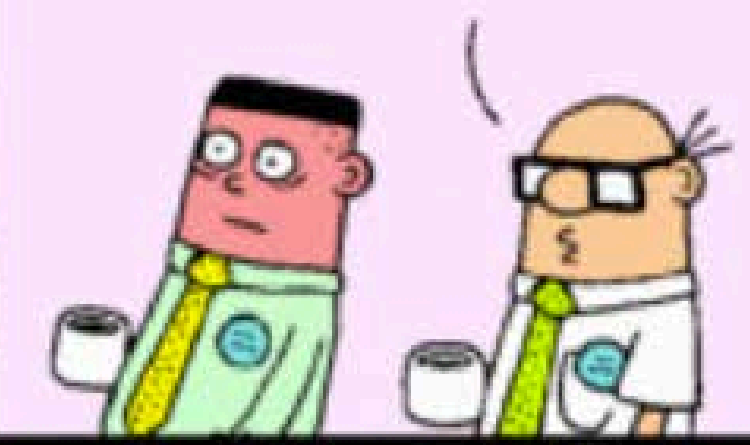
I DON'T  
WANT TO.

YOU HAVE  
TO.



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THAT WAS EVERY-  
THING YOU NEED  
TO KNOW ABOUT  
LIFE IN ONE  
PACKAGE.



# Workshop

## Activity 1: Compensation

### GPTW Questions

### Score

**I feel I am paid fairly for the work I do.**

2.4

**Promotions go to those who best deserve them.**

3.9

**Management shows appreciation for good work and extra effort.**

4.4

**I receive a fair share of the profits made by this organization.**

2.5

### Scenario:

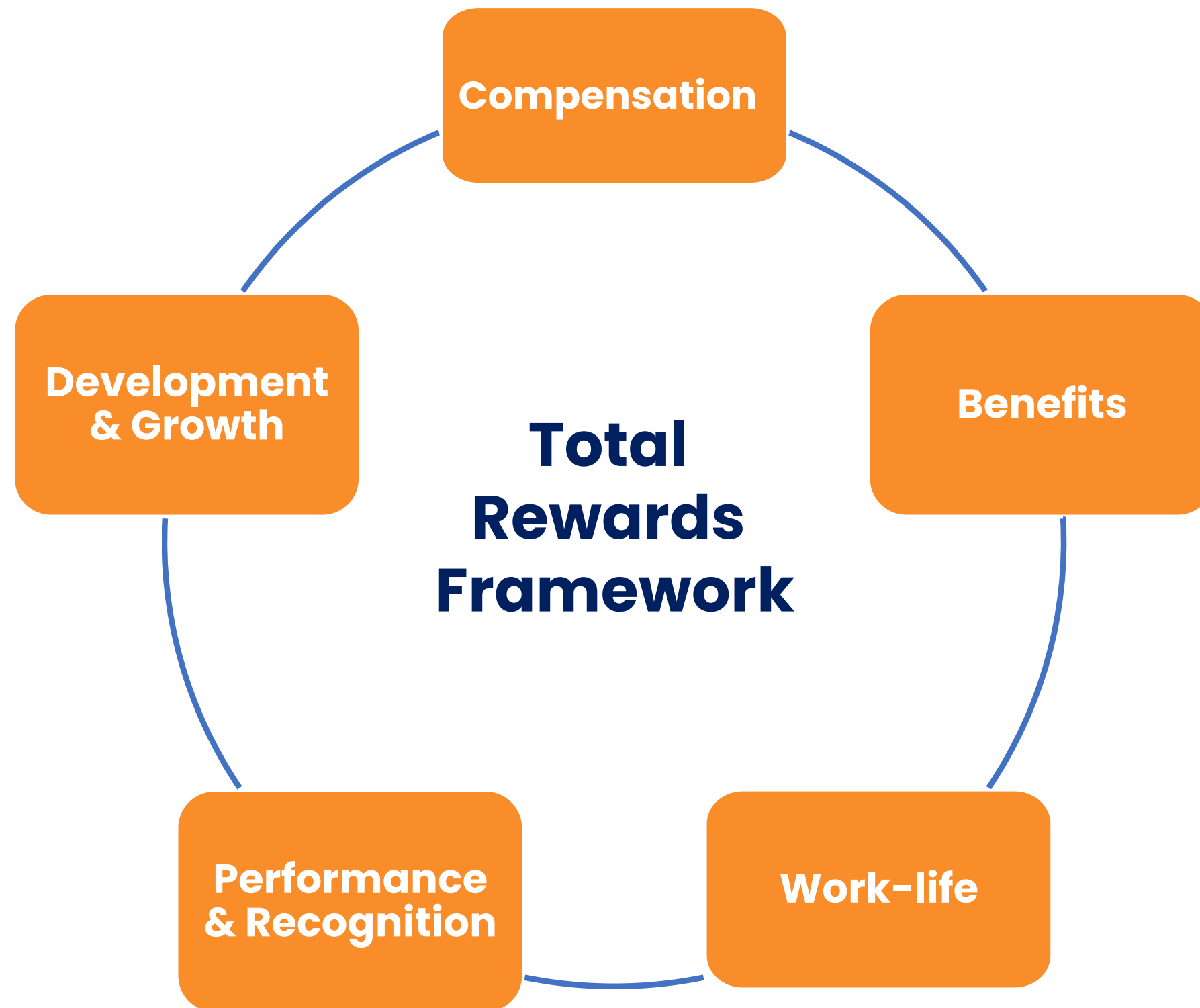
Through survey result, your customer service department has expressed that they feel undercompensated.

Leadership agrees this needs to be addressed, but there are budget constraints to consider.

### Group Assignment:

Brainstorm and present solutions to enhance employee compensation satisfaction.

# Total Rewards



To repackage the Compensation and Benefits into Total Rewards to account for other forms of benefits that may not necessarily be in cash form but that entails some investment from the company;

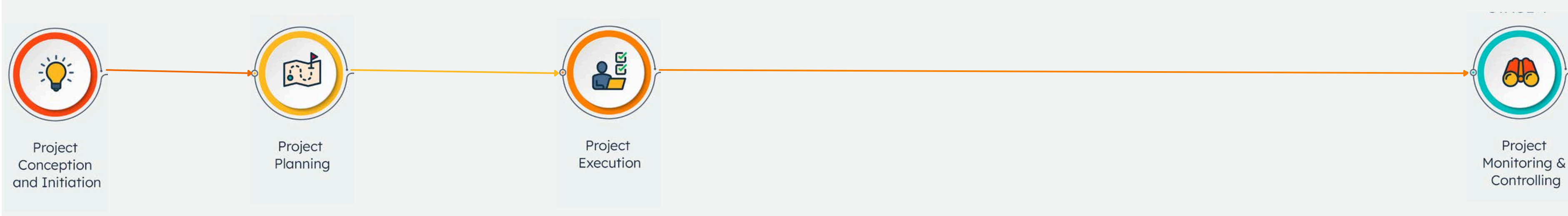
This is also to **make employees aware and appreciate** the other forms of benefits that they are given and enjoying with their stay in the company

# Total Rewards Mix: A Sample PH Illustration



Direct Compensation	Indirect Compensation			
	Benefits	Work-Life	Performance Recognition	Personal Development
<p><b>1. FIXED</b></p> <ul style="list-style-type: none"> <li>* Basic Pay</li> <li>* Fixed Allowances               <ul style="list-style-type: none"> <li>• Allowance 1</li> <li>• Allowance 2</li> <li>• Other Allowances ?</li> <li>• 13th Month-Pay</li> </ul> </li> </ul>	<p><b>1. Government</b></p> <ul style="list-style-type: none"> <li>• SSS</li> <li>• PhilHealth</li> <li>• HDMF/Pag-IBIG</li> <li>----Leave Benefits----</li> <li>• Paternity / Maternity Leave</li> <li>• Solo Parent Leave</li> <li>• VAWC Leave</li> <li>• RA 9710 Magna Carta for Women</li> </ul>	<p><b>1. Paid Leave</b></p> <ul style="list-style-type: none"> <li>• Vacation Leave</li> <li>• Sick Leave</li> <li>• Philanthropy Leave</li> <li>• Bereavement Leave</li> </ul>	<p><b>1. Pay for Performance (P4P)</b></p> <ul style="list-style-type: none"> <li>• Monthly / Quarterly Performance Incentives</li> <li>• Semi-annual Performance Plan</li> <li>• Annual Performance Plan</li> <li>• Merit Adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• New Hire Training Plan</li> <li>• Skill/Competency Building Training Program</li> <li>• Executive Development Programs</li> <li>• Coaching &amp; Mentoring</li> <li>• Team Building Activity Program</li> </ul>
<p><b>2. VARIABLE</b></p> <ul style="list-style-type: none"> <li>* Variable Pay               <ul style="list-style-type: none"> <li>• Overtime Pay</li> <li>• Holiday Premium Pay</li> <li>• Night-shift Differential Pay</li> </ul> </li> </ul>	<p><b>2. Company-Initiated</b></p> <ul style="list-style-type: none"> <li>• Relocation Package</li> <li>• Business Travel Allowance</li> <li>• Educational Assistance</li> <li>• ER Share Upgrading Counterpart for HDMF</li> </ul>	<p><b>3. Other EE Welfare Services</b></p> <ul style="list-style-type: none"> <li>• Parking Slots</li> <li>• Free medical consultation</li> <li>• Free drinking water</li> </ul>	<p><b>2. Rewards &amp; Recognition</b></p> <ul style="list-style-type: none"> <li>• Most Improved Team</li> <li>• Ad-hoc Awards</li> </ul>	

# Project Plan – Periodic Total Rewards Statement for Personnel



Timeline: May 2024, June 2024, July 2024, September 2024, October 2024, 2025

Policies Inventory

Benefits Admin Transition

Payroll System Parallel Run

TR Benchmark

Job Level Definition

Talent Mobility Policy Review

Job Contracts Review

TR Policies Consolidation

HMO Renewal

Salary Structure

Compensation Administration Guidelines

Payroll System Go-Live

Hiring a TR Manager

Pay for Performance Program policy

Rewards & Recognition Program

LMS / Training Program Plan on TR for Mgt.

LMS / Training Program Plan on TR for All

TR Playbook

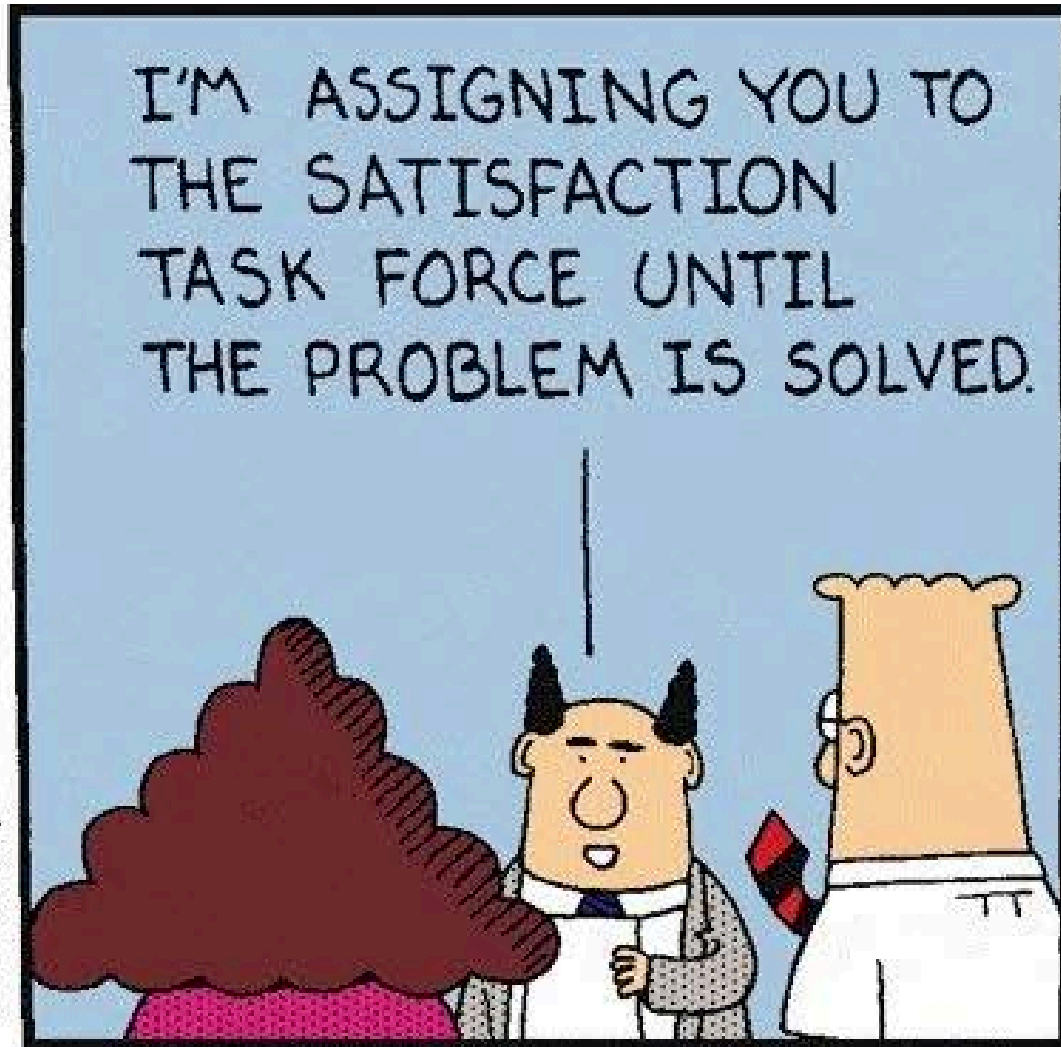
TR Statement Design





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S. Adams



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# Workshop

## Activity 2: Leadership Development

### GPTW Questions

### Score

Management is competent at running the business.

4.3

I believe management would lay people off only as a last resort.

2.7

Management shows a sincere interest in me as a person, not just an employee.

3.2

Management makes its expectations clear.

4.2

I am given the opportunity to develop professionally and personally.

3.0

### Scenario:

After reviewing survey results, you notice concerns about leadership. Employees report a lack of trust in their managers. Mid-level managers are struggling with leadership skills, particularly in areas of people skills, and coaching/mentoring abilities.

### Group Assignment:

Brainstorm actionable strategies to build trust and enhance leadership skills among mid-level managers.

# Learning & Development Approach

## The leadership pipeline.

Building from within

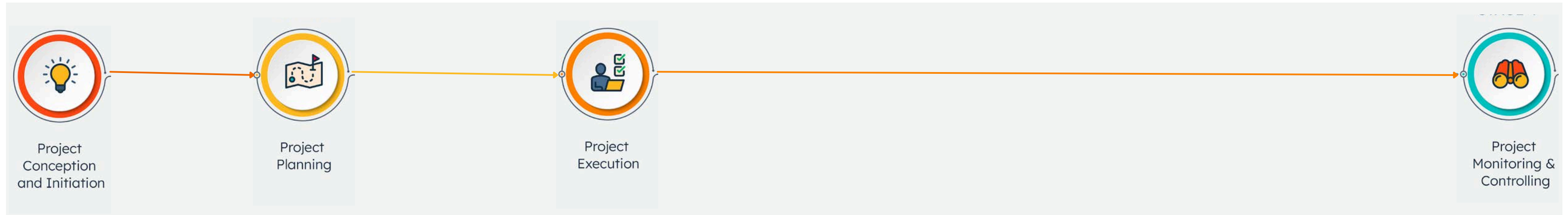




# RESULTS DEFINITION: People Manager vs. IC

Performance Cluster	Skilled / Staff Level IC	Higher Level IC	Team Lead / Sup level	OM / Manager Level	Director Level	VP & Up Level
Revenue					YES	YES
Cost Savings / Cost Optimization				YES	YES	YES
KSAT			YES	YES	YES	YES
CSAT	YES	YES	YES	YES	YES	YES
Productivity	YES	YES	YES	YES	YES	YES
Quality	YES	YES	YES	YES	YES	YES
Compliance	YES	YES	YES	YES	YES	YES
Continuous Improvement	YES	YES	YES	YES	YES	YES
Data / Knowledge Mgt		YES		YES	YES	YES
Retention			YES	YES	YES	YES
Development / Bench Strength			YES	YES	YES	YES
Engagement			YES	YES	YES	YES

# OP360 LDA 2.0 Project Plan (consistency)



May 2024

June 2024

July 2024

September 2024

October 2024

2025

Program Review

Policies  
KPI Definition

Process Definition

Tools / Forms

Consultation  
User Feedback

Training Plan

Training Curriculum

Calendar of  
Activities starting  
Q4 2024

OP360



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# Workshop

## Activity 3: Performance Management Systems

### Team Leader Focus

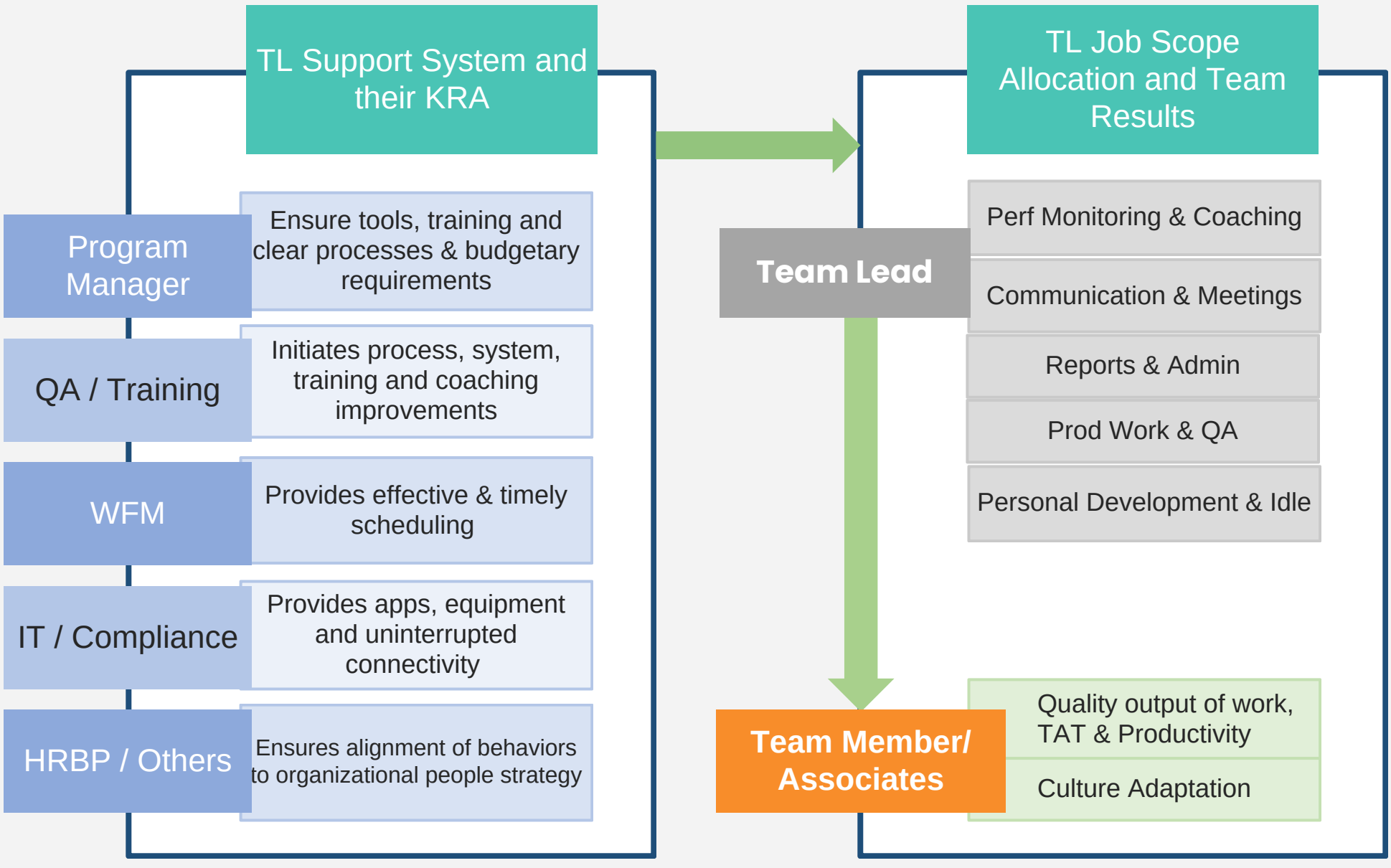
Question for Team Leaders	Score
Overall satisfaction	3.2
Ability to foresee issues and create processes to prevent issues	2.4
Ability to resolve issues within an acceptable time frame	2.8
Accuracy of information shared	4.4
Response time on escalated issues	3.3

**Scenario:** After analyzing the GPTW survey specifically for Operational Leadership, you conducted a separate survey solely for the Team Leaders to assess how they are supported. You discovered that these teams feel they are not receiving sufficient support from Shared Services.

**Group Assignment:** Your task is to develop strategies to improve the support provided by Shared Services.

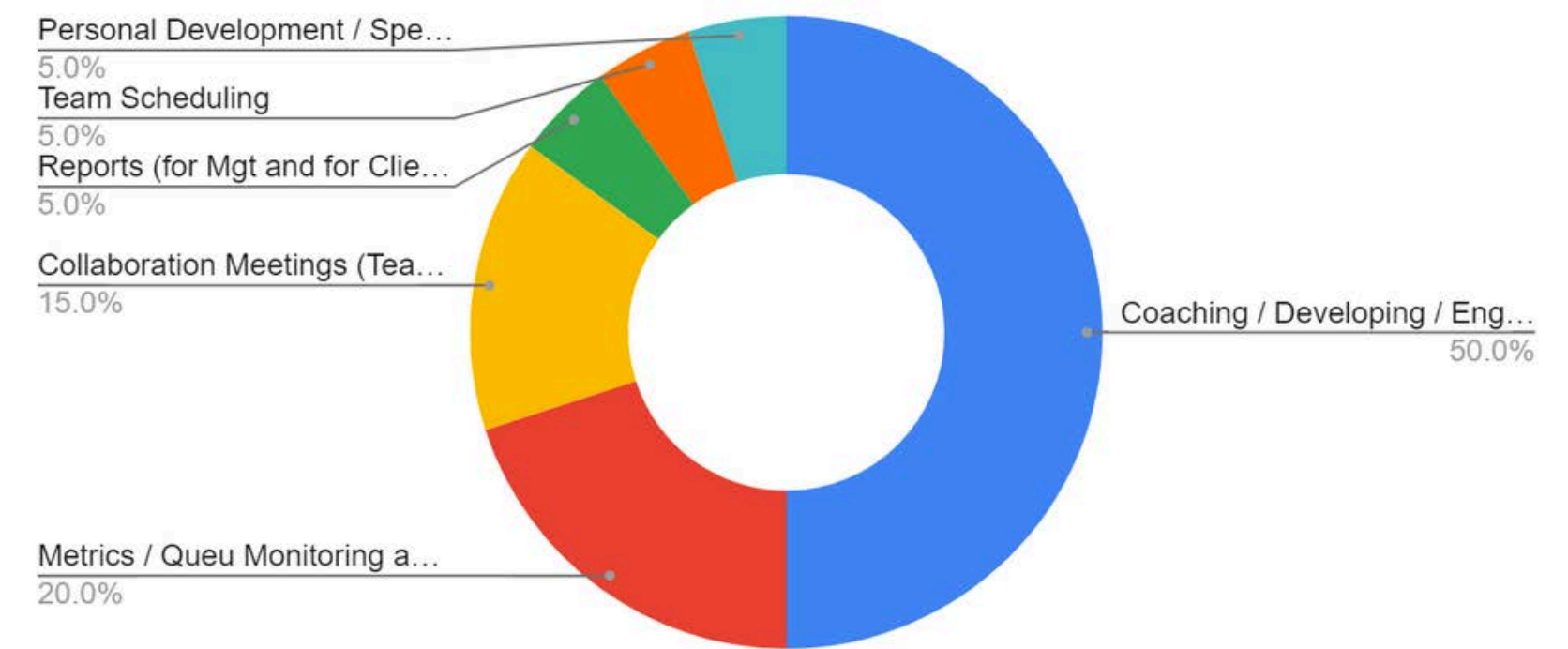
# Team Lead Operating Model

## TEAM LEAD OPERATING MODEL



## TEAM LEAD Task Allocation

### Allocated Time

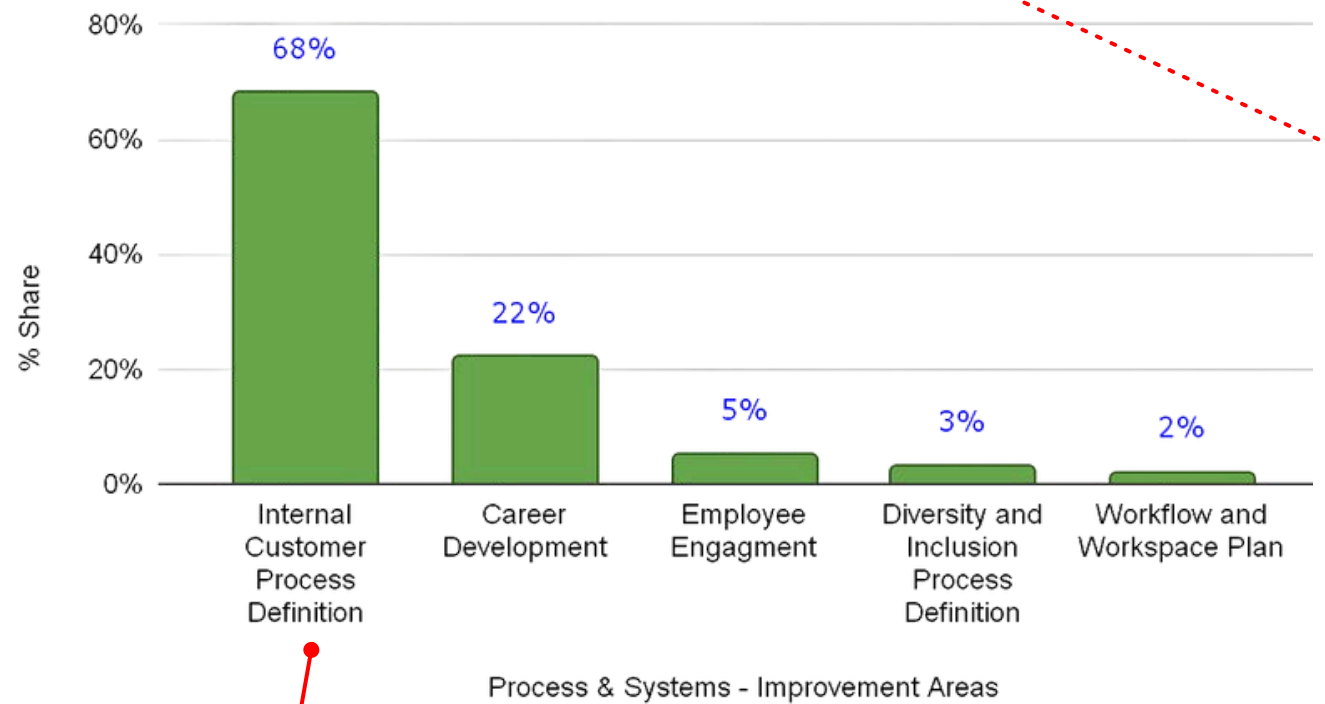


# RESULTS DEFINITION: People Manager vs. IC

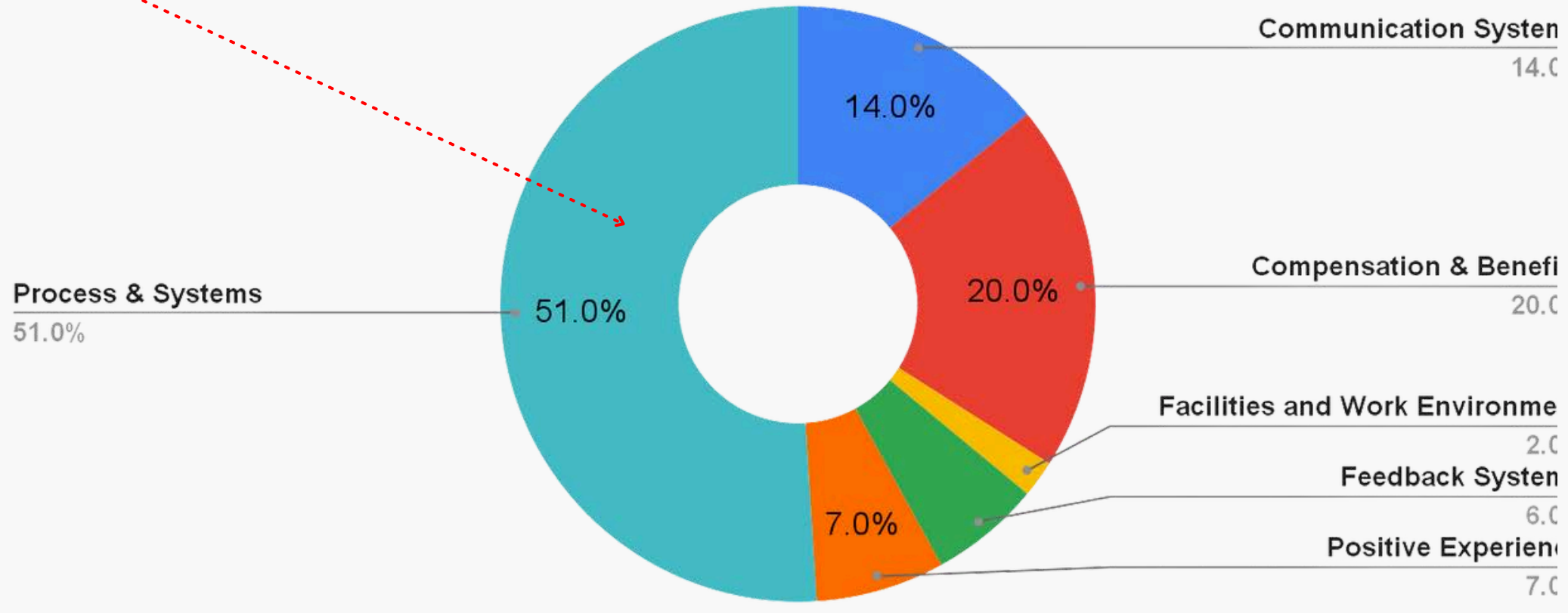
Performance Cluster	Skilled / Staff Level IC	Higher Level IC	Team Lead / Sup level	OM / Manager Level	Director Level	VP & Up Level
Revenue					YES	YES
Cost Savings / Cost Optimization				YES	YES	YES
KSAT			YES	YES	YES	YES
CSAT	YES	YES	YES	YES	YES	YES
Productivity	YES	YES	YES	YES	YES	YES
Quality	YES	YES	YES	YES	YES	YES
Compliance	YES	YES	YES	YES	YES	YES
Continuous Improvement	YES	YES	YES	YES	YES	YES
Data / Knowledge Mgt		YES		YES	YES	YES
Retention			YES	YES	YES	YES
Development / Bench Strength			YES	YES	YES	YES
Engagement			YES	YES	YES	YES

# Shared Services Satisfaction Survey 2023

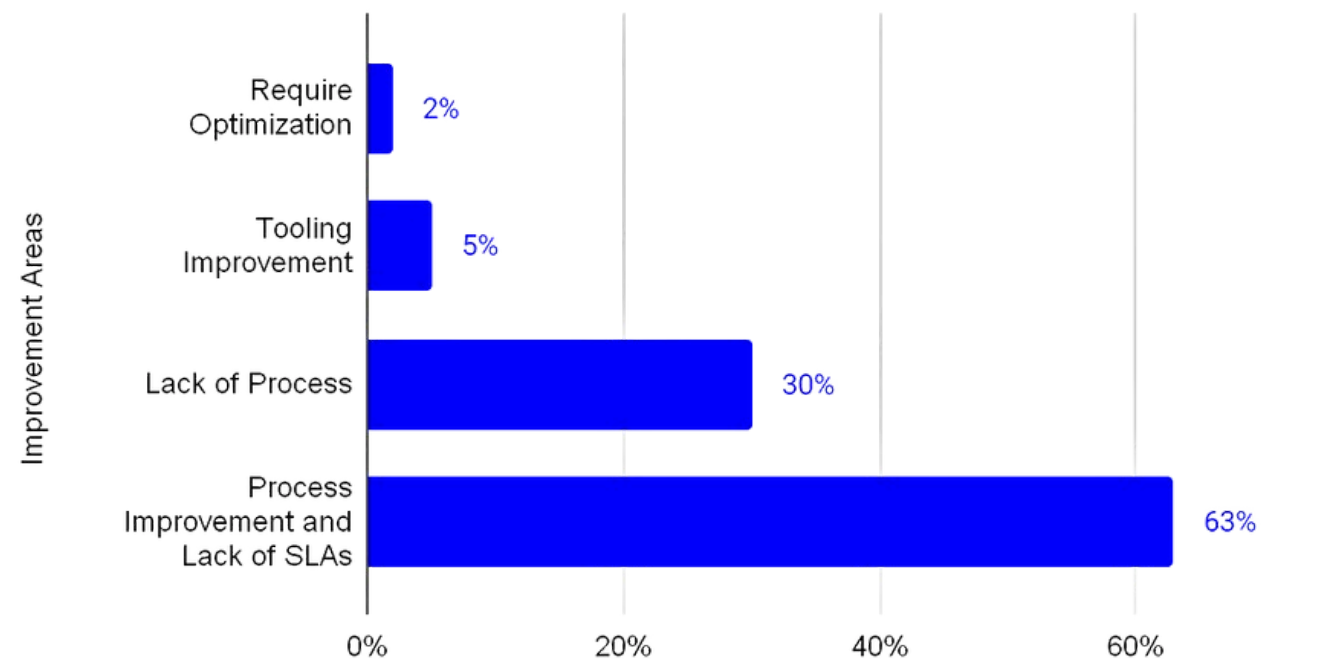
Areas for Improvement - Process & Systems



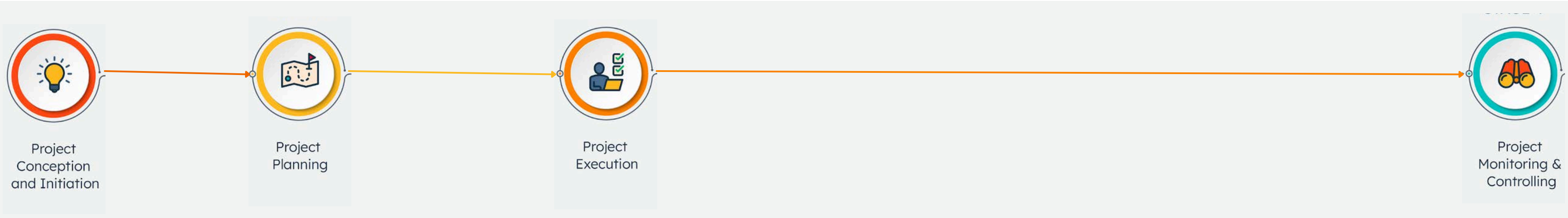
Shared Service Satisfaction Survey Response Classification



Process & Systems - Improvements Focus



# OP360 High Performance Management System - Timeline



May 2024

June 2024

July 2024

September 2024

December 2024

2025

Week 1-3  
Program  
Initiation

Week 4  
Program Plan

Policies  
KPI Definition

Process Definition

Tools / Forms

Consultation  
User Feedback

Training Plan

Training

Department  
Orientation

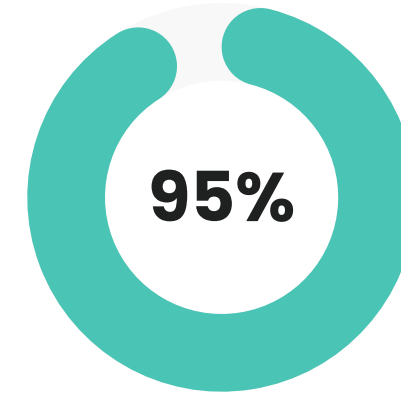
Department  
Performance  
Planning





Impactful results

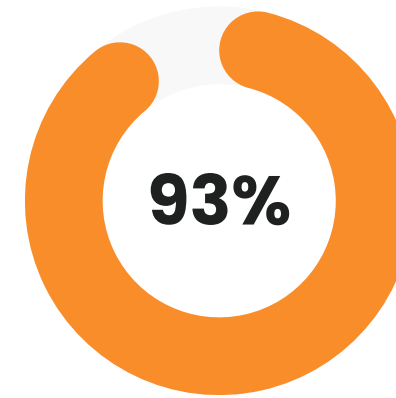
# Our Journey to Employee Engagement



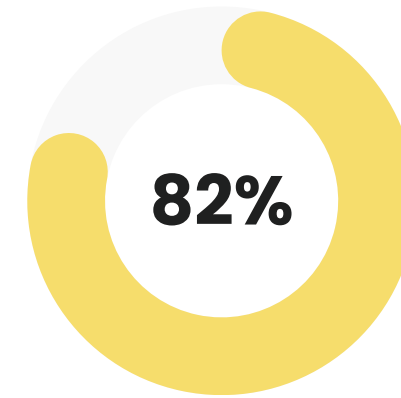
Employee Satisfaction



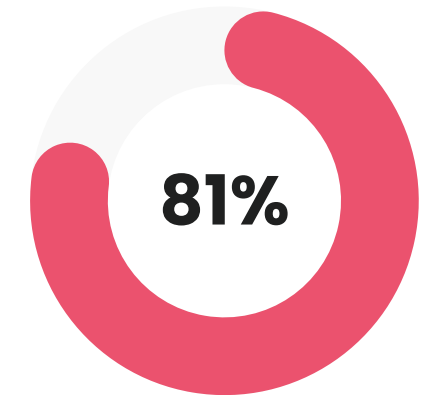
Monthly Employee Retention



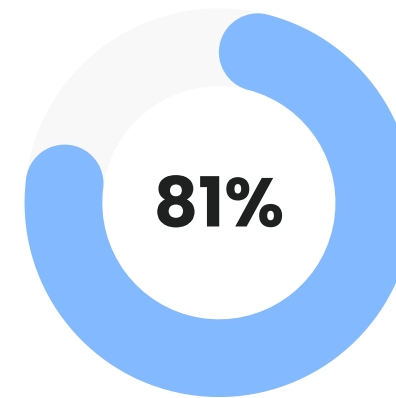
Fun At Work



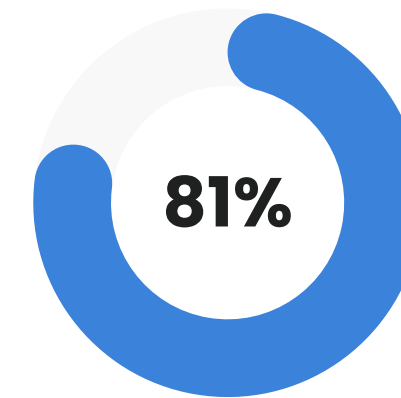
Proud to Work at OP360



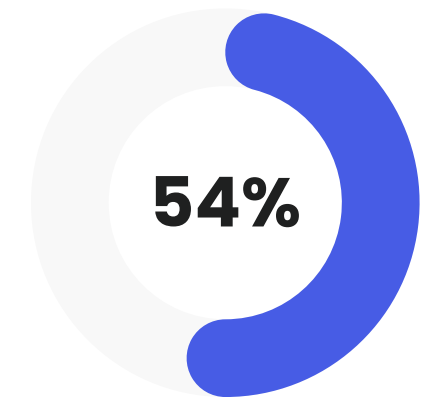
Supportive leadership



Reapply again at OP360



Refer a friend



New hires are referrals

# OP360 Employee Engagement Programs

We believe that holistic people programs nurture happy, loyal employees who consistently deliver excellence

## Corporate Social Responsibility

We are committed to supporting our community partners by making meaningful contributions to the local communities where we operate.



## Employee Recognition

OP360's Employee Recognition programs celebrate, reward, and motivate our team mates at key milestones in their career journey.



## Diversity & Inclusion

We believe that our differences make us a stronger organization and that our culture of inclusion and acceptance brings us all together.



## Health & Wellness

At the heart of our culture is the commitment to maintaining a healthy and well team in a drug and alcohol-free environment, as well as a comfortable, stress-free workplace that is essential for our employees to do their best work.



# OP360 Philippines and Colombia Events

Pride



Year-end-parties



Health and Wellness



OP360 Cares



Cultural Festivals



Holidays



OP360

A better way

# Final Discussion

# Thank you



A better way

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