



Customer Centered
Consulting Group, Inc.

VOICE OF THE EMPLOYEE PROGRAM



You need CCCG when:

- You need a systematic way to listen to your employees
- You need improved methods to analyze employee data
- You need to regularly distribute survey data throughout the organization
- You need help implementing employee engagement programs

Benefits of our Employee Engagement Program:

- Increase in employee engagement when their feedback is implemented
- Identification of new product and service improvement ideas
- Provides a method to gather feedback for internal departments and leadership
- Annual surveys provide a method to measure progress year over year

Great organizations recognize that not all improvement ideas come from the executive suite. Since your employees are the lifeblood of your organization, why not leverage their experiences?

At CCCG, we help you recognize this potential to vastly improve your organization. We start by regularly surveying and engaging with your employees to get their candid input. This survey process includes everyone! Many organizations utilize this survey process as input to their annual strategic planning process.

But good data is only the start. We then help architect and implement the high-value changes that will improve your employee's work experiences. Our comprehensive suite of services will allow you to collect high value employee feedback, analyze it effectively and then create solutions that drive long-term improvement.

CCCG's Proven Process:

Develop Effective Survey Process

- Recommend survey tool
- Customize survey questions for your organization
- Facilitate the survey data gathering process

Analyze Employee Feedback

- Collect, analyze, and review all employee survey data
- Identify key themes and protect employee confidentiality
- Prepare management reporting of trends and key themes

Implement Process Improvements

- Facilitate employee feedback review with company leadership
- Prepare survey responses to share with employees
- Assist with action planning to implement organizational improvements