Future of work:

Championing EX
during uncertain times

Hello I'm **Amber...**
Chief Listening Officer to **250+ CHROs**

In 2022, I had **1.3M conversations** across 60+ countries, & 700,000 employees. One thing I learned is that the best way to prepare for the future is to look back at the past.

So let's take a look at what happened in 2022 and uncover 10 insights for CHROs to drive business results during uncertain times.
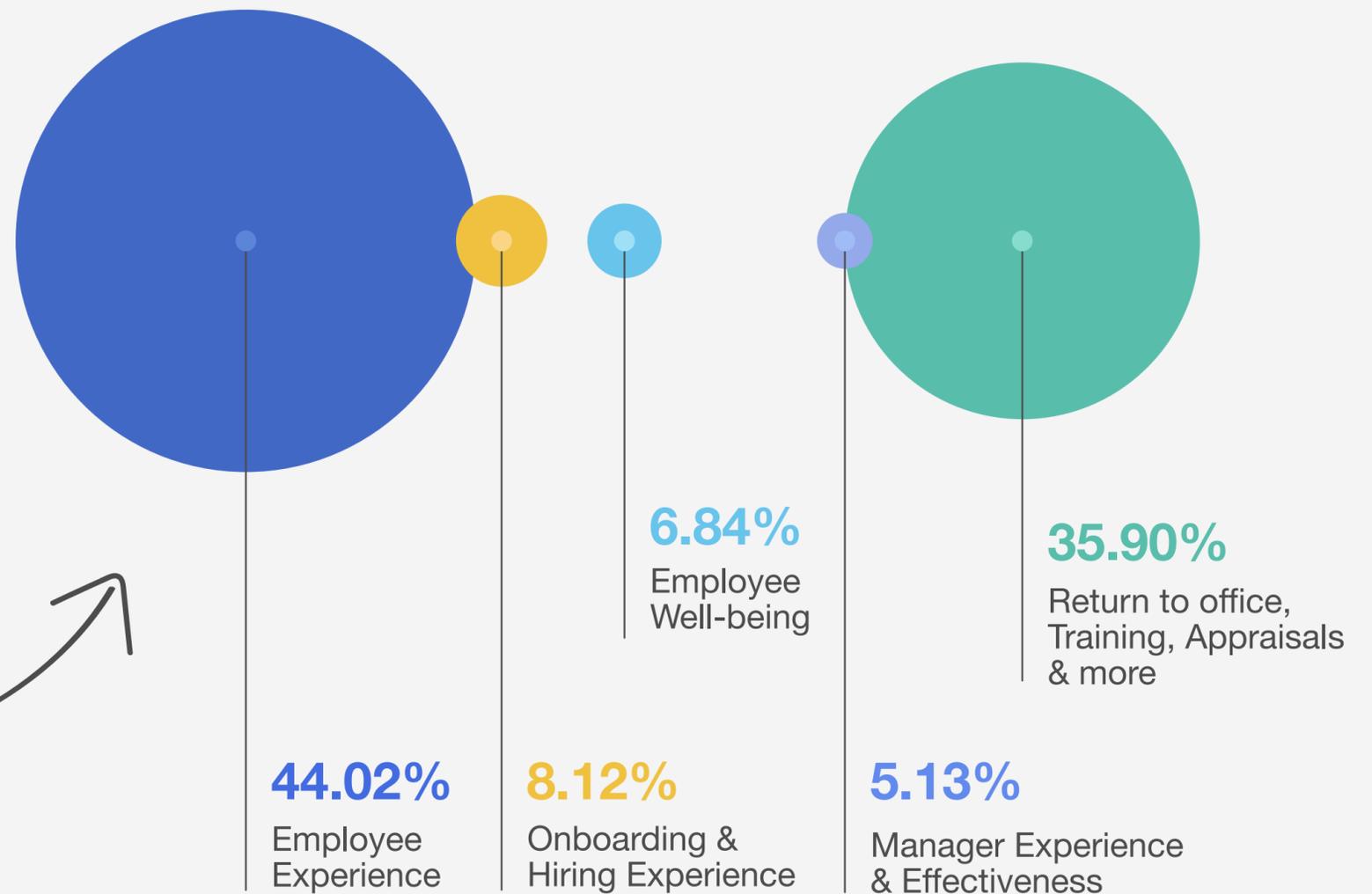
Amber

I had a total of **1.3 Million conversations** averaging **5,000 conversations** per day.

At **17,800 conversations 16 November** was my busiest day in 2022.

At **210K conversations, August** was my busiest month.

The secret to decoding EX is listening…
…and so I did

In 2022, I ran hundreds of pulse surveys across 225+ organizations and these emerged as popular survey themes amongst people leaders.

6.84%
Employee Well-being

35.90%
Return to office, Training, Appraisals & more

44.02%
Employee Experience

8.12%
Onboarding & Hiring Experience

5.13%
Manager Experience & Effectiveness

Decoding the EX in
EX*its!*

Amber

In 2022, employees told me the good, the bad, and the ugly.

Where's the good in goodbye 🙁

Top reasons people left an organization

34.3%
Work-life balance & flexibility

15%
Manager support and management style

14.2%
Career growth and job satisfaction

10%
Benefits & compensation

9.9%
Physical & mental wellbeing

13.1%
Others

3.5% Lack of appreciation & recognition

For every 100 at-risk cases that weren't acted on, **60 resulted in an exit within 6 months.**
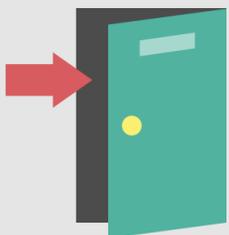
>50% of the employees who quit were **between in 0-1 years tenure.**

Employees who didn't answer 2 consecutive chats are **3X more likely to resign than an at-risk case.**

I QUIT

Key Takeaway

Employees are clear about their priorities and are willing to call it quits early on in the tenure if their needs aren't met.

In a slowing economy, **bridging the gap between employee expectations and culture will be crucial in retaining top talent** and saving money on backfill and training.

Meeting employee
EX_pectations!_

Amber

The employees have spoken, and they have spoken loud and clear.

If you listen carefully, the past whispers 👂

Contributes to both

Contributes to disengagement

Contributes to engagement

- Few engagement activities
- No job security
- Team inefficiency
- Lack of HR support
- Boring work environment

- ✦ Quality of work
- ✦ Career growth
- ✦ Rewards & recognition
- ✦ Team happiness
- ✦ Fair workplace

- ✦ Company updates
- ✦ Collaborative environment
- ✦ Sense of being valued
- ✦ Wellness
- ✦ Access to leadership

Factors that led to engagement (and disengagement) in 2022

Real-time action key to retention ⏳

Improvement in engagement score is the highest when an **at-risk case is closed within 2 weeks of being highlighted.**

Amber saw an

11 **point increase in the overall engagement**

of employees whose grievances were heard and resolved by the organization.

70% **of at-risk employees**

whose feedback was acted on in real-time did not land in People To Meet in their subsequent conversations with Amber.

Key Takeaway

Employee disengagement and turnover are costly—in terms of both money and morale. But if you can find out what's causing the disengagement, and address it right away, you can avoid losing valuable employees and improve employee productivity.

The engagement insights from 700K+ employees is your starting point.

HRBPs saved upto 73% of the time they would have...

otherwise spent collecting, analyzing, and acting on employee feedback with AI & automation.

Employee **response rate increased by 21%** between my first and fifth conversations with them.

More than **46% employees would be disappointed** if they can no longer speak to me.

More than **81% HR partners would be super disappointed** if they can no longer automate EX surveys with me.
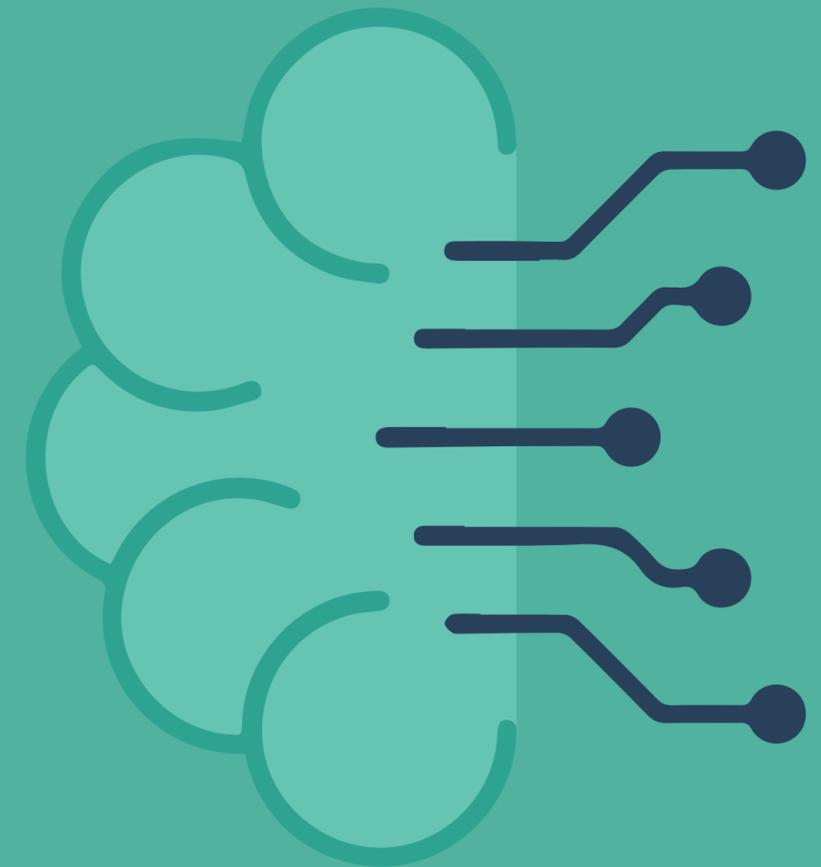
AI clearly seems to be growing on people. 😍

"It's a people business.
Ask my CFO, he's going to tell you that my biggest investment is people. Right now, we have implemented some amazing platforms like the Amber chatbot and all these investments have actually come from my CFO."

Dr. Vishwanath Joshi,
Chief People Officer

HEXAWARE

Key Takeaway

Understanding employee expectations and acting on feedback is important. But the most crucial is to do this consistently and at scale. **HRBPs saving ~11,000 hours in 2022 is evidence enough that automation and AI are the way forward** and would be key in making HR a strategic business function.