

NESPRESSO<sup>®</sup>  
PROFESSIONAL

# THE SUMMER OF EMPLOYEE INSIGHT



Whilst the sun is shining, the temperature is rising, and holidays are booked, there's a great opportunity in front of you. Why not spend valuable time better understanding your employees?

Not only could this be beneficial for your business results, but it could also highlight ways to make your team feel happier and more productive. At **Nespresso**<sup>®</sup> Professional, we've done our research and we know how much of an impact employee wellbeing and productivity has on business growth, so we've pulled together some tips to help you find out how your employees are feeling...



Companies with a highly engaged workforce are

**23%**

more profitable.<sup>1</sup>



## TIP 1

# ENCOURAGE HONESTY

With **79% of employees** reporting that they have experienced burnout,<sup>2</sup> Encouraging honesty in the workplace will help your employees to feel more comfortable discussing their problems, so you can better support them.



## TIP 2



# SPEAK OPENLY

Having an open-door policy is a great way to engage your employees and make them feel valued and listened to. This is a benefit for your business too, as companies with an engaged workforce have



**81% lower**  
absenteeism



**10% more**  
customer loyalty.<sup>1</sup>

## TIP 3

# INTRODUCE ENPS SURVEYS

eNPS (Employee Net Promoter Score) is an easy-to-use scoring system that **helps companies effectively track employee engagement in the workplace**. This is a great way to gather data on the impact of your people and culture initiatives and learn from the feedback.

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## TIP 4



# CONSIDER NON-WORK FACTORS

EAP (Employee Assistance Programme) services are designed to **help your employees deal with personal problems that may affect their work**. If you use EAPs, ask to see anonymised trend data to see if there are any patterns emerging.

With this data in hand and these conversations initiated, you'll have a better insight into the wellbeing of your employees. **Here are some tips to help boost the happiness and productivity of your teams moving forward...**



## TIP 5



# USE WELLBEING STRATEGIES

Investing in employee wellbeing can lead to **increased resilience, better employee engagement, reduced sickness absence and higher performance and productivity.**<sup>3</sup>

Wellbeing initiatives can help your employees maintain positive mental and physical health, and **87% of employees consider health and wellbeing offerings when choosing an employer**<sup>4</sup> – so you'll be helping to attract new talent too!

## TIP 6



# SHARE YOUR SUSTAINABILITY GOALS

**77% of people want more transparency from their employer on environmental impact.**<sup>5</sup> Why not consider your current sustainability initiatives and ask your employees for thoughts on how you can improve them? This is a great way to encourage transparency and drive your sustainability goals forward.

## TIP 7

### BE SUPPORTIVE

Companies with a successful employee advocacy program are **58% more likely to attract**, and **20% more likely to retain, top talent**.<sup>6</sup> Continue to be supportive to your employees and recognise their achievements. It also works both ways – you could ask them for ongoing feedback on your approach to employee advocacy.



## TIP 8

### OFFER WORKPLACE PERKS

Here is a fact that may surprise you: **37% of employees would prefer free, daily, fresh gourmet coffee over the company Christmas party**.<sup>6</sup> It's the little things that make a difference, so why not consider upgrading breakout spaces with a high-quality coffee machine?





## UNDERSTAND YOUR EMPLOYEES THIS SUMMER

As the mercury rises, spread the positive attitude this summer to ensure your employees have an enjoyable time at the office.



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At Nespresso® Professional, we know that small perks such as high-quality coffee can make a significant impact on your employees working day, which is why we have developed 17 unique blends, refreshing summer iced coffee recipes and innovative machines, suitable for offices of all sizes.

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