



Employee Engagement Survey-Driven Improvements in Employee Satisfaction at Exemplar Global

THE CHALLENGE

Exemplar Global specializes in personnel certification, credential management for individuals seeking professional recognition, and independent certification for training providers to improve course quality and outcomes. As an organization committed to excellence, Exemplar understands the **critical importance of employee engagement for maintaining high standards and achieving organizational goals**. In September 2022, Exemplar delivered TalentClick's Employee Engagement Survey to understand staff sentiments better and address any underlying issues that could affect performance and satisfaction.

THE SOLUTION

TalentClick conducted a comprehensive Employee Engagement Survey for Exemplar Global in 2022. The initial survey identified critical areas needing attention, such as: **53% of employees sought more career growth opportunities and 43% wanted more skill development**. Open-ended feedback emphasized the need for training and advancement.

Based on these findings, TalentClick provided actionable tips for Exemplar to focus on over the coming year. To measure progress, a second survey was conducted in early 2024, delivering comparative data in an executive summary of key insights and actionable tips, a detailed report of thorough results, and an appendix with open-ended feedback.

"The Employee Engagement process, along with the support from the TalentClick team, has been exceptional. The survey tool was administered efficiently, with high participation and loads of good data."

BRIAN WEEKS
CHIEF OF STAFF

THE RESULTS

The implementation of TalentClick's Employee Engagement Surveys resulted in significant improvements for Exemplar Global. The 2024 survey responses showed marked enhancements in various aspects of employee satisfaction:

- **Recognition from Supervisors:** Managers and non-managers reported a 24% increase in overall satisfaction with recognition from their supervisors compared to 2022.
- **Training Programs:** There was a 22% increase in overall satisfaction regarding enhanced training programs for managers and non-managers, which led to improved performance capacity.
- **Skill Development Opportunities:** There was a 21% rise in satisfaction due to greater access to skill development opportunities.
- **Wages and Compensation:** Employees expressed a 21% increase in satisfaction with their wages, feeling that their compensation more accurately reflected their contributions.

These results underscore the positive impact of TalentClick's surveys in driving meaningful change and enhancing overall employee engagement at Exemplar Global.



**INCREASED
SATISFACTION BY:**



24%

**IN RECOGNITION
FROM SUPERVISORS**



22%

**IN ENHANCED
TRAINING
PROGRAMS**



21%

**GREATER
ACCESS TO SKILL
DEVELOPMENT**



21%

**IN WAGES AND
COMPENSATION
SATISFACTION**