



Increase employee engagement with Infor Ming.le

What is employee engagement?

Over the last several years, human resources leaders have directed significant attention to employee retention strategies, especially in light of looming worker retirements and the expected skill shortages. One of the most widely accepted retention strategies is the notion of heightening employee engagement. Research indicates that increased employee engagement not only reduces employee turnover, but it markedly increases organizational performance. A highly engaged workforce fosters and powers a high performing organization. An employee is deemed engaged when he or she is “fully involved in, and enthusiastic about his or her work. Engaged employees care about the future of the company and are willing to invest the discretionary effort—exceeding duty’s call—to see that the organization succeeds.”¹

Why is employee engagement important?

Organizations with higher levels of employee engagement perform better. Crim and Seijts wrote, “Workplaces with low engagement tend to move slower, struggle with conflict and politics, and have higher turnover. Highly engaged workplaces tend to be more profitable, more innovative, more resilient (to industry change), and attract higher quality candidates for job openings.”² Research studies show that there is a direct correlation between the level of employee engagement and an organization’s levels in service, sales, safety, and retention.³



Table of Contents

- 1 What is employee engagement?
- 1 Why is employee engagement important?
- 2 What drives employee engagement?
- 3 How do you nurture employee engagement?
- 4 Build employee engagement with Infor Ming.le

¹ Dan Crim and Gerard Seijts, What engages employees the most or, the ten C’s of employee engagement, lveybusinessjournal.com, March/April 2006.

² Jacquelyn Smith, The 10 cities with the best employee engagement, Forbes.com, April 18, 2013.

³ Kevin Kruse, Why employee engagement? (These 29 research studies prove the benefits), Forbes.com, September 4, 2012.

- Employees with lower engagement are four times more likely to leave their jobs than those who are highly engaged.⁴
- 66% of highly engaged employees reported that they had no plans to leave their company.⁵
- Only 30% of the US workforce is engaged in their work.⁶
- Just 21% of the close to 90,000 respondents worldwide are engaged in their work, meaning they're willing to go the extra mile to help their companies succeed. What's perhaps more troubling, 38% are partly to fully disengaged.⁷
- Operating margin was 2.01% in low engagement companies versus 3.74% in high engagement companies; net profit margin was -1.38% in low engagement companies versus 2.06% in high engagement companies.⁸

What drives employee engagement?

Employee surveys have frequently been used as a method to promote worker engagement. However, surveys only allow an organization to measure the existing level of engagement. They do not, in and of themselves, drive engagement upward. Numerous research studies have successfully analyzed worker engagement and contributed to an array of factors that are believed to improve employee engagement. Some of those factors include:

- Clarifying job expectations in order to improve employee job perceptions
- Providing clear and timely internal communications
- Clearly delineating career advancement paths
- Providing routine feedback on employee job performance
- Improving relationships between employees and supervisors
- Evaluating reward systems to ensure they incent engagement

Notice how many of these factors employ and require communication—communications that are both routine and effective. To maximize employee engagement and achieve high levels of organizational performance, HR must lead the process for timely and regular organizational communications, with the expressed intent to align employee behavior with organizational goals and mission. All stakeholders, from entry-level employees to senior executives, must be provided with routine communications and mechanisms for collaboration. Communicating organizational values, mission, policies, goals, and objectives effectively, and in a way that secures worker engagement, requires the employment of the right communication methods and channels directed to the right levels of the workforce in a routine and timely manner.

4 Corporate Leadership Council, Driving performance and retention through employee engagement, 2004, at: <http://www.mckpeople.com.au/SiteMedia/w3svc161/Uploads/Documents/760af459-93b3-43c7-b52a-2a74e984c1a0.pdf>

5 Towers Perrin, Reconnecting with employees: attracting, retaining and engaging your workforce, 2004; http://www.towersperrin.com/tp/getwebcachedoc?webc=HRS/GBR/2004/200407/Talent_Survey04.pdf

6 Gallup, State of the American workplace: employee engagement insights for U.S. business leaders, 2013; <http://www.gallup.com/strategicconsulting/163007/state-american-workplace.aspx>

7 Towers Watson, An interview with Julie Gebauer on Towers Perrin's just released global workforce study, 2010; <http://www.towersperrin.com/tp/showhtml.jsp?url=global/publications/gws/key-findings.htm>

8 Towers Perrin, Engaged employees drive the bottom line, ND; <http://www.twrcc.co.za/Engaged%20employees%20drive%20the%20bottom%20line.pdf>

How do you nurture employee engagement?

Nurturing employee engagement begins with acknowledging the need and paving the way with strong organizational leadership. It also requires taking advantage of the right tools—like Infor Ming.le™. Infor Ming.le is a comprehensive platform that facilitates the nurturing of worker engagement through employee collaboration, business process improvement, and contextual analytics. Infor Ming.le gives every user, whether an employee or supervisor, a powerful assortment of advanced capabilities in an easy-to-use interface. Employees and supervisors can communicate and collaborate, as well as share information like documents, plans, photos, even videos, from a centralized location, with all activity captured and easily searchable. Infor Ming.le is not social for social sake—it is, rather, collaboration contextualized for business in a secure environment. It is a tool that HR can use to purposefully deliver the right message to the right members of the workforce at the right time. Using Infor Ming.le, HR can target specific communiques to defined groups of individuals based on program, service, or need. Communication content can be personalized to the recipients, delivering relevant content designed to promote employee engagement.

Infor Ming.le provides:

- **Contextual intelligence**—Infor Ming.le combines real-time information on a single screen. It automatically senses the type of work being done and displays information relevant to that task, without requiring the user to search and store the results.
- **Tasks and alerts**—Infor’s technology allows transactional information to be transmitted in real time, to privileged users, so employees and supervisors can keep up with the progress of important activities. Employee engagement is heightened when workforce members feel included and informed. HR can use Infor Ming.le to promote new or existing programs and services, soliciting employee feedback and even publishing the results. Privileged users can filter, view, and monitor information to keep tabs on the items that matter most to them. Infor Ming.le also includes a workflow interface that can push approvals and alerts to the appropriate people as the needs arise.
- **Drillback**—Analytics and reports in Infor Ming.le provide full drillback capabilities, so the end user can see the information supporting the data on their screen. Employees and supervisors will be able to zero in on issues that matter, and organizational leaders will be able to keep operations under control more easily.
- **Social objects**—Drawing on a concept from the social media world, Infor Ming.le lets users “follow” particular social objects and people, delivering automatic notices based on parameters that they define. For example, an employee may want to know everything that happens within a particular HR program or service. With Infor Ming.le, the employee can “follow” news about that program or service and receive automatic notifications of anything related to it. And Infor Ming.le is mobile-enabled, so following company events, news, and performance has never been easier.

Infor Ming.le marries business information with business processes to make collaboration seamless and assumed. This means your employees will be able to more easily work together, make better decisions faster, and stop reinventing the wheel. And this promotes employee engagement and collaboration.

Build employee engagement with Infor Ming.le

Employee engagement is a serious issue with bottom-line implications. Disengaged employees drive organizational performance downward. HR departments need new and improved tools to foster the kind of real-time communication and collaboration that is necessary to promote and secure employee engagement. Infor Ming.le can help empower you to share vital corporate knowledge with every stakeholder. By combining a consumer-inspired experience with familiar social media metaphors, Infor Ming.le can help you to create a work environment that's in line with increasing employee expectations. It can help improve organizational decision making by putting relevant data at employee's fingertips and making knowledge sharing easy. That's employee engagement. That's Infor Ming.le.



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