EmployeeFanatix

# Creating a workplace culture of listening is more important than ever.

A global pandemic, economic downturn, and nationwide protest movements are creating an unsettling time of change and uncertainty for employees. At Employee Fanatix, we've witnessed firsthand how important it is for resilient organizations to rapidly address their employees' evolving needs in order to adapt to changing circumstances.

Through our work with some of the world's largest and most trusted companies, we've developed listening strategies that will help you unlock valuable employee feedback so you can take meaningful steps to build trust, boost morale, and engage your workforce like never before. Whether you're seeking insights around best practices for hiring and retaining high-impact employees, improving employee communications, creating a more inclusive workplace culture, or building a customized employee engagement program, we help uncover challenges and devise actions plans that engage and empower employees.

Employee Fanatix offers an unparalleled suite of comprehensive services that directly align with every stage of the listening culture framework (pg. 2). These services include **Leadership Training & Executive Coaching, Diversity and Inclusion Consulting & Training, Employee Communication, Employee Engagement & HR Consulting,** and **COVID-19 Return-to-Work Consulting.**

"How do we find a clear direction of what needs to change?"
"How do we find enough time to make sense of employee feedback?"
COMMUNICATION
STRATEGIZE
ANALYZE
Creating a Culture of Listening
DEVELOP
FACILITATE
COMMUNICATION
"How can we make sure our leaders are prepared to handle the change?"
"How do we integrate feedback in a meaningful and authentic way?"

# Employee Communication

In a time of unprecedented change, consistently communicating with your employees has never been more important—or more fraught with challenges. As your organization grapples with the impacts of a global pandemic, recession, and a worldwide protest movement, you're having to adapt quickly to changing conditions and new realities. What's clear is that returning to business as usual simply isn't an option. Instead, it's time to prepare for a new normal at work. Whether you need help communicating new health and safety protocols or fostering diversity and inclusion in your workplace, our internal communications experts can help you keep employees informed, engaged, and aligned with your business so that you can adapt and grow.

## STRATEGIZE

### COMMUNICATIONS STRATEGY

We work with you to build a comprehensive employee communications plan to build a listening culture in your organization.

### CHANGE AND CRISIS MANAGEMENT COMMUNICATIONS

Whether it's a return-to-work plan, a key leadership change, company acquisition or layoffs, we can help you keep employees informed and engaged.

### FOCUS GROUP & SURVEY COMMUNICATIONS

Our internal communications experts help you complete the cycle of listening by sharing high-level findings and next steps with all employees.

### OUTSOURCED COMMUNICATIONS

Whether it's everyday messages or support for a critical initiative, we create compelling internal communications to meet the fast changing needs of your business.

# Employee Engagement & HR Consulting

At Employee Fanatix, we understand how overwhelmed leaders can feel. And we also understand how easy it is to overlook internal resources with critical clues to the underlying source of ongoing problems. Frontline employees are often the best source of information about customers, quality control, and competition, but are often left out of the loop. At Employee Fanatix, we teach you how to empower your employees to share their knowledge, while improving morale and efficiency along the way. We offer a variety of humsan resource consulting and facilitation services, and are here to assist your in-house management teams to create listening cultures where your employees feel heard, valued, and motivated.

## ANALYZE

### EMPLOYEE SURVEY DATA EVALUATION

Most organizations administer employee engagement surveys, but few have the time to truly digest what they hear. Often, the survey findings sit in an email box never to be seen again. We help you make sense of it all.

### ACTION PLANNING

Once you've taken the time to listen via the survey process, it's crucial you put an action plan in place to use your new insights to improve your employees' experience.

### EMPLOYEE LOYALTY ONSITE AUDIT

Not sure how you stack up against the 7 Intuitive Laws of Employee Loyalty? Let us evaluate your organization and inform your people strategy as a result. You'll receive a full report complete with the changes needed to elevate your employee loyalty.

## FACILITATE

### LEADERSHIP RETREATS

On/offsite retreats are an effective way to clear away daily clutter and reveal broader thinking. We work with you to facilitate your group's learning and collaboration.

### ROUNDTABLE DISCUSSIONS

Sometimes, organizational leaders need an unbiased third party to move a conversation along. Our HR consultants help create a smooth process by getting to the bottom of the issues you might be facing.

# Leadership Training & Executive Coaching

Your organization's needs are evolving and so must your leadership development. We help organizations increase their leadership prowess through leadership development and executive coaching services. Whether you are seeking solutions for emerging leaders, or more seasoned leaders, our leadership development courses and coaching services are tailored to meet your organization's needs.

## DEVELOP

### EMPLOYEE RETENTION BOOT CAMP

In this onsite or virtual leadership boot camp, we work with managers to connect them to their frontline like never before. By exploring our 7 Intuitive Laws of Employee Loyalty, participants will uncover the keys to engaging their best talent. Enroll your supervisors, managers and senior leaders in this interactive boot camp that blends the strategic with the tactical. Key takeaways include the real-life strategies needed to transform your leaders into employee loyalty stewards. (8 hours)

### EXECUTIVE LEADERSHIP TEAM COACHING

Does your executive leadership team suffer from misalignment? Are you constantly hearing from your organization that your team is disconnected and ineffective? We work with your executive leadership team to raise the leadership bar to drive alignment and engagement, and take a deep dive approach to discovering what's stopping the executive team from inspiring greatness.

### ONE-ON-ONE EXECUTIVE COACHING

Are you looking to take your organization's leadership to the next level? Do you hope to develop high potential employees? Allow us to use extensive leadership & management experience to drive increased leadership efficacy through our signature one-on-one Executive Coaching.

### DISC™ COMMUNICATION TRAINING

DISC™ is an assessment that helps employees understand their own and their co-workers' communication preferences. Oftentimes, communication breakdowns create conflict and harm positive cultures. The DISC™ assessment, complete with a 45-page report, helps augment interpersonal skills. Before conducting this training, facilitators hold a 30-minute coaching session with the employee to review the full assessment report findings. Attendees will walk away feeling enlightened about themselves and their co-workers, and confident in their communication skills. (2-4 hours)

### EMOTIONAL/SOCIAL INTELLIGENCE TRAINING

Emotional Intelligence (EI) helps you develop high performance behaviors. EI helps you foster these star qualities in your people, whatever their role or level, using the Emotional & Social Intelligence Competency Inventory (ESCI), the most validated measure of EI behaviors on the market. (8 hours)

# Diversity, Inclusion & Belonging

Creating an inclusive culture starts with a strong commitment to diversity by welcoming people from all backgrounds, experiences, and viewpoints into the workforce. But that is just the beginning of a long, long journey. A truly inclusive workplace culture creates safe spaces where employees feel valued, included and supported; can show up for their workday with their authentic selves; feel empowered to take risks and make a difference; and have access to career advancement opportunities. Our services help you build a strategic plan to create inclusive cultures that provide employees with the opportunity to do their best work and realize their full potential.

## STRATEGIZE

### COMMUNICATION STRATEGY

We help you share your plans for a more diverse & inclusive culture with employees, line managers, and executives. We help create communication strategies to keep employees informed about progress in addressing issues.

### ORGANIZATIONAL CHANGE MANAGEMENT

We provide strategic advisory services to assess current and desired states, and develop action plans to foster inclusion and collaboration among teams.

### STRATEGIC CONSULTING

Our consultants help develop a strategic diversity & inclusion plan to drive desired business results and culture shifts.

## ANALYZE

### SURVEY AND ASSESSMENT

We conduct a comprehensive survey and assessment process to gather measurable employee sentiments on diversity, inclusion and engagement.

## FACILITATE

### JOURNEY MAPPING

We assess workplace culture at every stage of the employee experience; from interviewing & hiring, to training & retention, and beyond.

### LEADERSHIP RETREATS & ROUNDTABLES

Depending on your needs, we can lead full-day retreats and half-day roundtable discussions to get to the bottom of culture issues and build a roadmap for structural transformation.

### EMPLOYEE FOCUS GROUP & DIVERSITY COMMITTEE FACILITATION

We gather qualitative employee insights to identify gaps, challenges & opportunities for improving diversity and inclusion.

## DEVELOP

### DIVERSITY & INCLUSION COACHING

Customized diversity, civility & unconscious bias training establish the foundation for more inclusive workplace cultures.

### KEYNOTE SPEAKERS & VIRTUAL PRESENTATIONS

Our diversity & inclusion keynote speakers inspire and educate executives with the best practices to be inclusive leaders.

# COVID-19 Return-to-Work Consulting

As organizations prepare to bring back employees to the office, we must adapt as never before, making changes to workspaces and equipping employees with the necessary tools to succeed in "the new normal." Our consultants offer comprehensive services to help you safely and effectively return employees to the worksite. Return-to-work planning is just the beginning of a bigger process. We provide you with all the insights and expertise to make your organization better than before by fostering a safer and more resilient workplace.

## STRATEGIZE

### EMPLOYEE RETURN-TO-WORK EXPERIENCE PLANNING

Our HR consultants work closely with your organization to understand the employee experience before & during the COVID-19 crisis, and help you imagine how it might look after the pandemic.

### ACTION PLANNING

Once we've listened to employees, we help you build a step-by-step action plan to address the following:

- Furloughed workers
- Temporary remote employees
- Workforce readiness/risk management
- Shift management
- Office space reconfiguration
- Employee training requirements
- Cleaning protocols
- Protective equipment
- Health and safety regulations
- Remote work eligibility

## ANALYZE

### RETURN-TO-WORK SURVEY & ASSESSMENT

We conduct comprehensive surveys to gauge employee sentiment at every level of your organization. We discover key insights about employee engagement, readiness, productivity, and health & safety concerns, among other top-of-mind factors.

## FACILITATE

### RETURN-TO-WORK EMPLOYEE FOCUS GROUP FACILITATION

Once the return-to-work plan has been implemented, our consultants gather more employee feedback and address lingering concerns. Based on employee & C-suite focus group insights, we offer recommendations for adapting your people, workplace, and culture to meet evolving business needs in a rapidly shifting marketplace and world.

### RETURN-TO-WORK JOURNEY MAPPING

We assess the employee journey and identify gaps in the employee experience, such as physical/virtual touchpoints for onboarding, training, retention, and more.

# About Our Founder & CEO

**Heather R. Younger, J.D.**

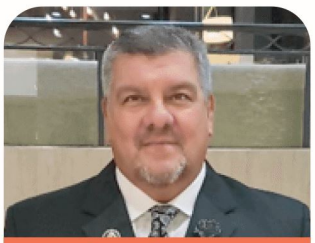
Heather Younger is a best-selling author, facilitator, consultant, international speaker, and adjunct organizational leadership professor who has earned her reputation as "The Employee Whisperer." Her experiences as an entrepreneur, manager, attorney, writer, coach, listener, collaborator, and mother all lend themselves to a laser-focused clarity into what makes employees of all organization—large and small—tick.

As a champion for positive change in the workplace and the world at large, Heather founded Employee Fanatix, a leading employee engagement and leadership development consulting and training firm, to inspire others by teaching the kind of caring leadership that drives real business results.

Heather hosts the weekly podcast *Leadership With Heart*, which uncovers what drives leaders from all walks of life to be more emotionally intelligent leaders. Her book, *The 7 Intuitive Laws of Employee Loyalty* hit Forbes' Must-Reads list, and is a go-to source for HR professionals & organizational leaders seeking insight into their organization's dynamics.

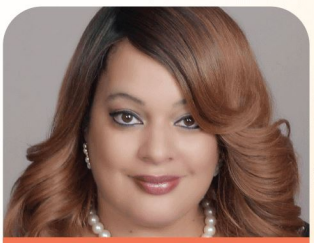
# Meet Our Team

**Liz Stincelli, DM**
Executive Consultant



**Jose Gomez**
Executive Consultant

**Tim Fine**
Senior Data Analyst

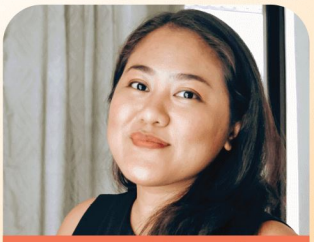


**Dr. T. Renata Robinson**
Executive Consultant

**Dr. Tyrone A. Holmes, Ed.D.**
DEI Trainer and Facilitator

**Nikki Groom**
Marketing Director

**Monica Thornton**
Office Administrator



**Emerald Rosal**
Special Projects Coordinator

# Testimonials

"Heather has been working with my organization for the last two years. During that time she has enthusiastically embraced the responsibility of facilitating an employee engagement group. Designed to determine how to continually improve our work experience, Heather has successfully engaged this group in team-building, enhanced communications and focusing on the positive. Happily, I can report that with Heather's assistance, our company raised in ranks from the bottom tier of The Denver Post's Top Workplaces in 2017 to a top 10 finisher in 2018 and again in 2019! I look to Heather for many of our leadership & organizational development needs."

—**Pam Wolf,** Human Resources Director at Extraction Oil & Gas

"Heather is a skilled professional who is very passionate about the employee experience. She offers thoughtful insights and fosters meaningful discussion to help advance professional development and employee engagement initiatives. Heather pulls information from various sources, draws on her expertise, leads productive conversations with her clients, and formulates her recommendations to be impactful. I have appreciated her professional, personable and enthusiastic approach."

—**Christinne Johnson,** President, Human Resources, FirstBank Holding Company

# Clients

HotSchedules

Harvard Business Review

TINYpulse

California State University Fullerton

DaVita

Ideal Image MedSpa

Colorado Bankers Association

Cartegraph

Pacific Northwest National Laboratory

OPTIV

CoreNet Global

1STBANK banking for good

# Contact Us

If you believe your team or organization could benefit from our services, we would love to hear from you! Visit **EMPLOYEEFANATIX.COM** to send us a personal message, or get in touch via the following channels: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