



EXPERIENCE MATTERS

Our team of consultants will help you design a program to measure and improve employee engagement and create an exceptional workplace for your staff.

Employee engagement is a proven indicator of an organization's success. It reduces turnover and absenteeism, and has a positive relationship with customer satisfaction. CFI Group applies the cause-and-effect techniques of the American Customer Satisfaction Index (ACSI) to help measure employee engagement and determine which elements of the job experience will most impact future employee behavior.

We offer four programs to help organizations build employee engagement:



EMPLOYEE ENGAGEMENT

This program uncovers the unique drivers of employee engagement to help target efforts to maximize desired future behaviors such as reduced turnover. This traditional study looks at employee experiences with supervisors, pay, advancement opportunity, leadership communications, benefits, etc., and determines how those experiences affect job satisfaction and employee's willingness to remain engaged and with the organization.



EMPLOYEE WORKPLACE CLIMATE

This program builds on an employee engagement study with added modules to evaluate the workplace climate and gauge the degree to which the climate of the organization tolerates and/or encourages positive or negative behaviors. This program gives a quantitative indicator as to how conducive the climate is for potential discrimination or harassment. If a poor workplace climate is determined, the organization may need a more in-depth workplace environment study.



EMPLOYEE WORKPLACE ENVIRONMENT STUDY

This program addresses serious workplace situations by surveying government agency employees to examine and uncover employee sentiment regarding discrimination in the workplace and its effect on job satisfaction. The program analyzes up to five unique topics of discrimination that could include gender, sexual orientation, disabilities, race, religious beliefs or other factors such as sexual harassment and assault.



CUSTOMIZED PROGRAM

Agencies often have a vehicle for employee engagement measurement already in place, such as the Federal Employment Viewpoint Survey. However, agencies may not have the resources available to put the results to work. CFI Group has consultants on staff who can work with your team to model and interpret the results.

CONTACT US to explore how enhancing employee engagement can help you improve the employee and customer experience in a way that impacts your organization's bottom line and helps your agency achieve its citizen-centric goals.

WHY CFI GROUP?

ACCESS

CFI Group's services are available through the GSA MOBIS schedule or through an interagency agreement facilitated by Federal Consulting Group (FCG) out of the Department of the Interior which has negotiated a Blanket Purchase Agreement (BPA).

ACSI METHODOLOGY

The ACSI is the gold standard for satisfaction measurement within the federal government. Applying this proven technology allows agencies to pinpoint where best to leverage precious resources.

EXPERT CONSULTANTS

Working with CFI Group provides your agency with access to a US-based team of experienced consultants to answer questions about the data and derive insights to help you improve citizen satisfaction.

EXPERIENCE

CFI Group has been helping agencies measure citizen satisfaction and employee engagement since 1999. CFI Group gives your agency access to benchmarks for the ACSI and hundreds of federal agency projects.

RESULTS

Because CFI Group uses the science of the ACSI, future behaviors can be tied to an improved citizen experience, enabling your agency to predict and measure the impact of improvement programs.

ADAPTABILITY

Citizen and employee motivations and experiences are unique to each agency. Your surveys should be too. We tap our vast survey knowledge to tailor your agency's program to best achieve your goals.

ABOUT CFI GROUP (cfigroup.com)

Since 1988, CFI Group has delivered customer and employee experience measurement and business insights from its Ann Arbor, Michigan headquarters and a network of global offices. As founding partner of the American Customer Satisfaction Index (ACSI), CFI Group is the only company within the United States licensed to apply ACSI methodology in both the private and public sectors. Using this patented technology and top research experts, CFI Group uncovers the business drivers and financial impact of customer experience.

ABOUT THE ACSI (theacsi.org)

The American Customer Satisfaction Index (ACSI) is the only uniform, cross-industry measure of customer satisfaction proven to predict financial results. Founded at the University of Michigan's Ross School of Business, the ACSI is a leading economic indicator of consumer spending in the United States. The U.S. Federal Government also uses the ACSI as the gold standard of satisfaction measurement for its agencies.