

Employee Engagement Drives Business Performance

Customer Satisfaction

55-percentage-point net promoter score difference for highly engaged employees vs. actively disengaged employees

Retail stores with high engagement have **5 percentage points higher customer satisfaction scores**

Top quartile engagement locations have **9 percentage points higher market share** for a beverage company



Financial Performance

5% increase in engagement results in **3% incremental revenue growth**

Companies with top quartile engagement experience a **4% point increase in incremental operating margin**

Highly engaged sales forces **exceed sales goals by 4% on average**



Talent Outcomes

Highly engaged employees are **36%** more likely to stay at an organization

Employees with higher than average engagement are more likely to achieve the highest performance ratings.

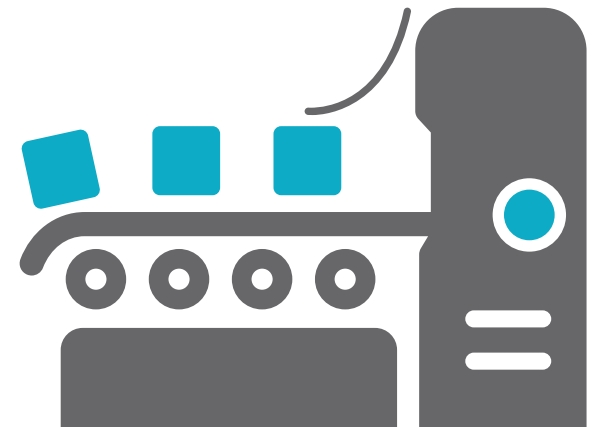


Operational Efficiency

Manufacturing plants with higher engagement have:

75% fewer quality defects

26% fewer safety-related workers compensation claims



Make engagement happen

For more information about Aon Hewitt's engagement offerings, please email humancapitalconsulting@aonhewitt.com.