

# CBTG

Empowered Surveys 6.11.25  
Paul Glenn & Jennifer Belt

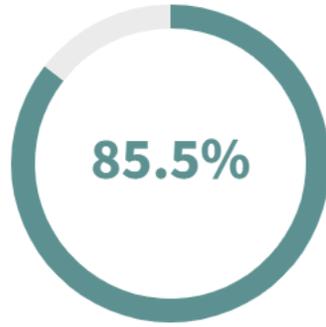
# Why Empowered?

- Engage your team to grow your business
- Insights to improve productivity, morale, and retention
- Measure, Empower, Grow – by making effective change
- Candid feedback through anonymous channel
- Suggestion box and Follow up Opportunitites

### Benchmark Score



### Participation Rate



# Set Up

Executive Travel

✓ Save and close   + Save and add another   ✕ Cancel

#### Basic Information

First Name\*

Last Name\*

Email Address\*

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#### Assignments

Permissions\* ⓘ  
Basic Reporting

Groups (optional) ⓘ

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#### Additional Information

Hire Date (optional)

### Benchmark Score by Group

#### Overall

#### Department: Administrative

#### Department: Business Solutions

#### Department: Client Technology

#### Department: Corporate

#### Department: Groups

72.6

88.7

91.1

81.2

77.3

# Groups

- Department
- Hire Date
- Job Title
- Manager

# Survey Templates

ON-DEMAND SURVEYS  
Template Library

All Categories ▾

**Year-In-Review Energizer™**

Create energy and insight around individual and business accomplishments of the past year (so you can do more of them next year) and capture feedback on any areas of concern and what truly excites your team about the year ahead.

**10 Questions**

[Preview Survey](#)

[Use this template](#)

**Alignment - Caring About Our Culture Assessment**

Delve into key elements of organizational culture - Purpose, Values, Vision, Mission, and Accountabilities - to gain valuable insights into the personal significance and integration of these aspects in the professional lives of your team members. The results will inform strategies to nurture a workplace where shared values foster support and care among all team members.

**21 Questions**

[Preview Survey](#)

[Use this template](#)

**Valued - Employee Value and Well-being Assessment**

Utilize this assessment to foster a culture of well-being and value. The results will guide efforts to enhance employee support, ensuring alignment with personal goals and

[Preview Survey](#)

[Use this template](#)

- **Engagement - CoYear-In-Review Energizer**
- **Alignment - Caring About Our Culture**
- **Valued - Employee Value and Well-being**
- **Leadership - Commitment and Support**
- **Engagement - Company Culture**
- **Accountability - Upholding The Company Standards**
- **Kickstarting Innovation: Creating a Culture of Ideas**
- **Change Management**
- **Communication and Connection**
- **Core Values**
- **Stay Factors**
- **Purpose Check Up**
- **Remote Work**
- **Define Your Purpose**

Insights

Action Planning Tools

### RECOMMENDED FOCUS

**Your score indicates strong alignment with the company's vision, values, and purpose, reflecting a positive and connected culture. We recommend building on this foundation, continuing to foster transparent communication and to monitor your success through ongoing measurement.**



Awareness



Alignment



Leadership



Engagement



Accountability



Valued

## INSIGHTS

- With strong alignment, there is a highly positive perception of your company, its values, and its management.
- There is a notable sense of inspiration and motivation derived from the company's purpose and future vision.
- Managers not only support the company's objectives but also their team through recognition and constructive feedback.
- Colleagues are not just aligned with the company's goals but also enjoy their roles.

## SUGGESTIONS

- Schedule regular, ongoing assessments to monitor and maintain your success.
- Continue to foster transparent communication and ensure that employee well-being remains a priority.
- Implement regular team-building activities that reinforce the company's values and vision.
- Establish a formal recognition program to highlight individual and team contributions that align with company values.
- Prioritize professional growth by expanding training and development programs.
- Explore opportunities for employees to contribute to strategic discussions to further deepen engagement and commitment.

Dimension	Comment	Score Range	Sentiment	Secure Follow-Up
Leadership	There is none better than Katie Wilkins, as well as Angela Wilcox and Kellie Anders. Period.	EXCELLENT		
Awareness	People people people. Love serving people	EXCELLENT		
Awareness	I believe our company always stands for one of integrity. We are one that can be trusted and relied upon to be experts in our field and take care of our customers - whatever it takes. As one of our core values says, we want to 'Make Mom Proud' and do the right thing. As far as the future, I think we are trying to hit all of our these targets while using sophisticated technologies to make our jobs more efficient and find tools to lead the edge in customer satisfaction, both on the leisure and corporate sides.	EXCELLENT		
Alignment	As mentioned before, our company stands for one of integrity, responsibility, and being there when our customers need us. I think we are continuing to find ways to do this while creating efficiencies with technologies, trainings, etc so we can simplify travel.	EXCELLENT	😊 POSITIVE	↩️ Follow-Up
Leadership	My manager shows ETI's core values on the daily. She'll do whatever it takes to find a solution when needed. She exudes this both on the client level as well as the employee level.	EXCELLENT	😊 POSITIVE	↩️ Follow-Up
Engagement	I think my teammates are actively engaged in executing the core values.	EXCELLENT	😊 POSITIVE	↩️ Follow-Up
Accountability	I am engaged in making sure that I meet our core values on a daily level. Most of it seems to come naturally as far as 'Making Mom Proud', producing the best work I can, and continually trying to make myself more efficient.	EXCELLENT	😊 POSITIVE	↩️ Follow-Up

Score Range: Excellent

Sentiment: Negative

Secure Follow-Up: Please select one...

EXCELLENT

Follow-Up

View Follow-Up

# Suggestion Box & Follow Up

**SUGGESTION BOX**  
Company Inbox

Active Closed

View, update status, and add comments to feedback submitted through the Suggestion Box.

**Encourage employees to submit suggestions**  
Send an email to everyone in your organization that promotes the Suggestion Box and links to a secure submission form.

[Send email now](#)

[Download Suggestions](#)

**Secure Follow-Up**

Please sel... ▾

[Follow-Up](#)  
[View Follow-Up](#)

# Feedback Into Action Items

## **Empowerment Feedback:**

In travel but not able to take advantage of travel

## **We Listened:**

\*3 "Additional" PTO Days For Approved FAM Travel

## **Empowerment Feedback:**

Not allowed to take vacation time during peak season

## **We Listened:**

\*1 agent per team allowed off during peak season

## **Empowerment Feedback:**

Invest in employee well being offering wellness program benefits

## **We Listened:**

Fitness membership to pay 50% up to \$50 monthly with proof of attendance

## **Empowerment Feedback:**

PTO should be accrued much sooner than 6 months

## **We Listened:**

Policy updated to start PTO accrual at 90 days rather than 6 months

## **Empowerment Feedback:**

Improved communication

## **We Listened:**

Monthly podcast video communication for department updates, employee highlight, core value demonstration