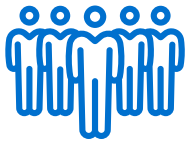




Success Story

How we helped a large credit union learn more about the **impact** and **importance** of employee wellbeing by creating and conducting a comprehensive **employee wellbeing survey** and **offering solutions** and **support**.

CLIENT



2,100
employees



- National credit union service organization
- Effort focused on more than **400 call center employees**

Business Needs



Make an impact on business success metrics to improve performance and reduce burnout and turnover



Address concerns about employee wellbeing



Identify and address most critical employee wellbeing areas of concern



Address concerns about employees feeling disconnected and isolated due to working remotely



Solution



Collaborated with leadership to determine strategic vision and areas of focus



Provided employees with a platform to voice their wellbeing concerns and help them feel supported



Presented key results and offered solutions to executive leadership



Completed a comprehensive survey (well beyond a typical engagement survey) that measured overall state of employee wellbeing; identified drivers of wellbeing, turnover, and burnout; and determined utilization of wellbeing benefits

Leadership feedback

“With InVista’s partnership and their robust employee wellbeing solution, we were able to gain better insight into the needs of our Contact Center employees. InVista’s partnership and services, especially during the COVID-19 pandemic, has helped us continue to make informed investments in our team.”

Company leadership

“We appreciate the feedback with this program. The InVista team has been extremely responsive and engaged throughout the process, making it easier to manage a project of this size.”

Company leadership

Findings

Overall wellbeing

43%

Almost half of employees indicated low levels of wellbeing

Work-Life balance

24% of employees reported that their family has complained that they spend too much time working

13% of employees reported that they are struggling to maintain their personal relationships due to work frustrations

Work Stress

46% of employees indicated that there are insufficient personnel to handle the workload

31% of employees indicated that their performance had suffered due to the stress they are under

Anxiety

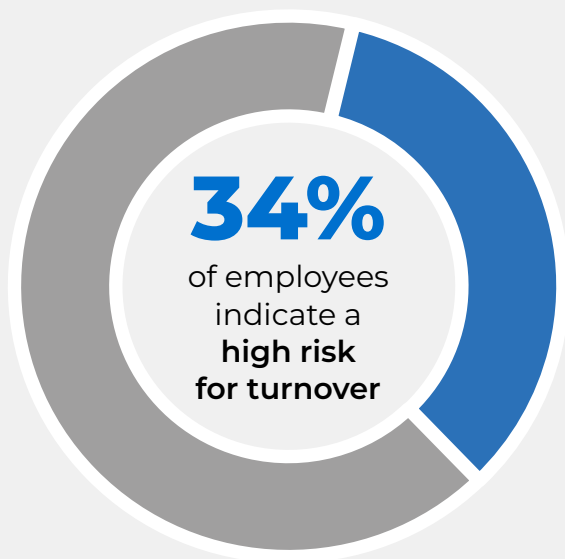
Between **30%-40%** of employees indicated various signs of increased anxiety (lacking the ability to feel relaxed, sleep, and feel calm)



Fairness

Only **58%** of employees perceive that their policies are enforced consistently and that they have the ability to make decisions about their work

Impact of wellbeing on burnout and turnover

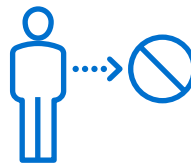


39%
of employees at a
high risk for burnout



6x

Employees with low wellbeing are six times more likely to be at **risk for burnout**



4x

Employees with a **high risk for burnout** indicate four times more intent to quit



\$2.1 Million

Identified potential turnover costs of up to \$2.1 million*

(average cost of losing one employee is \$15,000)

[* https://bit.ly/3j2944a](https://bit.ly/3j2944a)

Results

- ✓ Re-evaluated workload demands by bolstering staff levels and providing additional support and resources
- ✓ Offered employees flexibility in their work schedule, modified the attendance policy, and continued to provide employees the ability to work from home
- ✓ Provided managers with a "Leading Virtually" development course



Contact [InVista](#) and learn more about our wellbeing solutions.

investainsights.com | 1.888.891.9918

