How a Fortune 100 Health Insurance Company Transformed Employee Engagement Levels In Just Six Months

CLIENT INFORMATION

- Fortune 100 Health Insurance Company
- 95,000+ Employees

> "We became a role model for the company and for Gallup, who commented that they had never seen a turnaround so dramatic in a single year."

The Challenge: *A Below-Average Score Puts a Top VP in Unfamiliar Territory.*

After many successful years with a Fortune 100 health insurance company, a top VP with a reputation for getting things done was startled to discover her group's Gallup Employee Engagement Survey scores were significantly below other groups within the company. The VP thought the scores pointed to unaddressed challenges and unproductive norms within the group that required immediate attention.

The Application: *A New Approach to Working Together.*

While Gallup cautions leaders to expect only gradual improvements within a few months, this VP believed the Achieve System could be the catalyst for a rapid transformation. Applying *Operating Framework* concepts, as well as techniques such as *Connect To Possibility* and *Best Actual*, the VP and Achieve delivery team created a six-month program to give employees greater ownership in their workplace culture and help them shift from conventional mindsets to pursue new approaches. "What our team learned first was how to break from tradition and create new solutions to existing problems," the VP reported.

The Results: *Beating the Odds and Then Some.*

Six months after implementing the Achieve System, improvement in the Gallup Employee Engagement Scores was so impressive that the company implemented the Achieve System across multiple enterprise divisions and groups, including the company's top senior executive team.

Employee engagement scores jumped from 3.57 to 4.11 – a noticeable improvement in such a short time that Gallup uses the results in its own case studies.

In less than a year, the VP's team jumped **from the bottom to the top** of the company's Gallup scores.

The overwhelming success led to the adoption of the Achieve System across multiple groups and divisions in the company.

The achieve system™