

# Our commitment to engagement in FAHC: Acting as one, we can move the needle

Hi Team,

Have you ever wondered what leadership does with the pulse engagement surveys after you complete them? Well, we review the scores and read the comments...and I mean **every single one of them!** Your constructive feedback is critical to helping us determine what we're doing right and what areas we need to work on. So, thank you for taking the time to share your thoughts!

We know that our success as a company is, in large part, due to the drive and commitment of employees like you, which is why it's very important for us to create an environment where you're happy and want to stay. There are a lot of articles and statistics out there about the number of people who don't like their jobs or are disengaged. We don't want you to be part of those statistics. That's why we take this topic so seriously.

- It's why we read all 355 comments from the FAHC pulse survey
- It's why we talk about engagement at executive, board meetings and business discussions
- And it's why we created special work streams in FAHC to focus specifically on the areas of dissatisfaction you expressed

While I was happy to see the **numbers improve in every category**, you clearly let us know that our work is not done. In a few days, you'll hear from our FAHC work stream leaders on the progress they've made to improve your experience here at TeleTech, including **re-designing our BPA** (Base Pay Adjustment) process based on focus group feedback, **launching a mentorship program** in FAHC with more than 40 mentees participating in the pilot, **incorporating values into our mid-year review** process, **launching an improved performance management tool** with new ways to give and receive feedback and introducing a new **recognition toolkit** in Mosaic to **ignite a culture of praise** and appreciation within our team.

More positive changes are on the way. As leaders we can't do it alone. It's going to take all of us, working together, to create an environment:

- Where we ALL enjoy what we are doing
- Where we ALL choose to be here, and
- Where we ALL recommend others who we respect to join our TeleTech work family

I am confident that as a team, acting as one, we can make it happen. So please keep your comments coming and stay tuned for more in-depth updates from the employee engagement work stream leaders to come your way very soon.

I invite you to join the conversation on this important topic and ask you to start by providing your personal views on the following question...***If you were CEO for a day – besides compensation and benefits, which we know are important to you – what would you change?***

I look forward to your feedback,