

Engaged Employees Drive Results at Regional and Community Banks

What successful banks know

The most successful banks know that it takes engaged employees to deliver great results. It's not simply about happiness or job satisfaction - **it's about involvement, motivation, and effort.**

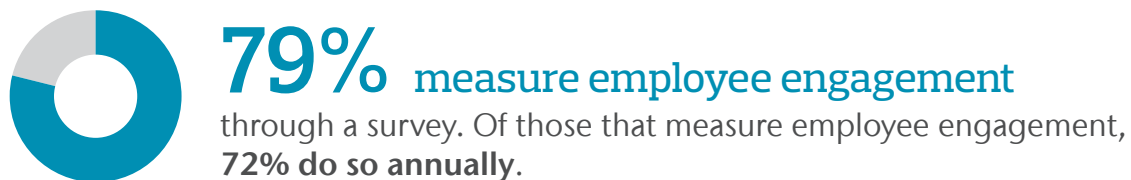


Our extensive research on employee engagement shows:



However, we also know that **Two in five** employees are disengaged

In our McLagan Talent Pulse Study, we found that while most regional and community banks are measuring engagement . . .



... they are not taking advantage of the latest technology



Only 40% have access to advanced analysis to help focus efforts in the areas that can most impact engagement.

Less than half have access to the tools and resources needed to take effective action to improve engagement.



Only 19% are mobile device enabled.



42% of leaders and managers have access to their group's results.



Less than half have access to relevant benchmarks that provide value and context for the results.

Source: McLagan Talent Pulse Study 2017
Banks with up to \$20 billion in assets

McLagan knows the drivers of engagement in financial services

Using our extensive employee engagement research for organizations across the globe, we've distilled the **five key opportunities** of engagement for employees in financial services firms . . .

1

I want my senior leaders to be more visible and accessible

2

I have the tools and resources I need to be productive

3

Senior leadership treats me as a valued asset in my firm

4

I feel I am paid fairly for my contributions

5

I feel recognized for my contributions

... and the right questions that leaders at banks need to ask



How are our peers doing? And who are our peers these days?

How do we retain key staff as we increasingly compete with other industries?

How do we go beyond pay to motivate our employees in an age of constrained pay and greater regulation?

What are we doing to maximize retention of our high performers and high potentials?

What should we prioritize with limited budgets?

We have been conducting employee research for over 50 years and have surveyed over 9 million employees and 400+ financial services firms on engagement and culture. Contact us to learn more about engagement analytics and insights in Financial Services.

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About McLagan

McLagan provides tailored talent, rewards, and performance expertise to financial services firms across the globe. Since 1966, we have partnered with the largest and smallest financial services firms to help them make data-driven decisions to hire, retain, and engage the top talent for keeping the global economy running. Our compensation surveys are the most comprehensive, in-depth source of rewards data covering over 150 countries from more than 2,500 clients. Our consultants work with hundreds of firms annually to design total rewards programs and benchmark financial performance for boards of directors, executives, employees, and sales professionals. McLagan is a part of Aon plc (NYSE: AON). For more information, please visit mcclagan.aon.com.

