

# Enhancing Employee Engagement and Proactive Risk Management for a Leading Grocery Chain

## CASE STUDY

A leading grocery chain with over 100 stores and over 50,000 employees sought to further elevate its employee engagement and proactive employee relations strategy. Despite its strong reputation, the organization recognized that sustaining excellence requires continuous improvement. They wanted to better understand their workforce's needs, develop a proactive employee relations strategy, and create a more effective employee listening strategy. By partnering with experts to assess existing practices and implement advanced solutions, the grocery chain set out to ensure its workplace remained a top-tier environment for its employees. Their goal was clear: to stay ahead of potential challenges while maintaining and enhancing their commitment to employee satisfaction and engagement.



*risk*  
management

ISSUE	ACTION	RESULT
<ul style="list-style-type: none"> <li>• <b>Employee Listening Gaps:</b> The company's employee listening tools needed realigning to the moments that matter in the employee experience.</li> <li>• <b>Turnover and Labor Risks:</b> Need to reduce early turnover and proactively address employee concerns before they become significant issues.</li> <li>• <b>Data Insights Deficiency:</b> The lack of an integrated HR/ER dashboard hindered the ability proactively address engagement and employee concerns effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Survey Reanalysis:</b> Analyzed all employee survey data to uncover hidden hotspots and employee relations concerns.</li> <li>• <b>Experience Mapping:</b> Identified key "moments that matter" in the employee journey, aligning listening tools to these stages.</li> <li>• <b>Dashboard Development:</b> Created a dynamic HR/ER dashboard combining internal and external data to provide real-time insights.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Improved Listening Tools:</b> Tailored tools enhanced feedback collection at key employee milestones.</li> <li>• <b>Proactive Risk Mitigation:</b> The new dashboard enabled swift identification and management of risks.</li> <li>• <b>Sustained Excellence:</b> Reinforced the company's reputation as a "Best Place to Work" through improved engagement strategies.</li> </ul>

