Giving Remote Employees a Voice—and Making Sure Leadership Is Listening
As an organization that’s dedicated to empowering people to be their best selves, Empowered Education takes employee engagement seriously—it’s part of the culture. Vice President of Human Resources Libby Nicholson observes that the company tends to attract people who are interested in personal development and helping others self-actualize. Because Empowered Education is 100% remote, staying engaged with employees is especially important. “Culture is really important to our success, especially in a virtual service platform,” says Libby. But engaging a remote workforce is no small feat, and Empowered Education is faced with the challenge of keeping up with hundreds of employees across 31 states and 15 countries.
In order to uphold a culture focused on self-actualization, Empowered Education needs a way to listen to its employees. 15Five enables Empowered Education’s leadership to gather employees’ feedback and respond as needed. “This is so important in a 100%-virtual team,” notes Libby.

The company generally maintains a weekly pulse score of 4.1 or higher. Whenever anyone scores a one or two, Libby makes sure to check in. Not only does 15Five data alert Libby and her team to individual issues, it also offers insights that guide strategic decisions. “It’s always such a good idea to back up ... decisions that we’re making with data, and 15Five gives us the ability to do that,” she says.

15Five also enables employees to recognize one another with the popular High Fives feature. The company incorporates High Fives into its monthly MVP celebration, with a presentation that features a picture of the winner with a quote from their 15Five feedback.

In 15Five, Libby and her colleagues found the tools they needed and a team that’s eager to collaborate with them to build custom solutions. “There are so many companies [that say], ‘Nope, that’s just our software. It doesn’t do that, we’re sorry,’” says Libby. “But in 15Five, she found a true partner. “The willingness to explore whatever different ideas we have ... is really appreciated,” she says.
When she noticed that some managers weren’t taking the time to review their weekly 15Five Check-ins, Libby partnered with 15Five staff to create a weekly report that included, among other metrics, the number of managers who reviewed their Check-ins. As a result, the review rate has increased by nearly 300%. And when her team wanted the ability to enter an employee into 15Five before their start date, they met with the 15Five development team. “They worked with us and then we were able to incorporate that,” says Libby. “They’ve been really responsive.”

About 15Five

15Five is a continuous performance management solution that helps employees grow and develop, in just 15 minutes each week. Through a lightweight weekly check-in, 15Five delivers everything a manager needs to impact employee performance, including continuous feedback, objectives (OKR) tracking, recognition, 1-on-1s, and 360° reviews.

To learn more, visit www.15Five.com