



Case Study

How Ecosystem is Scaling Engagement and Motivation for Every Employee



Key Results

90%

Less likely to look for another job in the next 12 months

Employees high vs. low in motivational quality

81%

More likely to recommend Ecosystem as a good place to work

Employees high vs. low in motivational quality

43%

More likely to be satisfied with their job

Employees high vs. moderate in motivational quality

94%

Average participation across two surveys

About

Ecosystem, a leading energy engineering and construction company founded in Québec, was not satisfied with its existing employee engagement solutions. Their solutions weren't aligned with Ecosystem's culture of accountability, and didn't include employees in the search for solutions to improve their well-being and motivation at work. Leaders received employee feedback from a weekly "pulse" survey, but this did little to spark valuable communication and collaboration between leaders and employees to improve engagement and performance.

What is missing

Engagement feedback only went to managers, resulting in employees feeling left out and managers feeling overburdened. Everyone needed direct feedback to work together on improving their work environment, but their system couldn't provide this. And the feedback that was being provided to managers was too generalized to be practical and effective. It lacked a grounding in an evidence-based framework of proven, practical steps to improve engagement and well-being. The result? Feedback rarely resulted in effective change.

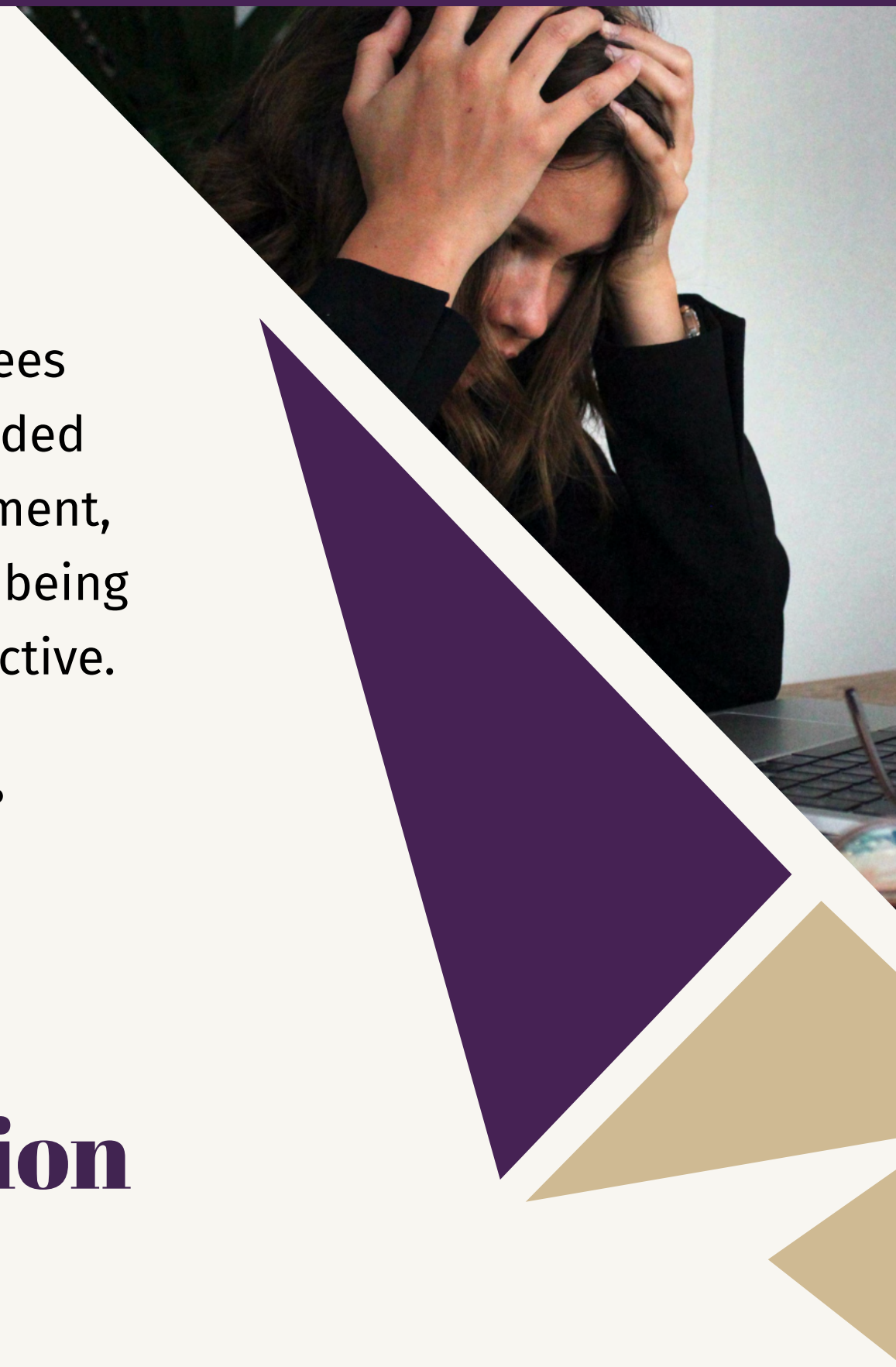
Scaling engagement and motivation for every employee

Ecosystem began a search for a solution that could address these shortcomings, starting with a proven approach to engagement and well-being. They discovered motivationWorks – a solution that is grounded in the leading people science of Self-Determination Theory (SDT) and that includes every employee and leader in the engagement process.

Here's how the partnership brought everyone together to work on improving the well-being of Ecosystem's employees.

motivationWorks includes every employee as a partner in building engagement

motivationWorks helped Ecosystem solve their biggest problem. For the first time ever at Ecosystem, every individual employee was invited into the engagement process by receiving an individual dashboard and report



with personalized insights and step-by-step actions to improve their own experience, immediately after completing the brief survey.

“I couldn’t believe that I had access to insights only for me! It really helped me understand something I could do to feel better about my work.”

- Ecosystem Employee

“I knew I was struggling with my motivation for work, but I couldn’t really understand why. This really helped me understand and take action and I now feel a lot better about my work.”

- Ecosystem Employee

Every manager knows exactly what to do next

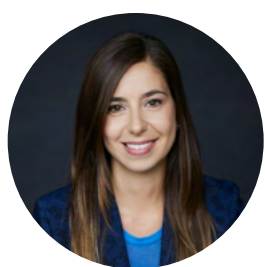
Not only did motivationWorks help bring every employee into the engagement process, but it empowered them to partner with leaders and collaborate to improve their key experiences and engagement. Specifically, the team-level insights and step-by-step actions that managers received to support their teams were aligned with the individual insights and actions given to their team members, thus creating a unique synergy to improve and grow.



motivationWorks enabled leaders to easily find impactful insights at multiple levels of zoom

Because of motivationWorks evidence-based framework and inclusive approach, Ecosystem's management dashboards and reports now provided for a deeper and more actionable understanding of the employee experience. Leaders now see both localized areas of need and broader employee experience trends. Alongside this data, they also received specific recommendations for senior management from the expert behavioral science team at motivationWorks.

“In the past, our partner focused primarily on what managers could do to improve engagement and culture. In addition to more prescriptive, step-by-step actions for managers, motivationWorks also gave us a new level of insight into experiences and challenges that were independent of managers and needed to be addressed differently. These insights have been a transformative as we can finally give support where it's needed most.”



Sara Del Bello

Talent and Development Manager, Ecosystem

Expert consultation every step of the way

An equally game changing benefit for management is that in addition to a cutting-edge software platform, Ecosystem also has dedicated, expert consultation from motivationWorks throughout every step of the process. The behavioral science experts collaborated with Ecosystem to ensure their success from day one of onboarding through the ongoing implementation of improvements.



to ensure success, providing ongoing support not only when implementing the platform, but as initiatives are implemented to make improvements.

“In the past, if I had questions about the results or how to best take action as an organization, there was no one I could call. We had no access to trusted partners who could provide consultation. motivationWorks doesn’t just provide powerful employee experience software, it brought world-class organizational science expertise who provide on-demand support, and truly care about our success in rolling out the platform and in our initiatives to make improvements.”



Nathalie Lachance
Vice President Talent and Strategy

The partnership between Ecosystem and motivationWorks is already making an impact

Ecosystem launched their first motivationWorks survey in the fall of 2023, and then did a follow-up survey six months later. Employees, managers, and senior leaders are currently implementing the recommendations to improve engagement, well-being, and motivation.

From the beginning, Ecosystem could see how powerfully the factors that motivationWorks measures and provides recommendations on were driving the organizational outcomes they care about most. For example, employees who are high vs. low on our main engagement tracking metric (Motivational Quality) are 90% less likely to look for another job in the next 12 months. And unlike other solutions, motivationWorks provides everyone in Ecosystem the support they need to drive that metric higher every day.

The proof is in the results. After six months of employees, managers, and senior leaders implementing motivationWorks recommendations, employees reported a 6% increase in willingness to recommend Ecosystem as a good place to work.

“We are pleased with our decision to partner with motivationWorks and are beginning to observe promising improvements compared to our previous approach.”



Lynne McArthur
CEO

Top transformational benefits ecosystem gained from using motivationWorks

Challenge with past system

Employees felt left out of the very process meant to support them as there was little to no actionable feedback or support from engagement tools.

Managers were overwhelmed by having full responsibility to make improvements in employee engagement, motivation, and retention.

The lack of a proven, evidence-based framework for motivation and engagement meant that feedback given to managers was vague and too general to be effective.

Executives and HR/Talent leaders at Ecosystem had no expert consultation alongside their software tools, and often found themselves stuck with questions or needing guidance on what to do with their insights.

motivationWorks solution

For the first time at Ecosystem, employees are invited into the engagement process. Every individual employee receives a confidential dashboard and report with personalized insights and step-by-step actions to improve their own experience, immediately after completing the survey.

Managers are no longer alone, as everyone is empowered to make improvements in employee engagement, motivation, and retention. motivationWorks enables employees to collaborate directly with managers and leaders to participate in building greater fulfillment, engagement, and well-being at work.

Because motivationWorks is built from the ground up by the creators of the leading science of motivation and engagement, Self-Determination Theory (cited over half a million times in published research), everyone at Ecosystem received more meaningful and effective feedback to drive engagement and retention through evidence-based actions.

motivationWorks provided Ecosystem with expert consultation at every step of the process. They remain invested in Ecosystem's success through ongoing support from onboarding through delivering results and internal improvement initiatives.

Stop leaving employees out

motivationWorks is the first employee experience platform where everyone knows exactly what to do next. Most people can't stand employee experience surveys because they get nothing meaningful back from the very process meant to help them.

motivationWorks invites everyone into your employee experience strategy, by empowering them with personalized tools and insights to improve their work life.

What happens when everyone knows exactly what to do next?

Breakthroughs in employee engagement, retention, and well-being emerge. Because our motivationWorks platform is infused with the leading people science of Self-Determination Theory – the framework recommended by the U.S. Surgeon General for improving workplace well-being – you can trust that everyone will be focused on building the experiences that matter most.

What's more, you'll have dedicated doctorate-level experts who are invested in your success and will support you every step of the way. Contact us today for a demo or more information on how we can help your organization.

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Contact Us