

# ELEVATED HR GIVES CEOS COMPANY-WIDE VISIBILITY

HR services firm recommends all clients use 15Five as a critical tool to improve employee engagement and communication.



## INDUSTRY:

HR Consulting

## BENEFITS

- Helps CEOs know the pulse of their company
- Managers spot critical issues before they escalate
- Managers keep their people engaged and are better prepared for performance reviews

## ABOUT ELEVATED HR

Elevated HR is a boutique human resources consulting firm based in Alberta, Canada. The company works with over 50 small and medium-sized businesses to externally manage all HR functions, supporting over 2,500 employees internationally.



**Michelle Berg**

President and CEO, Elevated HR

“With 15Five, we found a fast, easy, and effective way to engage with each other on a regular basis.”

— Michelle Berg

## HELPING CEOS KNOW THE PULSE OF THEIR COMPANY

Elevated HR works directly with CEOs, with services ranging from strategic planning and policy creation, to recruitment, onboarding, compensation, performance reviews, payroll and record keeping.

“One thing almost every CEO told us is they’d like to have better visibility into what’s going on with their employees, because management often feels removed from the daily goings-on in their own companies,” said Michelle Berg, President and CEO of Elevated HR. “Our clients kept asking us to conduct employee engagement surveys to increase communication between managers and staff, but we didn’t have an efficient way to do this.”

Berg and her team began hunting for a new solution to better serve their clients. Elevated started by testing 15Five on its own team and quickly saw the many benefits.

“At Elevated, we’re often on the road, so even though we’re a small team, we weren’t always the best at communicating - and I didn’t always know what was going on with my employees,” said Berg.

### MANAGERS SPOT CRITICAL ISSUES BEFORE THEY ESCALATE

Managers use 15Five to collect honest feedback from employees, identifying and solving issues before they become larger problems.

For example, one of Elevated's clients is a hotel management firm. The operations manager uses 15Five to communicate with general managers at hotels across different locations. When a problem arises at a property, the operations manager finds out right away via 15Five, and uses the comments feature to help managers find solutions.

### MANAGERS KEEP THEIR PEOPLE ENGAGED AND PERFORMING AT THEIR BEST

Many of Elevated's clients also use 15Five to recognize employee accomplishments.

*"With 15Five, managers can see when an employee does a good job on something, so they can reach out with a 'like' in 15Five, a thank you email, or a special lunch to reward the person for her hard work," said Berg. "We recommend our clients recognize employees in a small way at least once a week, and 15Five makes it easy for them to do this."*

Elevated also recommends that its clients use 15Five to conduct more personal quarterly reviews. Since 15Five conversations provide a written record of everything that happened in the last three months, including a complete list of weekly goals and accomplishments, they are a great starting point for further discussion during sit-down reviews.

*"Before 15Five, managers had to try to remember what happened in the last three months, and it's hard to really remember anything more than a week ago," said Berg. "With 15Five, every goal, task, issue, idea and comment is right there, so it makes the review process more actionable and useful."*

**“ Sometimes, it helps to read feedback instead of hearing it face-to-face, because it gives the manager time to gather his or her thoughts before responding. Especially when an employee gives negative feedback, it's often more productive for the manager to respond via a thoughtful comment within 15Five, and then follow-up with an in-person discussion. ”**

— Michelle Berg

**“ We recommend 15Five to all our customers, whether they have 5 employees or 500, because clear, consistent, honest communication is the cornerstone of a healthy work environment. ”**

— Michelle Berg

### START A FREE TRIAL

Give your employees a voice with a 14-day free trial of 15Five. You'll get a fully functional account. No credit card necessary.

Learn more at [www.15Five.com](http://www.15Five.com)

## 15Five

### ABOUT 15FIVE

15Five was created through a deep desire to help people reach their fullest potential at work. Our employee engagement platform helps create high performing teams by combining surveys, weekly check-ins, peer recognition, and people analytics all in one platform.

For more information visit [www.15Five.com](http://www.15Five.com)