

IMPACTING EMPLOYEE EXPERIENCE WITH AUGMENTED LISTENING

How multiple kinds of artificial intelligence can help managers identify the right course of action.



IS AI USEFUL TO MANAGERS?

To test the potential of using new artificial intelligence (AI) technologies like natural language processing and machine learning to improve employee listening techniques and results, Lighthouse Research & Advisory undertook an original research project.

1,000
workers surveyed

10
open-ended
questions asked

Over **10,000**
words of open
responses
analyzed

GETTING TO THE HEART OF THE MATTER

All of the responses were analyzed by the data science team at Ultimate Software. Xander, Ultimate's portfolio of AI technologies, was able to identify **14 different emotions** detected across the open text fields of the overall survey responses through natural language processing and sentiment analysis techniques.

14 Emotions Present in All Open Text Responses



Source: Ultimate Software Xander Analysis

CONNECTING THE DOTS OF EMPLOYEE SENTIMENT

To get to an actionable level of data, one of the questions, "Tell us about the distractions that most interfere in getting work done" was analyzed through another natural language processing AI algorithm to identify, label, and quantify categories of the most frequently cited distractions in the workplace.

What distractions are employees facing?

The Xander report showed the most frequent distraction categories as **phone calls and emails**, **people interrupting**, and **no distractions**.



Source: Ultimate Software Xander Analysis

HOW CAN MANAGERS MAKE AN IMPACT?

Yet combining both types of analysis – emotions and the automatic categorizations of distractions, we can see where leadership might have the most positive effect on employee experience. Survey takers who showed signs of stress in their survey responses are shown to be most distracted by **workload**, **micromanagement**, and **overscheduling**. Very different responses than the overall population!

For employees showing stress, what distractions are getting in the way of getting work done?



Source: Ultimate Software Xander Analysis

By combining different types of AI algorithms together, we can listen to not only what people are saying in the workplace but how they may be feeling when they are saying it. We can also hone in on the most pressing problem affecting workers as well as the potential risks to the business.

With mental health and workforce wellbeing top of mind for many organizations today, imagine what HR could do to have more real-time interventions to train managers to be better leaders and have senior executives address the inefficiencies and unfairness that are causing such stress?

What insights might you discover if you could truly hear your people express themselves in their own voices and pick up on what they may not be saying directly too?

