

Five leading practices

	RESULTING WORKFORCE BEHAVIOR	PERCENTAGE OF UTILITY ORGANIZATIONS CLAIMING TO LEAD IN THIS PRACTICE
<p>Enable continuous learning to ensure a future-ready utility workforce that can shift at scale.</p>	<p>98% of workers would recommend their employer to others.</p>	<p>20%</p>
<p>Listen to what your people need, using active listening programs and empowering them with real-time data.</p>	<p>91% of workers effectively adapt to change.</p>	<p>15%</p>
<p>Use technology to enable flexible work arrangements and more creative work for your utility workforce that is increasingly dispersed.</p>	<p>85% are more likely to feel fulfilled in their work.</p>	<p>20%</p>
<p>Champion workforce well-being and equality. Safety and relational needs are more important than ever.</p>	<p>87% put significantly more effort into their work.</p>	<p>17%</p>
<p>Set and share people metrics. Take accountability for diversity and equality, and be transparent and engage in intentional conversations that matter to your people.</p>	<p>69% have a positive experience at work.</p>	<p>15%</p>