



 decisionwise |  **Cardno**

Cardno

Building a Better Employee Experience



Intro

Cardno is a global infrastructure, environmental and social development company operating in more than 100 countries and powered by a talented 5,000-strong workforce.

Working with DecisionWise for multiple years, it took advantage of DecisionWise's expertise in listening to employees on both the organizational and managerial levels.

A True Partnership

In 2019, Cardno, as recounted by James Hanson, Group Organizational Development Manager at Cardno, set out to find an employee experience company that could become a "true partner" in implementing effective employee listening strategies.

"We had a look around and DecisionWise just kept popping up," said James. This began a multi-year partnership between the two organizations.



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|----------------------|----------------------------|
| Headquarters | Brisbane, Australia |
| Countries | 100+ |
| Employees | 5,000 |
| Surveys Administered | 3,000 |
| eNPS Score Trend | +5 points |



• Countries Surveyed

Organization Wide Improvement

DecisionWise and Cardno immediately set to work launching an employee engagement survey throughout the entire Cardno organization. In total, 3,000 employees took the survey. The results were positive overall but showed clear areas that Cardno could improve upon to provide an even better experience for their employees.

DecisionWise gave useful consulting and action-planning recommendations which Cardno communicated effectively to their employees. As James said, “the result was tremendous.” Cardno also used the DecisionWise pulse survey tool in-between running employee engagement surveys as a way of effectively checking-in on employees without administering a full length engagement survey.



“The survey was fabulous. The result was tremendous.”

–James Hanson, Group Organizational Development Manager at Cardno

By the time the next survey rolled around, **Cardno saw a 5% increase in employee engagement score**, with all but one survey item improving. Furthermore, **Cardno's employee net promoter score (eNPS) went up by 6 points.**

Learning from Leadership

Next, Cardno wanted to look at specifically getting feedback from and developing its leaders. Each leader was run through DecisionWise’s 360 degree feedback program, which again gave Cardno clear ideas of where to improve.

“The reports were presented beautifully,” said James.

An easy-to-use 360 platform with clear reporting combined with Cardno’s eagerness to help its leaders improve has led to a successful leadership development program.



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–James Hanson, Group Organizational Development Manager at Cardno

Elevating the Employee Experience

Through its effective use of several of DecisionWise’s main product offerings (**employee engagement surveys, pulse surveys, and 360 degree feedback assessments**), Cardno showed employees that it cared not only in word but in action.

That’s how you build a better employee experience.

Explore DecisionWise Products and Services



Employee Engagement Surveys



Employee Lifecycle Surveys



Spectiv by DecisionWise for 360 Feedback

Trusted by Over 1000 Companies Worldwide



FedEx



UPMC
LIFE CHANGING MEDICINE



Seattle

niagara

SHARP

W
UNIVERSITY of
WASHINGTON

LOS ANGELES
LGBT CENTER

البنك التجاري
COMMERCIAL BANK

MODEC

For more information email us at info@decisionwise.com