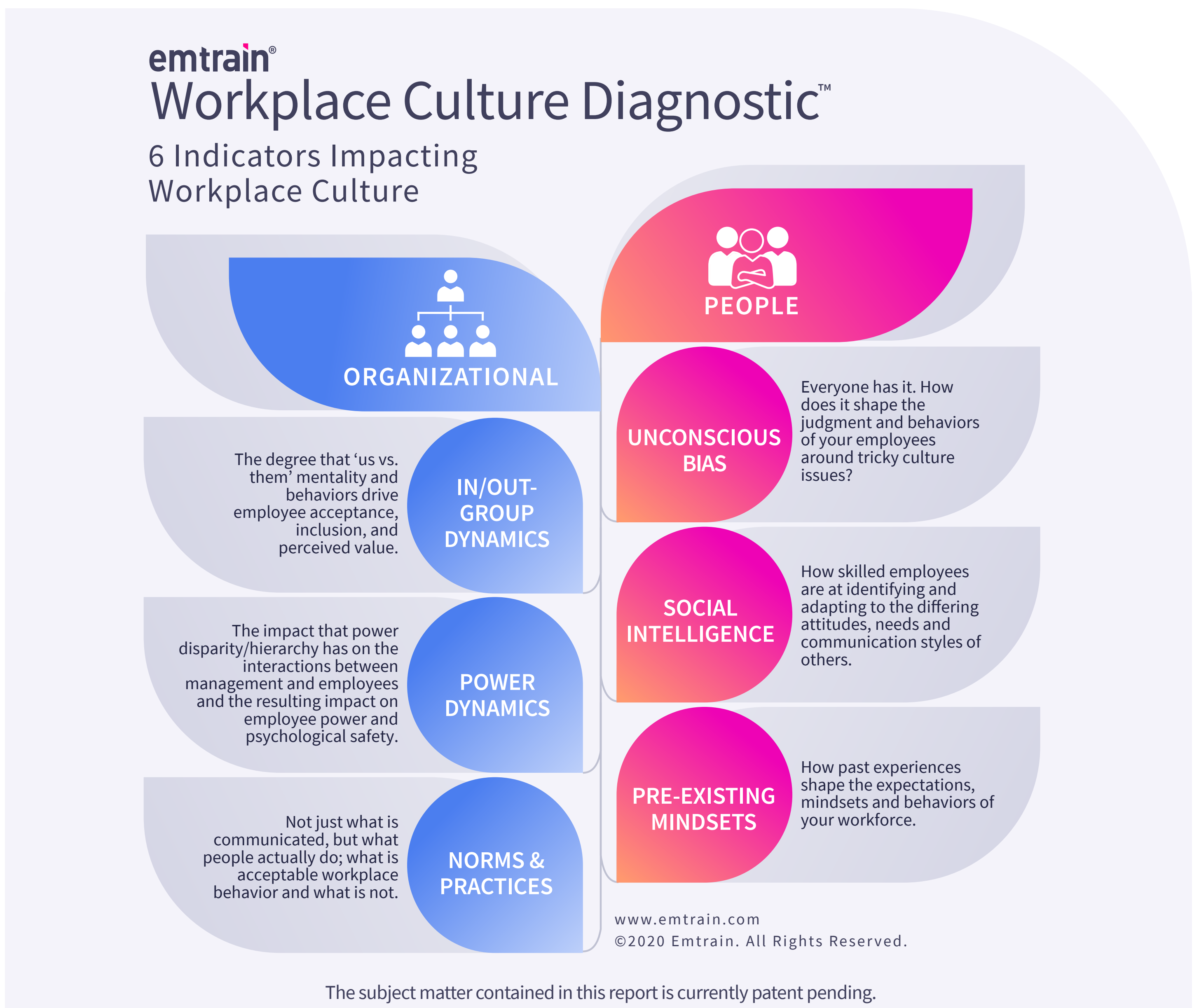


Workplace Culture Report 2020: *Executive Summary*

Emtrain's Workplace Culture Report 2020 uncovers new insights around employee behaviors and management intentions that together explain the root causes of workplace culture-failures—and provide a formula to create and maintain healthy workplace cultures.

Our insights come from our dataset of 2.5 million responses from 40,000+ employees at 125+ companies. Insights from each individual organization are also made available to their key stakeholders so they may proactively address any challenges and reinforce positive behaviors.

Every company is unique, with its own company culture and workforce dynamics. In our research, we've been able to identify six indicators that are aligned with cultural health across a variety of organization types.



Our Workplace Culture Diagnostic results:

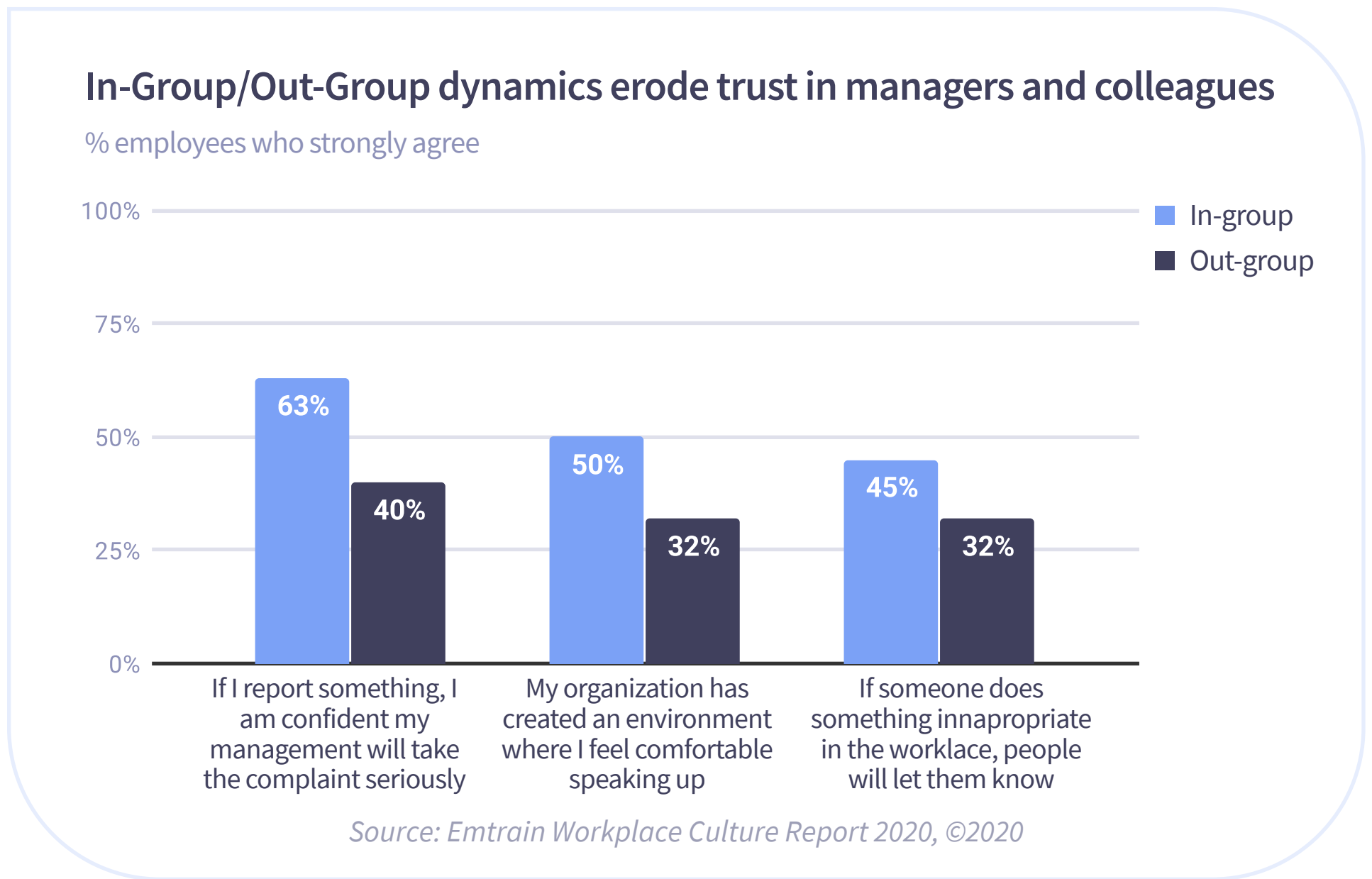
1
IN/OUT-
GROUP
DYNAMICS

In-Group/Out-Group Dynamics can be a source of conflict when organizations favor people in “in-groups,” and disadvantage people in “out-groups.”

In-groups and out-groups may form around race and gender or other signifiers like personal interests or political beliefs. People in out-groups receive less empathy and have less trust in the support of their managers and colleagues.

38%
of employees cite in-group/
out-group dynamics as the
greatest sources of conflict in
their organization.

*Source: Emtrain Workplace
Culture Report 2020, ©*



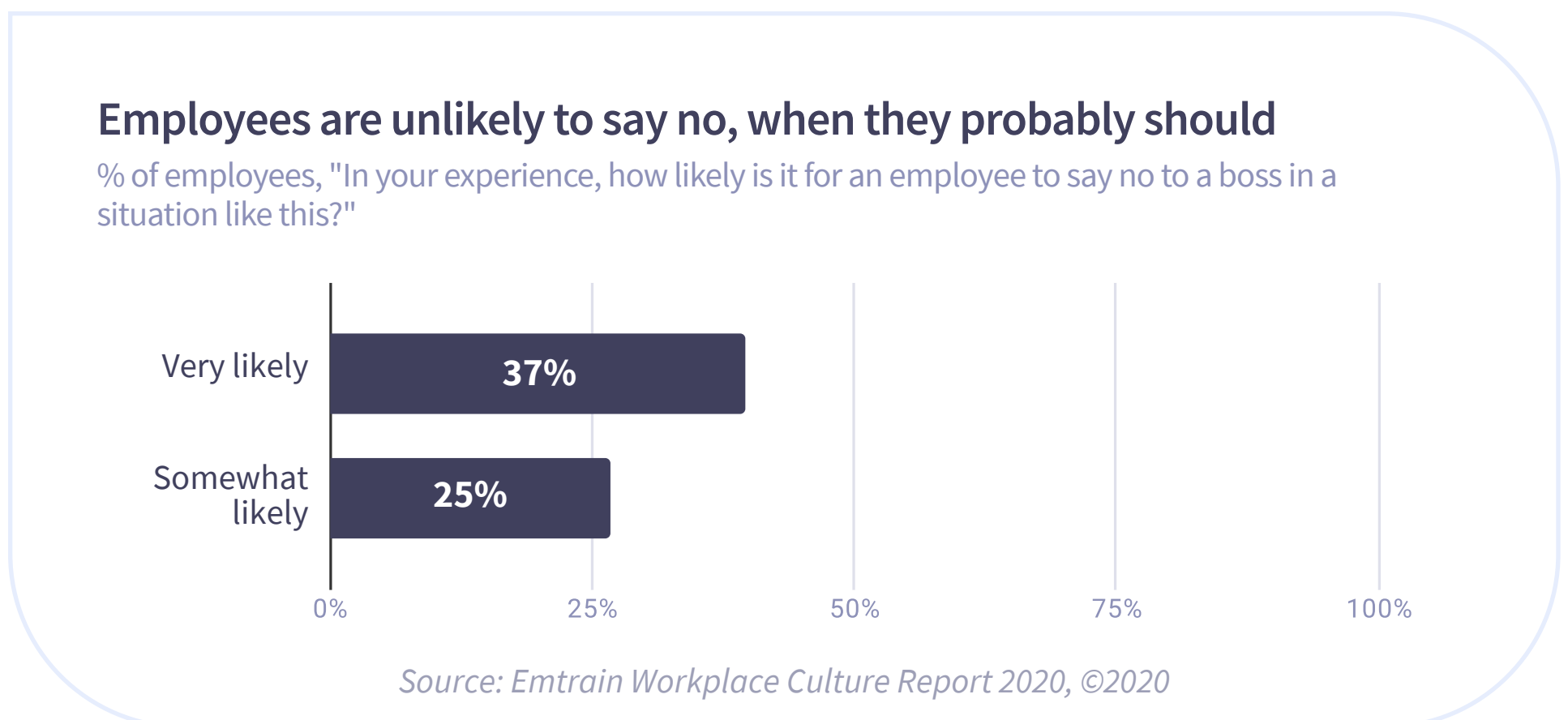
2
POWER
DYNAMICS

Power Dynamics refers to the way people use their authority.

Many managers are unaware of the implications of their power on social dynamics at work, and the impact it has on how others behave. Without a strong feedback culture, power can be abused, where certain people consistently get away with bad behavior—including discrimination and harassment.

Nearly 1/3 of employees
identify power disparity as
causing the greatest level
of conflict at work.

*Source: Emtrain Workplace
Culture Report 2020, ©2020*





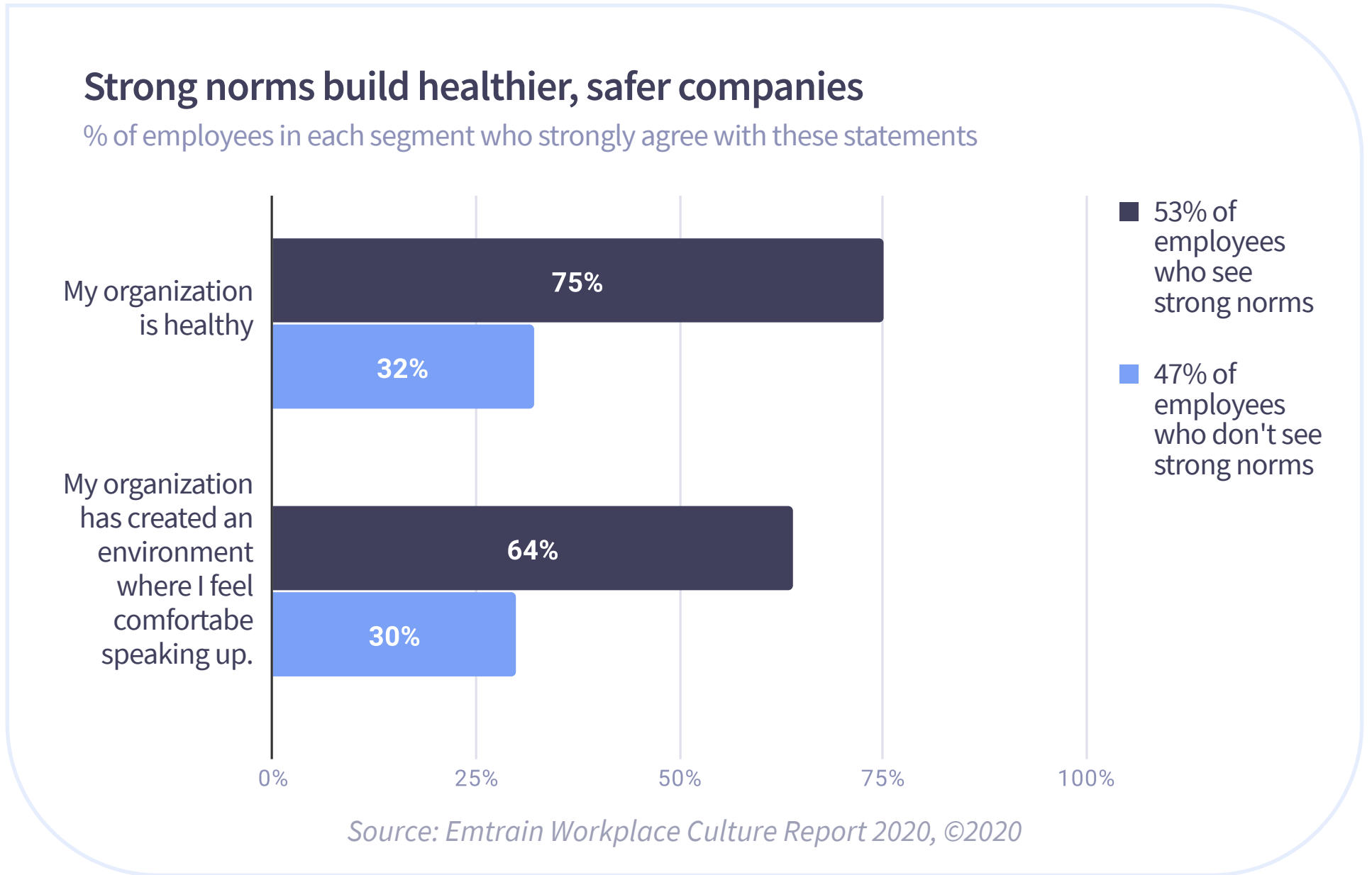
3
NORMS & PRACTICES

Norms and practices define “the way we do things here.”

Strong, positive norms correlate with a healthier, more inclusive environment that is better at regulating inappropriate behavior and more resistant to culture-failures. When there aren't strong norms in an organization, significantly fewer employees rate their organization as healthy.

1/2
Just over half of employees see strong norms of behavior in their organizations

Source: Emtrain Workplace Culture Report 2020, ©2020



4
UNCONSCIOUS BIAS

Unconscious Bias, our implicit beliefs about various social and identity groups, also impacts workplace respect.

Employees in our dataset are generally aware of unconscious bias and its effects. Despite the fact that we are encouraging people to “bring their whole selves to work,” only 32% of employees strongly agree that they can be their authentic self in the workplace.

only 1/3 of participants strongly agree they can be their authentic self in the workplace.

Source: Emtrain Workplace Culture Report 2020, ©2020





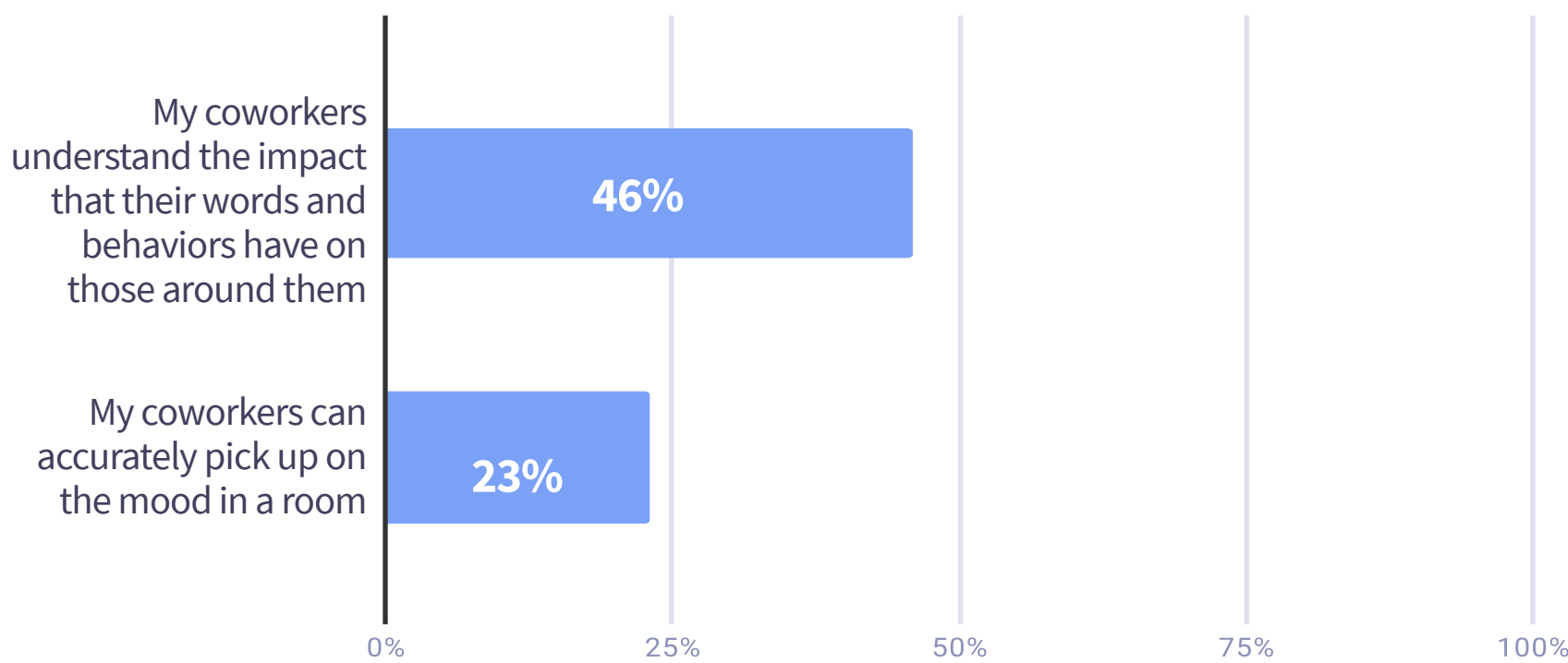
5
SOCIAL
INTELLIGENCE

Social Intelligence defines how skilled employees are adapting to the attitudes, needs and communication styles of others

People with low social intelligence may struggle to assess the motivations and emotional states of their colleagues—and to navigate conflict when it arises. This can impact interpersonal relationships, team interactions and an organization’s ability to deal effectively with conflict.

Many employees believe their colleagues lack social awareness

% of employees who strongly agree



Source: Emtrain Workplace Culture Report 2020, ©2020

42%

of employees in the workplace show empathy

Source: Emtrain Workplace Culture Report 2020, ©2020

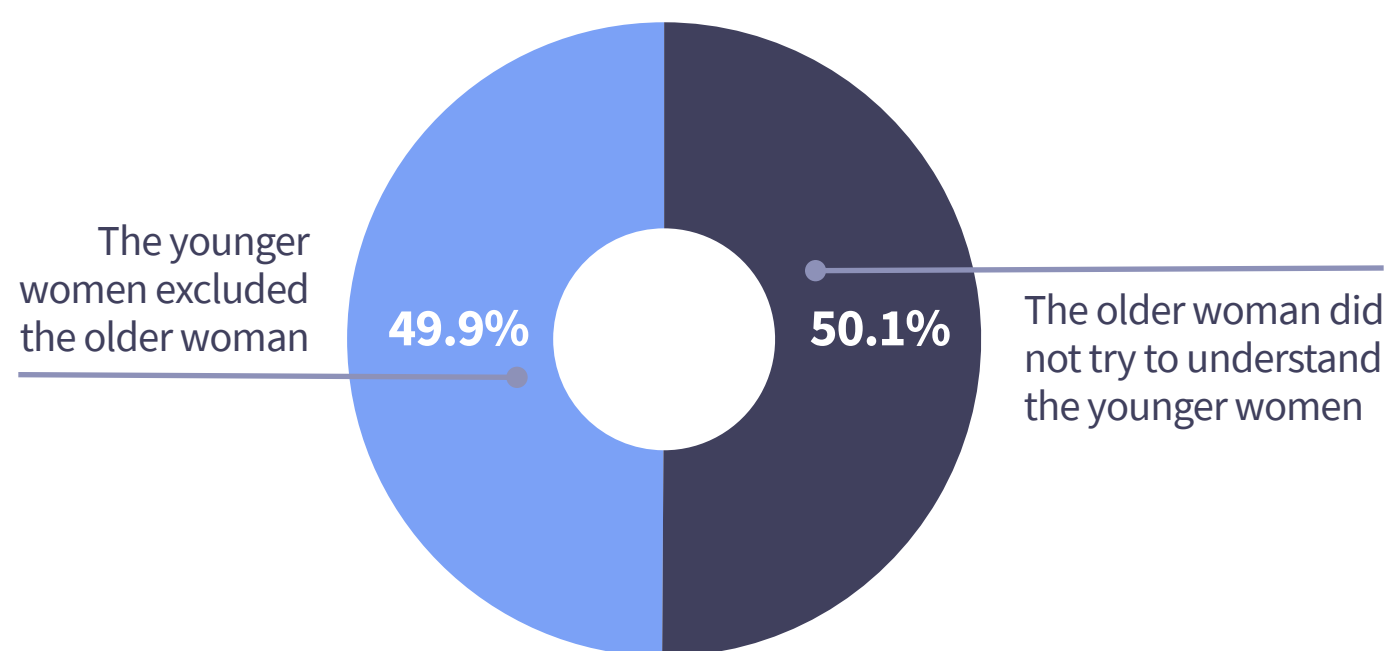
6
PRE-EXISTING
MINDSET

Pre-existing Mindsets and Behaviors are the unique set of values, behaviors and learned mindsets developed by each employee’s life experience.

In one of our workplace scenes, we show older and younger women in heated conversation about a news story. When we ask employees whose behavior was more disrespectful, responses are evenly split—and people feel strongly that their perspective is “right.” Pre-existing mindsets may create diametrically opposed views, causing stress and conflict in the workplace.

People disagree on the source of conflict when they observe disrespectful behavior

% of employees, "Which of these was a bigger problem in this scene?"



Source: Emtrain Workplace Culture Report 2020, ©2020

30%

Almost 30% of employees have left an organization because of workplace conflict.

Source: Emtrain Workplace Culture Report 2020, ©2020

The Workplace Culture Benchmark™

Our Workplace Culture Diagnostic indicates six indicators of workforce dynamics, and shows that they often intertwine to influence organizational culture.

Strong organizational norms and practices is the most significant indicator across all companies in building a healthy and respectful workplace culture.

Each of the other indicators will also play a role in creating healthy or unhealthy cultures, but may vary in their influence at each individual organization.

Indicators will influence one another: power disparity issues are exacerbated by low social intelligence. In-group/out-group dynamics are amplified when employees do not manage their unconscious biases.

