

Propelling Employee Engagement to Fuel Growth at First Onsite

As First Onsite, a full-service disaster recovery and property restoration company, expanded its footprint across North America, the Employee Experience team saw a need to invest in employee development. They knew that if staff had the tools to better use their strengths and work together more effectively, they would build a more motivated workforce to drive the business forward in its next growth phase.

In collaboration with Complete Edge, an Emergenetics® Distribution Partner, First Onsite utilised our programming to:



Develop an engaged workforce



Strengthen staff cohesion



Enable growth



The Opportunity

First Onsite experienced rapid expansion as it acquired new companies and increased its headcount. To unite the company and spur its progress, they sought to create a common language among First Onsite employees that would allow team members to recognise their individual and collective strengths and engage staff so they were committed to performing at the highest level.

First Onsite sought a solution that would:

- Improve leadership
- Strengthen culture
- Ignite teamwork
- Enhance communication
- Embrace diversity of thought

In Emergenetics, they found one offering to address each of these objectives.

The Solution

As a company that understands risk, First Onsite was cautious in its initial implementation, wanting to realise a return on investment before expanding the initiative. They launched a pilot programme with 100 team members. Each participant received their Emergenetics Profile, illustrating their preferred ways of thinking and behaving.

All 100 participated in an Emergenetics Fundamentals eLearning course and one of our essential workshops – a Meeting of the Minds or Team Dynamics for Small Groups session. These experiences revealed the benefits of every Thinking and Behavioural Attribute and how staff preferences could influence employee performance, engagement, communication, teamwork and problem-solving.

In addition, participants were equipped with the Emergenetics+ mobile app to bring thinking and behavioural insights into the field and receive just-in-time coaching through dynamic tips, empowering them to collaborate most effectively.

To support the programme's scalability, First Onsite certified an internal team of Emergenetics Associates to conduct trainings, coach staff and expand programming.



Emergenetics' Impact

Participants had rave reviews about their Emergenetics experiences:



95% would recommend the Meeting of the Minds to a colleague.



83% reported that the programme was a worthwhile investment.



80% said they would be able to apply the knowledge and skills they learned on the job.

The impact also extended to employee engagement.

Using a 12-question model, staff members with an Emergenetics Profile rated their experience more positively than employees without a Profile on **92%** of the questions.

Their mean engagement score was **4.16** on a scale of 5, compared to those without a Profile who scored 4.00.

The most significant differences were expressed as:



I have an opportunity to do what I do best.



My supervisor cares about me as a person.



I have someone at work who cares about my development.



At work, my opinions count.

The results were clear – Emergenetics had a positive impact on employee engagement.

Looking Ahead

With the results from the pilot programme, First Onsite continues to work toward its goal of bringing Emergenetics to every full-time team member. Additionally, the company is integrating Emergenetics into each of its supporting Human Resources tools including Headversity, Zero Risk and Best Place to Work, as well as its change management initiatives to advance the success of this fast-growing company further.



**Discover what a more motivated, engaged workforce
could help your company achieve!**