

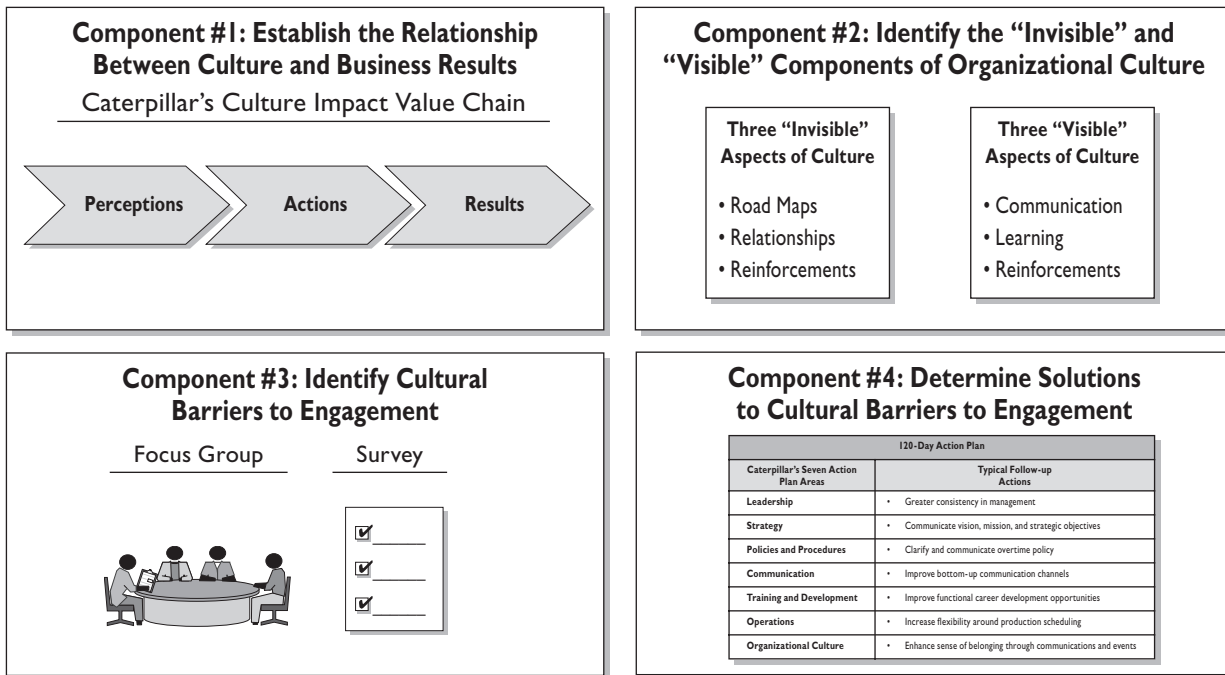
LEVERAGE POINT #3: TARGETING DRIVERS OF DISENGAGEMENT
Practice #3



CULTURAL ASSESSMENT PROCESS

Caterpillar provides business units with a Cultural Assessment Process (CAP) that enhances business results through increased employee engagement

Caterpillar’s Cultural Assessment Process*



Results: One business unit undergoing the Cultural Assessment Process experienced a 59% decline in attrition and a 44% decline in absenteeism—creating an annual savings of \$8.8 million.

KEY OBSERVATION

Focus on Engagement Barriers: Ensure a thorough understanding of all sources of disengagement before attempting to redress engagement concerns.

* Caterpillar’s Cultural Assessment Process is currently patent pending.

Source: Caterpillar Inc.; Corporate Leadership Council research.