Interested in learning more about how employees view empathy in the workplace?

Here’s what we uncovered.

Employee benefits are a good way for an organization to show empathy to its employees. The ease of using employee benefits tells a lot about an organization’s values: 88% of employees believe that benefits demonstrate empathy in the workplace.

The quality of employee benefits tells a lot about an organization’s values: 92% of employees are satisfied with their benefits package.

The cost of employee benefits tells a lot about an organization’s values: 88% of employees believe that the cost of benefits is reasonable.

The ease of using employee benefits tells a lot about an organization’s values: 88% of employees report that it’s easy to use their benefits.

How should leaders act on these findings?

- Amplify the value of your benefits programs by communicating about your offerings throughout the year.
- Focus on the quality and breadth of your benefits, and pay particular attention to affordability.
- Ensure access to benefits information and support is seamless so employees can easily use their benefits.

Bringing empathy to your workplace through your benefits programs creates an environment that requires collaboration, communication, intention and help a driven healthcare benefit is.

Read the 2020 Executive Summary

93% of all employees – regardless of age – believe that empathy is an important workplace value.

Clearly, organizations focused on engagement, productivity and retention need to pay attention. Luckily, there’s plenty of common ground among generations, including whether benefits demonstrate empathy in the workplace.

98% of all employees — regardless of age — believe that empathy is an important workplace value.

98% of Gen Z
99% of Millennials
99% of Gen Xers
85% of Baby Boomers

The multigenerational workforce presents some challenges, especially around differences between the generations. But, what if there’s something everyone agrees on? Our 2020 State of Workplace Empathy Study found that empathy is a strong common denominator and a critical workplace value — regardless of generation.

Multigenerational imperative: It’s so important that all four generations are willing to see themselves to the door of an employer who isn’t empathetic. Here’s who would leave:

90% of all employees — regardless of age — believe that empathy is an important workplace value.

88% of Gen Z
92% of Millennials
95% of Gen Xers
87% of Baby Boomers

Embracing empathy in the workplace can help organizations attract and retain top talent, improve employee engagement, and ultimately drive better business outcomes.

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