



CREW Improves What Really Matters

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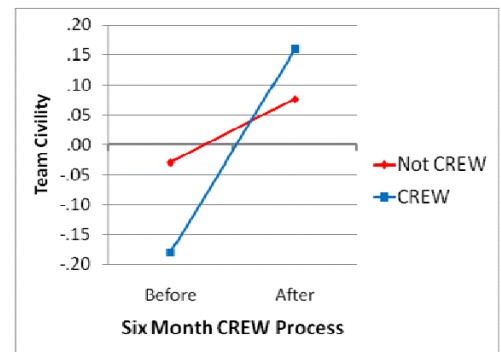
The enhancing workplace communities (EWC) project closely examined the experience of CREW participants. It measured improvements over the six months of CREW participation, comparing their experience with that of units not participating in CREW.

The results: CREW improves work-life on issues that matter to employees and to organizations.

CIVILITY

For **Non CREW Groups**, a small improvement is seen in civility across the CREW period.

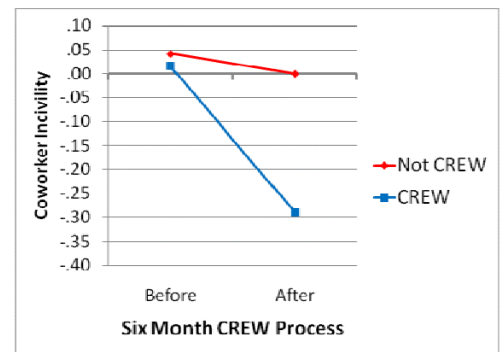
For **CREW Groups**, a much larger improvement has occurred across the CREW period.



COWORKER INCIVILITY

For **Non CREW Groups**, there is very little change in co-worker incivility during the CREW period.

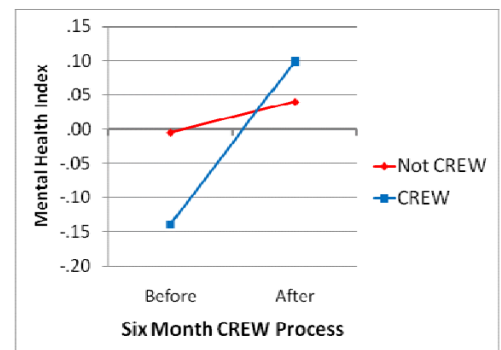
For the **CREW Groups**, there is a drop in co-worker incivility over the CREW period.



MENTAL HEALTH

For **Non CREW Groups**, there was minimal change in mental health index.

For **CREW Groups**, The mental health index increased much more over CREW period.

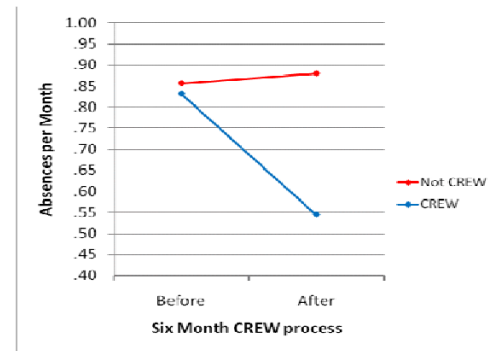




ABSENCES

For **Non CREW Groups**, there is very little change in the event of absences over the CREW period.

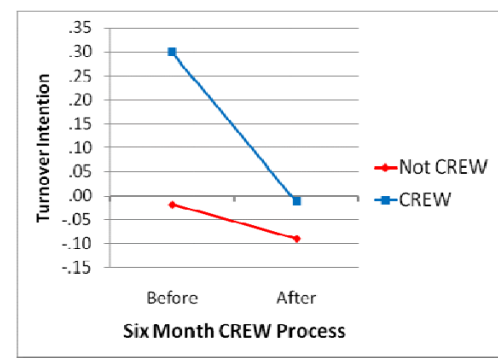
For **CREW Groups**, the number of absences at work has decreased across the CREW period.



TURNOVER INTENTION

For **Non CREW Groups**, there is little change in the intention to quit across the CREW period.

For **CREW Groups** there is much less intention to quit across the CREW period.



**These results are based on responses from 1167 people during a 2008 survey and 850 people in 2009. They are powerful effects.*

Why CREW Works

CREW works by targeting behaviour within the control of a workgroup (in the way its members interact with each other).

Good working relationships have such an impact on feelings, plans, and identity that the rest of the experience is affected by them. When individuals are treated respectfully, they feel better overall and they are healthier and happier at work. Improved relationships boost employees' attendance and help them to become more committed to their organization and more engaged in their profession.

CREW leads to a more productive organization that makes the most of its most vital resources – its employees' talent, knowledge and energy.