Inclusive Collaboration at Work 2022

Understanding the Key Variables that Drive Job Satisfaction and Turnover Intent

The Second Annual Future of Work Study by RallyBright, Inc.



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Introduction

Workforce dynamics continue to shift as a seemingly continuous succession of global disruptions – the pandemic, inflation, geopolitical crises and social discord – rolls on. Through it all, employees' relationship with work and organizations' approaches to supporting their workers are evolving.

RallyBright has been tracking the impact of these changes on organizational inclusion and collaboration. In June 2022, we conducted our second annual study of working professionals to gather insights about how individuals currently think about work. This year's *Inclusive Collaboration at Work Study* surveyed 1,500 working professionals (1,000 US-based and 500 UK-based) about the six key variables of organizational collaboration and inclusion, examining the correlation between job satisfaction, turnover intent, and an organization's climate of inclusion and collaboration.

Collaboration & Inclusion

The Key Ingredients of Highly Effective Teams

People working together in groups towards a common goal – this simple description is at the heart of what organizations do across all industries, fields and cultures. The act of collaboration, however, is far from simple. Consider the many commonplace forms of unsuccessful collaboration: a partnership fails, a team loses a match, departments work in silos and are forced to backtrack when they can't integrate their work at the crucial moment. These failures point to the truth that effective collaboration depends on the presence of a distinct set of behaviors and attitudes across a team or organization.

When collaboration is supported by an environment of inclusion, everyone feels a strong sense of belonging to the group, both in terms of the work they are doing and the relationships they are forming. Each individual is confident that the tasks they perform make good use of their skills and abilities, and that they can show up to perform these tasks as their true selves, without hiding aspects of their identity or personality.

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An environment of inclusion is foundational for an organization to reap the benefits of diversity.¹ Indeed, without an inclusive environment, the best a diverse team can be is mediocre.² Whatever the current makeup of the group or organization, the investment in fostering an inclusive environment creates the conditions for diversity to thrive in all its forms.

In the workplace, the secret sauce that makes the difference between mere collaboration or high-performance teamwork, seamless integration or breakthrough innovation, is **inclusion**.

¹ Laura Sherbin and Ripa Rashid, "Diversity Doesn't Stick Without Inclusion," *Harvard Business Review*, February 1, 2017.

² Adler, N. J. International Dimensions of Organizational Behavior. 4th ed. Cincinnati, OH: South-Western, 2002. C, Milton J. Bennett 2008.

Inclusive Collaboration

The Power in How Teams Work Together

When groups recognize the need to align, not only on the common goals and objectives (the "what"), but also on the communication and interpersonal norms that will ensure success – both for individuals and the group as a whole ("the how") – they begin to foster inclusive collaboration deliberately.

Going through the process of forming such agreements and bringing them to life on a team fosters an emotional connection between people that makes it easier for anyone to speak up with the next great new idea or efficiency-boosting challenge to the status quo. Moreover, when someone does speak up, others in the group are apt to listen with an open mind.

An inclusively collaborative team approaches differences, conflict and even mistakes as opportunities for innovation and excellence rather than as obstacles to avoid. The foundation of organizational success is *inclusive collaboration*: a way of working together in which group members are aligned around both shared goals and shared communication and interpersonal principles.

6 Key Variables

RallyBright's research identified 6 distinct variables that are essential for organizational collaboration and inclusion.

1 Alignment

Agreement on a common objective and a commitment across the group to cooperate in pursuit of that goal.

2 Cooperation

Dividing up work into clear roles and responsibilities, communicating effectively, and sharing knowledge freely.

3 Compassion

The willingness to help others at our own expense, and the consistent consideration of our own and others' feelings.

4 Fairness

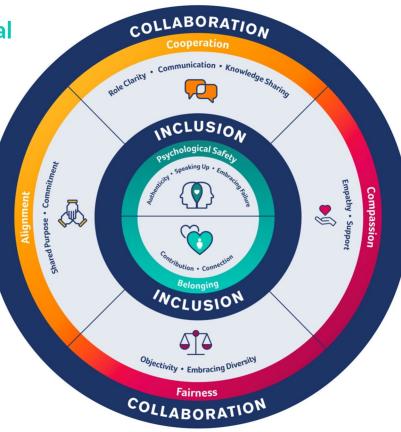
Awareness of bias and a willingness to address it, paired with a mindset that differences within a group are not obstacles but assets.

5 Psychological Safety

Freedom to show up authentically and to fearlessly speak up, contribute, and make mistakes.

6 Belonging

Confidence that we bring valuable skills and knowledge to the group, and a feeling of being intimately connected to its other members.



Each of the 6 Inclusive Collaboration variables is composed of 2 or 3 sub-variables.

2022 Top Takeaways

Inclusion and Collaboration Remain Core Drivers of Employee Job Satisfaction and Retention

Key Findings

Our 2021 survey revealed *belonging* to be the most important predictor of job satisfaction and turnover intent. In 2022, *belonging* remains the most highly correlated variable for job *satisfaction*. *Inclusion* overall is highly correlated with *turnover intent*.

Overall, the 2022 survey indicates *job satisfaction*, *turnover intention*, and *Employee Net Promoter Scores* (eNPS) are on par with 2021, while **feelings of burnout decreased**.

Scores across the board were slightly higher compared with 2021, indicating that **people feel better at work than they did last year**, **based on the six key variables of** *collaboration* and *inclusion*.

In 2022, the scores of female US-based workers relative to men were even lower than they were last year. The gap in scores between women and men was especially significant for the variables of *alignment* and *compassion*. The only variable indicating no significant difference between genders is *belonging*.

There were also notable differences in certain age groups.

- Among 25-34-Year-Olds, job satisfaction decreased
- Among 35-44-Year-Olds, *alignment* scores increased.
- Among 55-64-Year-Olds, scores for *cooperation* and *belonging* increased, meaning this year, more senior employees feel more included in their organizations.

2022 Top Takeaways Expanded Survey

For the 2022 study, the US survey sample was expanded to include UK working professionals, and new questions were added to examine the impact of specific aspects of the work environment on inclusive collaboration.

Geography

The study reveals that working professionals in the US have significantly lower *turnover intention* than those in the UK. Additionally, **US workers score higher than those in the UK across all inclusive collaboration variables and sub-variables, with the most striking difference in** *collaboration***.**

Mode of Work - In-Person, Remote, Hybrid

Being able to work remotely or in a hybrid arrangement makes a significant positive difference on all six key variables of collaboration and inclusion. The upshot: individuals working remotely or in a hybrid set-up tend to experience their workplaces as more collaborative and inclusive.

Collaborative Software

Comfort with using collaborative software (e.g. Slack, Microsoft Teams, Google Drive, etc.) is strongly correlated with highly collaborative and inclusive environments. In other words, the more comfortable employees are using team-based digital tools, the more collaborative and inclusive they experience their workplaces.

Employee Relationship with Manager

An employee's relationship with their manager is highly positively correlated with all six drivers of inclusion and collaboration. This means that the more satisfied an employee is with their relationship with their manager, the more collaborative and inclusive they perceive their workplace.

Focusing on key variables impacts retention.

By focusing on the key variables of inclusive collaboration more directly, organizations can constructively impact key retention drivers. Increased scores for inclusion and collaboration correlated with increased scores for job satisfaction and eNPS, and decreased scores for turnover intention and burnout. For example, in the table below, in 2022 only 4.5% of individuals experiencing a high level of belonging at work thought often or very often of leaving their jobs, compared to 26.5% for those who did not experience high belonging.*

RallyBright		gh nging	Lc Belor	ow nging	Hi Psychc Saf	logical	Psycho	ow ological ety	Hi Inclu	gh ısion		ow Ision	Hi Collab	gh oration		ow oration
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Turnover Intention	4.5%	1.8%	26.5%	26.3%	5.8%	5.2%	25.0%	25.2%	5.1%	2.4%	24.2%	25.9%	4.7%	5.4%	25.6%	24.8%
Job Satisfaction	98.4 %	97.7%	63.0%	65.7%	98.1%	95.2%	65.5%	66.5%	97.3%	98.1%	66.9%	65.9%	96.3%	94.9%	65.3%	67.0%
Burnout	9.3%	16.4%	43.2%	43.7%	10.6%	18.5%	41.2%	43.1%	8.7%	14.4%	40.0%	44.2%	10.6%	20.7%	41.2%	41.9%

*High scores are defined as scores in the top quartile of the response range.

Source: RallyBright

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Indications of Progress

Following the Recent Period of Workforce Upheaval, Signs of Optimism

People feel better about work compared with 2021.

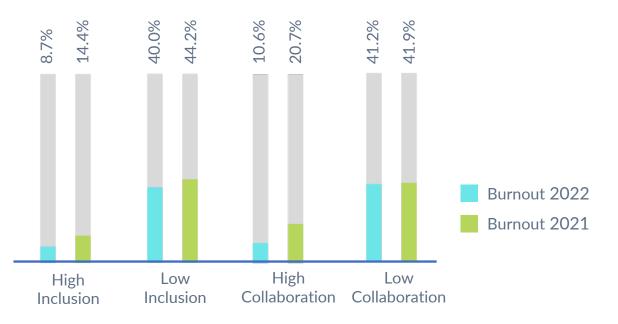
Scores across all key variables of inclusion and collaboration increased slightly. The difference in Cooperation was significant, with employees reporting greater role clarity and communication in 2022.

Burnout has decreased compared with 2021.

Overall, employee burnout was down in 2022 compared with 2021. Inclusive and collaborative organizations made the most progress in reducing burnout. Employee burnout remains significantly lower in inclusive and collaborative environments compared with organizations with low inclusion and collaboration.

* High inclusion and collaboration scores are defined as scores in the top quartile of the response range.

WORKERS ARE EXPERIENCING LESS BURNOUT IN 2022



Inclusion

Job Satisfaction

If inclusion is high,* 97.3% of respondents indicated they were *satisfied or very satisfied with their job*, whereas, if it was low, only 66.9% said they were satisfied or very satisfied with their job.

Turnover Intent

If inclusion is high, only 5.1% of respondents reported they thought often or all the time about leaving their current job, whereas if inclusion was low, that percentage rose to 24.2%.

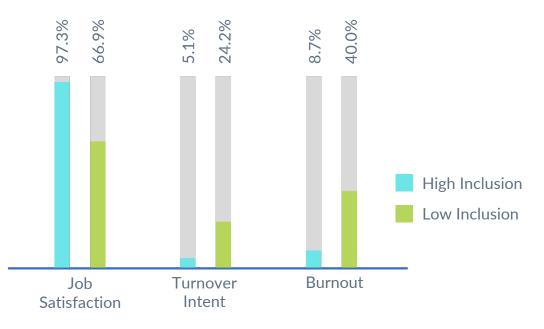
Burnout

Overall, employee burnout was down in 2022 compared with 2021. Employee burnout remains significantly lower in inclusive environments compared to organizations with low inclusion.

In highly inclusive environments, 8.7% of 2021 respondents indicated they are burned out from their work (down from 14.4.% in 2021.) Survey results both years show clearly that as inclusion rises, burnout decreases.

Turnover intent was nearly five times higher among those in low-inclusion organizations.

INCLUSION'S IMPACT IN 2022



* High inclusion scores are defined as scores in the top quartile of the response range.

Belonging is the best predictor of job satisfaction.

Belonging

Job Satisfaction & Turnover Intent

Belonging plays a unique role in predicting both turnover intent and job satisfaction. In organizations where belonging was reported as high, 98.4% of respondents indicated they were *satisfied or very satisfied with their job*. If belonging was low, job satisfaction dropped to 63.0%. Likewise, when employees feel a high sense of belonging, only 4.5% think of leaving, a percentage that jumps more than six-fold when belonging scores fall outside the top quartile.

Burnout

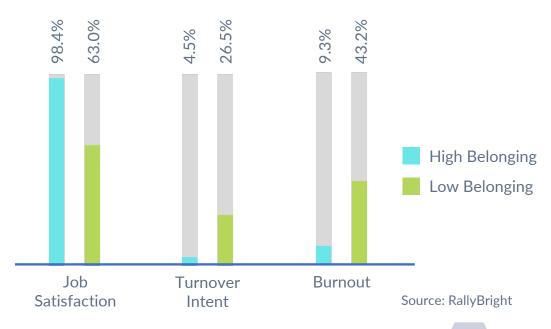
Key Findings

Belonging clearly guards against burnout. Where belonging was high, only 9.3% of respondents indicated they are burned out from their work, down from 16.4% who felt burned out in 2021. In organizations where belonging is low, burnout remains steady, with 43%-44% reporting they feel burned out from their work both years.

* High belonging scores are defined as scores in the top quartile of the response range.

Belonging is the variable of inclusive collaboration that is most strongly related to a positive employee experience (i.e., low burnout and turnover intent, and high satisfaction, engagement and eNPS)

BELONGING'S IMPACT IN 2022



Psychological Safety is another key component of Inclusion.

Psychological Safety

Job Satisfaction & Turnover Intent

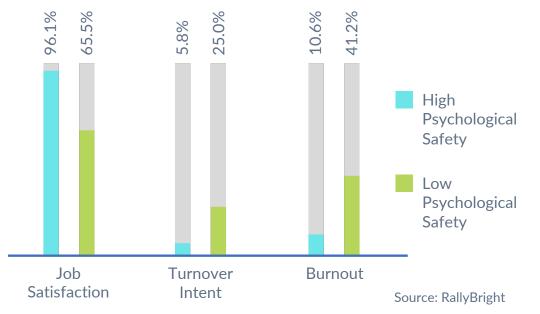
If psychological safety is high, 96.1% of people indicated they were *satisfied or very satisfied with their job*, which is in line with 2021. Only 5.8% indicated they *thought often or very often about leaving their current job*.

In organizations where psychological safety rated low, only 65.5% of workers indicated they were satisfied or very satisfied with their job, and one-quarter (25.0%) of respondents stated they often or very often thought about leaving.

Burnout

If psychological safety is high, 10.6% of respondents indicated they agreed or strongly agreed to feeling burned out from their work, down from 18.5% in 2021. In environments where psychological safety was low, 41.2% stated they agreed or strongly agreed to feeling burned out from their work. Burnout was nearly four times as prevalent among workers in environments where psychological safety was shown to be low.

PSYCHOLOGICAL SAFETY'S IMPACT IN 2022



Collaboration

Job Satisfaction

Nearly all (96.3%) respondents were satisfied or very satisfied with their job when collaboration was high. That percentage dropped to 65.3% in organizations where collaboration was experienced as low.

Turnover Intent

In organizations where collaboration is low, employees are 4.5 times more likely to be thinking about leaving their jobs.

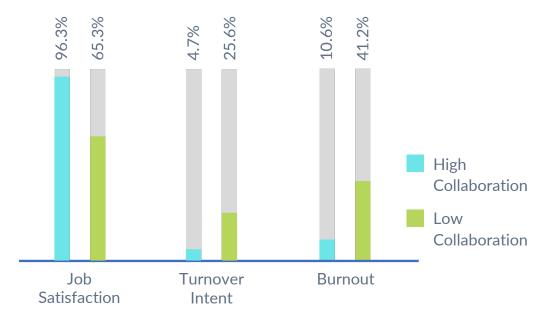
When collaboration is high, only 4.7% of respondents indicated that they "thought often or very often about leaving their current job." That percentage increases to 25.6% in organizations where collaboration is low.

Burnout

If collaboration is high, only 10.6% of respondents indicated they agreed or strongly agreed to feeling burned out from their work, down from 20.7% in 2021. If collaboration remains low, with 41.2% stating they agreed or strongly agreed to feeling burned out from their work, compared with 41.9% in 2021.

Employees were nearly four times as likely to feel burned out from their work in environments with low levels of collaboration.

COLLABORATION'S IMPACT IN 2022



Source: RallyBright

Actionable Analytics

Inclusive Collaboration Variables Predict Employment Experience Outcomes

Psychological Safety and belonging predict burnout the best. Both of these variables are highly significant in measuring feelings of burnout.

Belonging predicts turnover intention the best. Belonging is a "highly significant" predictor of *turnover intent*. In addition, *cooperation, alignment* and *psychological safety* are "significant" predictors.

Belonging is the best variable for explaining variance in job satisfaction, burnout and turnover intention. For this reason, belonging should be the first variable an organization looks at when trying to predict whether job satisfaction, burnout and turnover intention will be high or low.

Belonging, alignment and psychological safety are the best predictors of job satisfaction. All three of these variables are highly significant in gauging job satisfaction, but *belonging* is the best predictor.

Belonging, alignment, and fairness best at predicting eNPS. All of these variables are "highly significant." Additionally, *compassion* and *psychological safety* are "significant" predictors.

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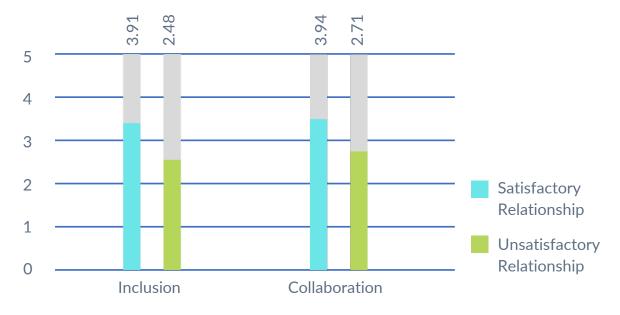
Work environment: Manager relationship relates to inclusive collaboration scores.

Manager Relationship Is Key

This year's study reveals a correlation between **the strength of the manager relationship and a worker's perception of inclusion and collaboration.** Workers who report greater satisfaction with their relationship with their manager experience higher levels of inclusive collaboration and have a better employee experience.

The manager relationship is positively correlated with all key variables (with high significance) of inclusive collaboration, especially among *inperson* workers. While the manager relationship shows weaker associations with inclusion and collaboration in *hybrid/remote* work environments, there is still a highly significant correlation.

Relationship with Manger Correlation with Inclusion & Collaboration



ABOUT THE SCORING: Scores represent mean values on a 5-point Likert scale, with higher scores associated with better overall inclusion and collaboration

Source: RallyBright

Work environment: Mode of work relates to inclusive collaboration scores.

Remote/Hybrid Workers Thrive Over Office Workers

Overall, *remote/hybrid work* scores higher than *in-person work* across all key variables and all sub-constructs of inclusive collaboration, as well as most outcome metrics that convey positive employee experience: satisfaction, engagement, burnout, turnover intent and eNPS.

	In-Person	Hybrid	Remote
Satisfaction	3.70	3.86	3.79
Engagement	3.72	3.74	3.68
Burnout	3.09	3.33	3.27
Turnover Intention	3.46	3.53	3.54
ENPS	6.28	6.81	6.69

	In-Person	Hybrid	Remote
Alignment	3.73	3.85	3.87
Cooperation	3.75	3.90	3.92
Compassion	3.55	3.68	3.73
Fairness	3.65	3.82	3.85
Belonging	3.81	3.96	3.88
Psychological Safety	3.51	3.61	3.66
Collaboration	3.68	3.82	3.85
Inclusion	3.63	3.75	3.75

ABOUT THE SCORING: Scores represent mean values on a 5point Likert scale, with higher scores within the subcontracts associated with better overall inclusion and collaboration, and lower scores for burnout and turnover intent indicating higher risk for both of those outcome metrics.

Source: RallyBright

Work environment: Comfort with team tools relates to inclusive collaboration scores.

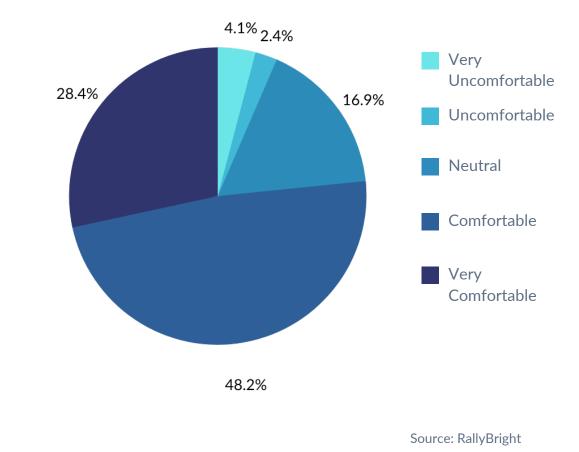
Comfort with Collaborative Software

Among the 1,500 working professionals surveyed, most reported they are "comfortable" or "very comfortable" using collaborative software.

Comfort using collaborative software correlates with highly collaborative and inclusive organizations, especially among remote/hybrid workers. It's also positively correlated with all outcome metrics measured in the study.

Workers who are more comfortable using collaborative software experience higher levels of inclusive collaboration and have a better employee experience.

Comfort with Collaborative Software



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GEOGRAPHY

Exploring Demographics

The *Inclusive Collaboration at Work Study* was expanded in 2022 to include respondents in the UK, providing opportunities to compare the capacity for inclusive collaboration across geographies.

Overall Scores for Inclusive Collaboration

US workers **scored higher on all key variables of inclusive collaboration** compared with their UK counterparts. While there is no significant difference in the scores for *psychological safety*, **the differences are highly significant for collaboration**, **cooperation and compassion**, and significant for alignment, *fairness* and *belonging*.

Burnout & Turnover Intention

Workers in the US scored higher than those in the UK on all employee experience outcome metrics. However, the only significant difference was in *turnover intention*. Note that for turnover intention, a lower score represents a greater intent to leave a job – meaning UK workers indicated they are more likely to leave their jobs than US workers are.

US-UK Outcome Metrics

	US Mean Score	UK Mean Score
Satisfaction	3.80	3.71
Engagement	3.73	3.70
Burnout	3.24	3.12
Turnover Intention	3.58	3.35
eNPS	6.56	6.47

GEOGRAPHY

Mode of Work

In looking at US and UK workers based on their mode of work (in-person, remote, hybrid), we find **no significant differences in inclusive collaboration variables for remote workers**. And, there are fewer significant differences for **people working in hybrid environments** compared with the overall US and UK populations.

US-UK Key Variables of Inclusive Collaboration

	US Mean Score	UK Mean Score
Alignment	3.84	3.71
Cooperation	3.89	3.72
Compassion	3.68	3.53
Fairness	3.78	3.68
Belonging	3.92	3.78
Psychological Safety	3.59	3.54
Collaboration	3.80	3.67
Inclusion	3.72	3.64

Source: RallyBright

GENDER

Overall Gender Comparison

This year, the distinctions between the experiences of men and women related to inclusion and collaboration are even more pronounced than in 2021.

Notably, female respondents scored lower than male respondents across all variables, and significantly lower than males on *cooperation*, *fairness* and *psychological safety*.

US Year-Over-Year Gender Comparison

Scoring differences based on gender were statistically significant in *alignment, compassion, cooperation* and *fairness* (only the latter two indicated statistically significant differences last year). The difference in *psychological safety* remained highly significant. **This means that** *belonging* is the only key variable of inclusive collaboration showing no significant difference based on gender.

US-UK Gender Comparison

Gender differences are far less significant in the UK than in the US. US women scored lower than men in all variables, and significantly so in all but *belonging*. In contrast, in the UK women scored significantly lower only in *psychological safety*, and scored higher in other variables, including *alignment*, *compassion*, *fairness* and *belonging*.

Key Variables of Inclusive Collaboration by Gender

	WOMEN Mean	MEN Mean
Alignment	3.78	3.81
Cooperation	3.79	3.88
Compassion	3.61	3.66
Fairness	3.70	3.80
Belonging	3.87	3.89
Psychological Safety	3.47	3.70
Collaboration	3.73	3.80
Inclusion	3.63	3.78

Source: RallyBright

GENDER & MODE OF WORK

A deeper examination of the study data by gender reveals significant differences in the correlation between *mode of work* (in-person, hybrid or remote) and inclusive collaboration for men versus women.

Comparing only respondents that work in-person, men scored lower than women in alignment, compassion and belonging, as well as outcome metrics for job satisfaction and engagement. Men scored higher than women in cooperation, psychological safety and inclusion.

Among these gender differences for in-person workers, the only variable that showed a highly significant difference was *psychological safety*, with women scoring lower than men. The data for the in-person cohort deviates from the overall comparison of men and women across *all* modes of work, where women scored lower on all variables of inclusive collaboration.

		WOMEN		MEN			
	In-Person	Hybrid	Remote	In-Person	Hybrid	Remote	
Alignment	3.75	3.84	3.80	3.70	3.85	3.92	
Cooperation	3.73	3.84	3.85	3.77	3.96	3.97	
Compassion	3.57	3.61	3.68	3.51	3.76	3.77	
Fairness	3.64	3.76	3.77	3.66	3.89	3.91	
Belonging	3.85	3.93	3.84	3.77	4.01	3.95	
Psychological Safety	3.45	3.44	3.53	3.59	3.76	3.80	
Collaboration	3.68	3.77	3.78	3.68	3.88	3.90	
Inclusion	3.61	3.64	3.65	3.66	3.86	3.86	

GENDER & MODE OF WORK

The data shows highly significant correlations between mode of work and inclusive collaboration scores for men, but not for women.

For men, remote and hybrid settings appear to provide a more inclusively collaborative experience than in-person work.

- Male respondents working in-person scored lower on all variables of inclusive collaboration than those working in a hybrid or remote setting. The differences are highly statistically significant in ENPS, alignment, cooperation, compassion, fairness, psychological safety, collaboration and inclusion, with the most significant differences in fairness and collaboration.
- Additionally, men working in a hybrid setting scored higher than those working in-person, with high significance in *belonging*, *burnout* (meaning they experience less burnout) and *job satisfaction*, making the difference between in-person and hybrid modes of work highly significant to the capacity for inclusive collaboration for men.

For women, mode of work does not appear to have a significant impact on the capacity for inclusive collaboration. Female respondents working in-person scored slightly lower on almost all variables of inclusive collaboration than those working in a hybrid or remote setting. However, none of these differences is statistically significant, which suggests mode of work is not related with capacity for inclusive collaboration among women.

AGE & MODE OF WORK

18-24-Year-Olds

For professionals aged 18-24, hybrid workers score highest in most inclusive collaboration variables, with highly significant differences in *engagement* (compared with remote workers) and *burnout* (compared with in-person workers). This means hybrid workers experience less burnout and eNPS (compared with inperson workers). There are no highly significant differences between modes of working across collaborative inclusion variables for this age group.

25-34-Year-Olds

For professionals aged 25-34, *remote* workers score highest in all variables of inclusive collaboration, with highly significant differences in almost all constructs (burnout, meaning less burnout, turnover intention, meaning they are less likely to leave, eNPS, cooperation, compassion, fairness, belonging, psychological safety, collaboration and inclusion) when compared with in-person workers. Hybrid workers score higher than in-person in all variables, but, unlike the comparison of remote and in-person workers, there are no highly significant differences.

35-44-Year-Olds

For professionals aged 35-44, the only highly significant difference is in *fairness*, when comparing remote workers with in-person workers (with remote scoring higher). **Overall, remote and hybrid workers in this age group score slightly higher than in-person across all variables.**

45-54-Year-Olds

For professionals aged 45-54, results are a bit less straightforward. Even though **remote and hybrid workers score higher than in-person workers across almost all inclusive collaboration variables** (except for belonging, where in-person workers score higher than remote), satisfaction, engagement and turnover intention (meaning they are less likely to leave) scores are higher for remote and hybrid workers than for in-person workers. There are no significant differences in this age group.

55-64-Year-Olds

There are no significant differences in the 55-64 age group. Broadly speaking, results are similar to those for the 45-54 age group.

Conclusion

The Inclusive Collaboration at Work Study 2022 reveals people are feeling better at work than they were in 2021. Feelings of burnout are lower, and all six variables of inclusive collaboration are higher. That said, women continue to experience their work environments as less collaborative and inclusive than men do.

Despite some progress, this is not the time for organizations to be complacent about strategies to strengthen inclusion and collaboration. Organizations can drive improvements by understanding and addressing the most important current concerns of workers. *Belonging* remains the most highly correlated with job satisfaction and turnover intent. Organizations should work to understand how in-person, remote and hybrid work are impacting feelings of belonging among their workers, particularly across various demographic groups.

Furthermore, organizations can gauge employee comfort with collaborative software tools and take measures to bolster it if there's a gap there. And they can work to support managers in developing strong relationships with team members to improve how workers experience inclusive collaboration.

Organizations that continue to focus on the variables that drive inclusive collaboration will be rewarded by improving their ability to attract and retain talent, by increasing employee engagement, and ultimately by creating the conditions for the highly effective teams that drive high-performance organizations to thrive.

Methodology

The Inclusive Collaboration at Work Study 2022 was conducted online in June 2022 with a diverse sample of 1,500 working professionals (1,000 US-based and 500 UK-based). It examined six distinct variables of inclusive collaboration: alignment, cooperation, compassion, fairness, psychological safety and belonging. It also examined the relationship of these variables with employee outcome metrics including job satisfaction, turnover intent and burnout.

To field the study, we used the bespoke scale first developed for our 2021 study, which draws from research within identity theory, social network analysis and behavioral science.

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About RallyBright



RallyBright is a team performance development platform that helps business leaders build build exceptional teams. RallyBright's solutions combine behavioral science with proven team development tools to help teams perform at a higher level, strengthen their interpersonal dynamics, and reinforce the behaviors that drive their organizational values and impact.

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