

Nomination: 7765

Mrs. Ezgi Kayhan

**Page: General Information**

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

**Name of Organization/Company**

QNB INSURANCE

**Additional Contacts**

I would also like to have others receive emails about the disposition of our entries.

**Page: Entry Information**

**Entry Title**

Mrs. Ezgi Kayhan

**Category**

C01 - C16 Individual > C08 - Employee Relations Professional of the Year

**Individual Submission Format**

Written Answers

**a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required**

The career I started 17 years ago by asking what does an Industrial Engineer do in HR, is continued as a manager. I experienced many HR functions like compensation, organizational development, planning, reporting, business partnership, recruitment, payroll and personnel, administrative affairs.

I manage multiple responsibilities in HR with a respect to my multitasking skills of being a mother. I will leave the floor to team as they describe me the best.

Leader with inexhaustible energy who never gives up. Builds loyalty with her superior communication skills and people focus, creates a valuable culture for employees with collaboration that she builds..

Like a book; first impresses by its cover and recognized by her energy and smiling face. From the the first chapter on takes you to a motivating journey. Bear to finish if a book is your most reliable companion like working with Ezgi. You'd like to be shoulder to shoulder on the road to the best together.

Undoubtedly stands out with her reassuring and supportive approach. A manager who can balance leadership style in a way that makes everyone feel valued at all times. With her cooperation and positive energy, increases our loyalty and reinforces our trust in each other

**b. Outline the nominee's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required**

2. In order to strengthen loyalty and communication, employees constantly informed of HR practices corporate and strategic goals through transparent and open communication that allows trustworthy environment. Our goal is to align employees with our strategy and aware of the steps taken to get there.

In the first week, we agree with the new employees to adopt the principles and behaviors that reflect our corporate culture, which is integrated with the 6 company values that I pioneered, and to live them throughout their journey in QNB Insurance.

In line with our "Value for People" principle, all my teammates are accessible whenever employees need.

Below are the programs of effective employee relationship:

- We listen to You: regular meetings to understand the needs and provide information. (Photo 5 and 6).
- It's worth the Break: We serve snacks or desserts to tele sales employees as a surprise which allows them to take a little break in between their calls. (Photo 4)
- We are there where the sales is: We meet on total 7 field trips with our sales teams who operates in 81 cities of Türkiye. Together with our senior management and CEO we celebrate achievements and hold Q&A sessions.(Photo 1)
- Q Can – Buddy: the assigned buddy support the new employee for 2 months.
- 7/24 Employee Hot Line: After the devastating earthquake in Feb 2023 that affected 11 cities in our country, assistance provided to all employees and their relatives in the zone.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required**

3. As a result of the activities carried out with the teams I lead, a strong bond has been established between HR and employees in an environment of trust, based on transparent and open communication has been created. In 2023, the Employee Engagement Survey, which covers 12 different topics under the main headings of Engagement, Motivation and Satisfaction, was conducted by an independent organization specialized in its field in Turkiye.

According to the survey results, our results are above the average of Turkiye with 75.6% in the satisfaction category, 74.8% in the commitment category and 80.8% in the motivation category. According to the same survey results, the two highest categories in the sub-category were "Value Given to People" and "First Manager". (Document 1)

As a result of a survey conducted by Happy Place to Work, an independent global organization, our company was certified as one of "Turkey's Happiest Workplaces" in 2023. While the overall score within the company was calculated as 83%, the score of the team I lead was measured as 99%. (Photos 2 and 3)

As a result of the organizational change within the HR department, the recruitment and business partnership teams established close contact with all internal customers in their areas of expertise, thereby increasing efficiency in processes. The recruitment team has achieved an average annual saving of USD 15K by recruiting group manager, manager and exco level executives on its own.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

[REDACTED FOR PUBLICATION]

Photo 1: "We are there where the sales is" gatherings

Photo 2: Happy Place To Work Plaque

[REDACTED FOR PUBLICATION]

Photo 4: "It's worth the Break" mail invitation

Photo 5: "We listen to you mail" invitations

Photo 6: "We listen to you" meetings

Photo 7: Team's birthday celebrations

**Webpage Link**

**Would you like to add an additional webpage link?**

[REDACTED FOR PUBLICATION]

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File ([https://stevies-sage.secure-platform.com/file/19346/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTM0NiwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImInbm9yZUEMyJlEcz0ESeXsLhL7-QfEbk?IMG\\_0023.jpeg](https://stevies-sage.secure-platform.com/file/19346/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTM0NiwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImInbm9yZUEMyJlEcz0ESeXsLhL7-QfEbk?IMG_0023.jpeg))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File ([https://stevies-sage.secure-platform.com/file/19347/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTM0NywiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImInbm9yZUEMyJlEcz0ESeXsLhL7-QfEbk?IMG\\_0024.jpeg](https://stevies-sage.secure-platform.com/file/19347/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxOTM0NywiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSIsImInbm9yZUEMyJlEcz0ESeXsLhL7-QfEbk?IMG_0024.jpeg))

**Would you like to add an additional supporting document?**

Yes

[REDACTED FOR PUBLICATION]

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 5**

Download File ([https://stevies-sage.secure-platform.com/file/19349/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxOTM0OStwiYWxsY3dOb3RTaWduZWRRVcmwiOiJGYWxzZSI6ImInbm9IMG\\_0026.png](https://stevies-sage.secure-platform.com/file/19349/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxOTM0OStwiYWxsY3dOb3RTaWduZWRRVcmwiOiJGYWxzZSI6ImInbm9IMG_0026.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 6**

Download File ([https://stevies-sage.secure-platform.com/file/19350/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxOTM1MCwiYWxsY3dOb3RTaWduZWRRVcmwiOiJGYWxzZSI6ImInbm9NOaXoXSjy7ntk0Bo?IMG\\_0021.png](https://stevies-sage.secure-platform.com/file/19350/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxOTM1MCwiYWxsY3dOb3RTaWduZWRRVcmwiOiJGYWxzZSI6ImInbm9NOaXoXSjy7ntk0Bo?IMG_0021.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 7**

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**Would you like to add an additional supporting document?**

Yes

**Supporting Document 8**

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**Would you like to add an additional supporting document?**

No

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