Elizabeth McCune

Director of Employee Listening Systems and Culture Measurement
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Dr. Elizabeth McCune is an industrial-organizational psychologist whose work is focused on enabling organizations to make data-driven decisions that enhance the experience of people at work. She is currently the Director of Employee Listening Systems and Culture Measurement at Microsoft. In this role she is responsible for setting the strategy and direction for Microsoft's employee surveys to ensure that these efforts reflect best-in-class measurement and analytics techniques that bring the employee experience to life. Elizabeth has played a pivotal role in developing the measurement strategy to support Microsoft's cultural evolution. In addition, in partnership with a team of talented team of industrial-organizational psychology, analytics and data science professionals, she has driven the strategy for scalable analysis of millions of employee survey comments. Elizabeth has served on the board of the Information Technology Survey Group, has co-authored book chapters on normative survey data and employee listening, and is a frequent presenter at the annual SIOP conference. Elizabeth holds a PhD in industrial-organizational psychology from Portland State University.

Ten Things We've Learned about Culture: Lessons Learned (So Far) from Microsoft's Evolution

In 2015 Microsoft embarked on a journey to evolve our company's mission and culture under the leadership of just the third CEO in company history. While that journey is far from completed, we have learned some key lessons along the way about what it takes to enact and sustain culture change. Those lessons range from the importance of honoring your past while defining your future, to the critical role of authentic leadership, to the value of remaining humble and much more. In sharing these lessons, we hope to help others in their efforts to evolve their company cultures in ways that support the success of the organization and maximize the experience and well-being of employees.