

Investors in People Knowledge Network  
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### **Great Aunt Matilda's Bequest**

You have just been informed that a great aunt in Bolivia whom you have never heard of has just died - which is sad. However, she left you one million pounds to set up your own company – which is good. All she asks is that you manage this company in such a way that you get engaged people who get great satisfaction from working with you.

You have a meeting with her lawyers in 20 minutes and they want to test you on your ideas for getting an engaged and motivated workforce. You need to tell them:

- **What your vision of an engaged workforce is**
- **How you will achieve this in your new organisation**
- **What benefits your business will accrue if you have an engaged workforce**
- **Would there be any potential barriers to stop you doing this**

#### **Group 1:**

##### **1. What your vision of an engaged workforce is**

- Passion
- Team Players
- Motivated
- Happy
- Flexible

##### **2. How you will achieve this in your new organisation**

- Attract right people T & D Reward and recognition
- Clear Vision Goal- Shared
- Trust and Empowerment

##### **3. What benefits your business will accrue if you have an engaged workforce**

- Good work environment
- More likely to be successful
- Engaged and committed team
- Ideas-
  - Growth
  - Quality
  - Improving
  - Profit
  - Reputation

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#### **4. Would are the potential barriers to stop you doing this**

- Not getting right people- skills shortage
- Resistance
- Competition
- (Loss of reputation)
- External Factors (recession)

#### **Group 2:**

##### **1. What your vision of an engaged workforce is**

- Motivated and enthusiastic staff
- Clear on business goals and strategy
- Willing to go the extra mile

##### **2. How you will achieve this in your new organisation**

- Clear communication
- Involved in decision making
- Treated fairly
- Staff advocacy
- Reward and recognition
- Competitive pay packages (within the sector)
- Training

##### **3. What benefits you business will accrue if you have an engaged workforce**

- Increased productivity/profits
- Staff morale
- Sickness/ turnover reduction
- Increased customer satisfaction
- Better reputation in the market place
- Increased staff retention/ easier to attract talented staff

##### **4. Would are the potential barriers to stop you doing this**

- Balance between business competencies and what staff want
- Cost of implementation (both ££ and staff hours)
- Senior Management need to be in for the long haul to maintain momentum
- Attracting the right staff during start up phase
- Product set – attractive to customers and staff believe in them

### **Group 3:**

#### **1. What your vision of an engaged workforce is**

- Passion in what you do
- Clear understanding of business objectives and vision
- Good communication in both directions
- Valued workforce
- Involvement in decision making process
- Team building and positive open door culture

#### **2. How you will achieve this in your new organisation**

- Clear and well written, easily understood business plan
- Good HR procedure and colleague development
- Regular meetings with open exchanges
- 'Suggestion Box' culture
- Reward of recognition of contribution
- Social activities
- Personal development reviews
- Training
- Qualitative questionnaire/ staff survey

#### **3. What benefits your business will accrue if you have an engaged workforce**

- Motivated workplace
- Improved performance
- Efficiency
- Staff retention
- Improved customer relations
- Improved attendance

#### **4. Would there be any potential barriers to stop you doing this**

- Other business pressures
- Short term cost considerations
- Knowledge
- Belief
- Systems

#### **Group 4:**

##### **1. What your vision of an engaged workforce is**

- Able to have conversation about the job
- Engaged in decisions
- Ownership e.g. of the whole process
- Responsibility
- Respect for individual contribution

##### **2. How you will achieve this in your new organisation**

- Communication- sharing knowledge
- Involve people- value the contribution

##### **3. What benefits your business will accrue if you have an engaged workforce**

- Retention of staff
- Recruitment
- Higher productivity/ quality and flexibility
- Better per-to peer relations

##### **4. Would there be any potential barriers to stop you doing this**

- Fear of change
- Lack of confidence
- Time
- Requires a change of mind set

#### **Group 5:**

##### **1. What your vision of an engaged workforce is**

- Participation from employees towards the vision of the company
- What the employee's roles and responsibilities to achieve the vision and goals
- Happy and motivated
- Excellent working environment

##### **2. How you will achieve this in your new organisation**

- Identifying the teams and employees roles
- Creating opportunities to let staff have their say
- Rewards decided by employees within reason

### 3. What benefits your business will accrue if you have an engaged workforce

- Lower costs by reducing turnover staff
- Less Conflict
- Empowered to make decisions and take responsibility
- Clarity of how they fit into the 'vision' of the company

### 4. Would there be any potential barriers to stop you doing this

- People/different personalities
- People's expectations
- Business needs

## Group 6

### 1. What your vision of an engaged workforce is

- Involvement
- Empowerment
- Motivated
- Commitment
- Go the extra mile

### 2. How you will achieve this in your new organisation

- Clarity and understanding of the vision
- Equality of opportunity
- Matching skills to job
- Reward and recognition
- Management capabilities
- Clear communication

### 3. What benefits your business will accrue if you have an engaged workforce


- Reduced staff turnover
  - Reduced absence
  - Improved performance
  - Increased customer satisfaction
  - Increased profits
  - Improved quality
  - Improved recruitment
- } Reduced costs

#### **4. Would are the potential barriers to stop you doing**

- Lack of management capability
- Perceived cost
- Resistance from staff

#### **Group 7:**

##### **1. What your vision of an engaged workforce is**

- Motivated
- Happy
- Pro- active
- Empowered
- Imaginative and innovative 
- Bought – in

##### **2. How you will achieve this in your new organisation**

- Seek employee ideas and input
- Provide opportunities
- Skills and experience (individually and collectively)
- Good team structure and environment
- Vision framework- install
- Defined objectives
- Reward and recognition

##### **3. What benefits you business will accrue if you have an engaged workforce**

- Performance
- Quality
- Costs
- Increased retention
- Less absenteeism
- Easier growth/change
- Personal satisfaction and reward

#### **4. Would are the potential barriers to stop you doing**

- Rigid structure
- Lack of skills
- Time and cost
- Poor feedback
- External pressure
- Lack of communication