

Investors in People Knowledge Network
- Aberdeen 10th November 2009

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 the potential barriers to stop you doing this**

Group 1:

1. What your vision of an engaged workforce is

- Committed (company, individual and team) and enthusiastic
- Motivated 'can do' attitude

2. How you will achieve this in your new organisation

- Right people
- Involvement in decision making
- Understand and agreed values
- Communication – 2 way
- Clear vision

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

- Success
 - Better customer service
 - Better productivity
- Profit
- Loyalty- reduces staff turnover/ absence
- Improved 'office politics'

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

- Time
- People
- Poor communication

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- False expectations

Group 2:

1. What your vision of an engaged workforce is

- Inclusive clear message (business plan)

2. How you will achieve this in your new organisation

- Mission statement
- Provide training
- Career
- Development
- Rewards

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

- Business grows
- Reputation
- Contented team
- £££

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

- Getting right workforce
- Poor leadership
- Poor teamwork
- Lack of communication
- Closed door policy

Group

1. What your vision of an engaged workforce is

- Aware of organisations
 - Values
 - Objectives
 - Leadership/ direction
 - Future strategy
 - Mission statement
- Motivated
- Happy and willingness to make a difference

2. How you will achieve this in your new organisation

- Communication
 - Two way feedback
 - Brainstorming sessions
- Lead by example
- Training – IIP- relevant to organisation

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- Recruitment process- thorough
- Review/ revisit policies
- Succession Plan
- Team building sessions
- Incentive schemes- pension, healthcare, P.I.P/ D.I.P

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

- Increase productivity/ profitability – potential
- Reduction in absence/ retention of staff
- Brand awareness- increase

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

- Time
- Staff Availability
- Competition
- Qualifications

1. What your vision of an engaged workforce is

- Enjoy coming to work
- Go the extra mile
- Harmony but good productivity
- Contributing and benefiting to company success

2. How you will achieve this in your new organisation

- Recruit right people to join with shared values- people to correct role
- Explain where company is going
- Include people in design
- Rapid accurate feedback (both ways)
- 'Flattish' structure- low ego, share options scheme

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

- More innovative- react faster
- Competitive edge
- Less staff turnover
- Better P.R
- Happier staff = higher productivity

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

- People- anxious- prospects
- Size may create communication problems
- Time- Training
- Management skills

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- Impractical goals

1. What your vision of an engaged workforce is

- Understand company vision/ values
- Feel part of the organisation
- Understand their role in company successes
- Everyone to feel part of team
- Ability to challenge at all levels/ open door policy
- Matrix structure
- Inclusive culture- working groups etc
- Willingness to learn

2. How you will achieve this in your new organisation

- Clear communication
- Established vision, values and objectives
- Robust business planning, performance appraisal systems etc (to include staff engagement)
- Clear roles and responsibilities
- Transparent recruitment process
- Well thought out induction process and training plans
- Development plans/ TNA

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

- Happy teams; increased morale and motivation
- Less staff turnover, reduction in recruitment costs
- Increase in customer service; external and internal
- Good reputation in market- employer of choice
- Increase in productivity= costs/profits

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

- Bad communication
- Suspicion/distrust
- Poor strategy/ planning
- Wrong people in roles/ poorly designed role
- Lack of communication from managers