

## Communications & Employee Engagement Building a People-Centred Culture

**Issue:**     ▪ Following a period of significant change, reorganisation and upheaval in this client's business, the MD wanted to drive a new 'people-centred culture' across the business to ensure that the changes were sustainable, employees remained engaged and results continued to improve.

**Ideas:**     We have worked closely with the MD over a number of years to drive and maintain this culture change and the business improvement including:

- Running senior team assessments and workshops supported by coaching to drive the new culture and clarify expectations from the top down.
- Designing and facilitating an on-going programme of management conferences and forums to involve and engage employees in the strategy and performance of the business. These events have focused on specific themes related to the business and marketplace including change management, creativity and personal excellence.
- Facilitating strategy workshops to encourage more forward thinking and creative ways of working in the business.
- Providing coaching and creating personal development tools to a wide range of managers in the business.
- Initiating and facilitating a wide range of other communications and employee engagement ideas including breakfast meetings, a self-development library, team workshops and team building events.

**Results:**   ▪ A people-centred culture of continuous improvement, learning and development is now well embedded in the business and cascaded throughout the organization.

▪ Periodical reviews and surveys have demonstrated the tangible and intangible benefits that the process has delivered for management skills, employee motivation and business performance across the business.

▪ Workshops and conferences have given rise to specific ideas and projects that have delivered measurable revenue and cost savings across the business.

▪ Many of the ideas and tools developed have been adopted by other parts of the business and continue to deliver benefits across the organization.

▪ Commenting on the support provide by Andy Scoble, the MD said:

"Andy has worked closely with my business in stimulating personal and professional growth and ultimately helped us to maximise individual and team performance. We will continue to work with Andy to create and develop effective teams in the knowledge that our track record proves that with his input, advice and support, we have consistently generated measurable benefits and results."