

# Making use of apps and the latest technology

How new technology and apps are driving forward employee engagement

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Chief Commercial Officer

# How new technology and apps are driving forward employee engagement

- **What does Employee Engagement mean to you?**

Employee Engagement is a property of the relationship between an organization and its employees. An "engaged employee" is defined as one who is fully absorbed by and enthusiastic about their work and so takes positive action to further the organisation's reputation and interests." Wikipedia, August 2016

Employee engagement is a workplace approach resulting in the right conditions for all members of an organisation to give of their best each day, committed to their organisation's goals and values, motivated to contribute to organisational success, with an enhanced sense of their own well-being. Engage for Success

# How new technology and apps are driving forward employee engagement

- **What does Employee Engagement mean to you?**

Is that going to work for you and your teams?

How can you get the message across so that more people – peers, SMT, CEO, colleagues - can understand and get what you are seeking to achieve?

# Bringing engagement to the forefront of minds

- **Exercise**

How would you define Employee Engagement, in such a meaningful way, that everyone who hears it will understand, and those people responsible for delivering will share a common view?

In as few words as possible.....

Making use of apps and the latest technology

**The approach which helped (and helps) Personal Group each day when we think about Employee Engagement:-**

**“Unlocking discretionary effort”**

## Employee Engagement: The Evidence



CEOs call on UK to deliver  
**£26bn** GDP growth  
by better engaging  
employees at work.

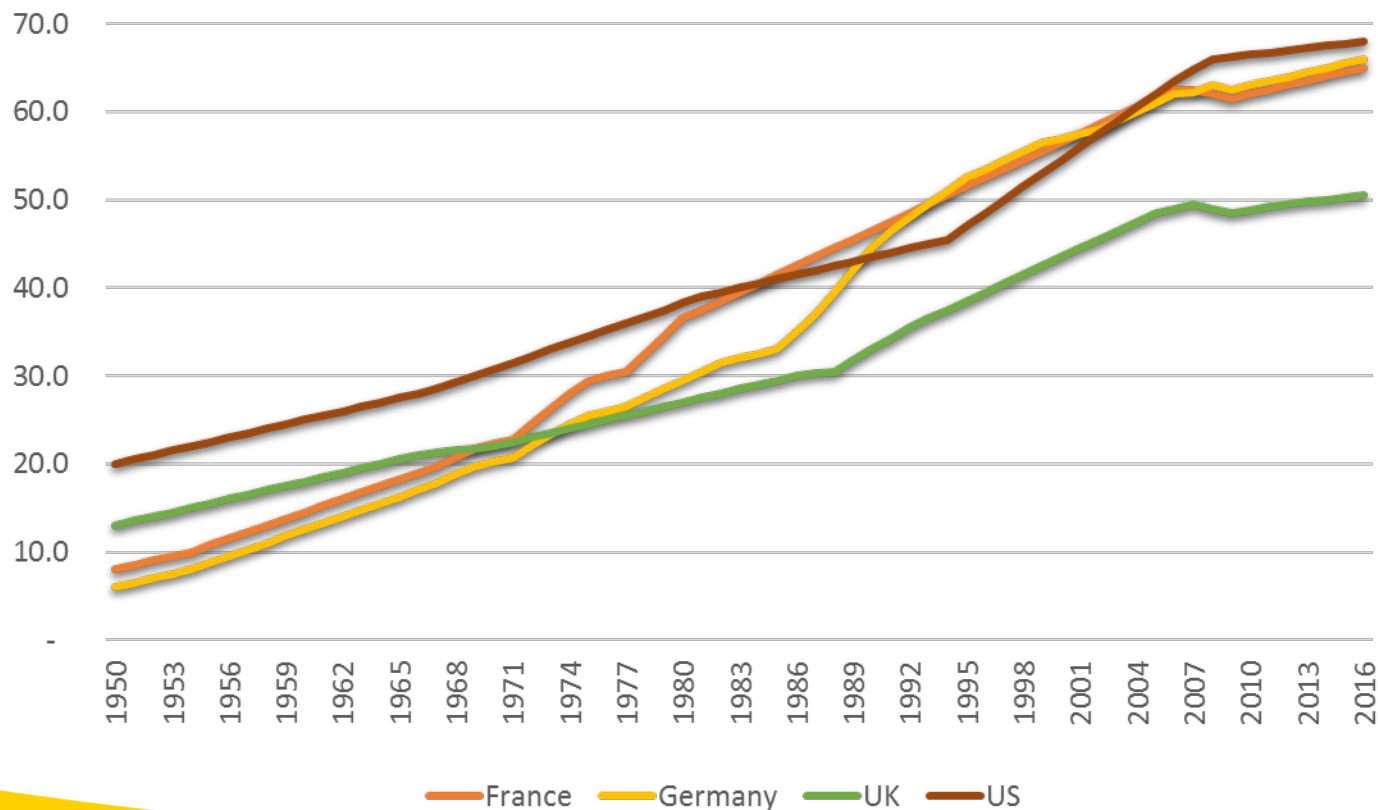
A high-level task force of some of the UK's most recognisable organisations is calling for every leader and manager across the economy to play their part in tackling the UK's employee engagement deficit.



### Analysis of the evidence shows that:

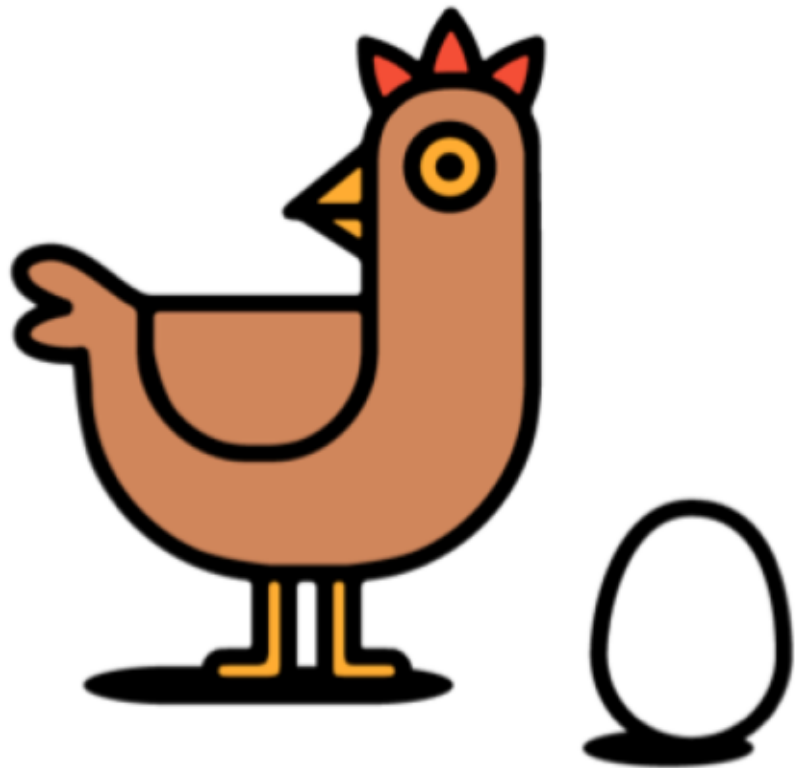
- Only around a **third** of UK employees say they are **actively engaged** at work.
- 20 million** workers are **not delivering** their full capability or realising their potential at work.
- 64%** of people said they have **more to offer** in skills and talent than they are currently being asked to demonstrate at work.
- UK productivity was **20% lower** than the rest of the G7 in 2011.0

## GDP per hour worked, US dollars



Engagement probably  
correlates with happiness.  
But how?

Does engagement lead to happiness?  
Or does happiness lead to engagement?





# Being happy really does unlock discretionary effort....

## Happiness and Productivity

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"Some firms say they care about the well-being and 'happiness' of their employees. But are such claims hype, or scientific good sense? We provide evidence, for a classic piece-rate setting, that happiness makes people more productive. In three different styles of experiment, randomly selected individuals are made happier.

The treated individuals have approximately 12% greater productivity.

A fourth experiment studies major real-world shocks (bereavement and family illness). Lower happiness is systematically associated with lower productivity. These different forms of evidence, with complementary strengths and weaknesses, are consistent with the existence of a causal link between human well-being and human performance."

# An Employee Services App....really?

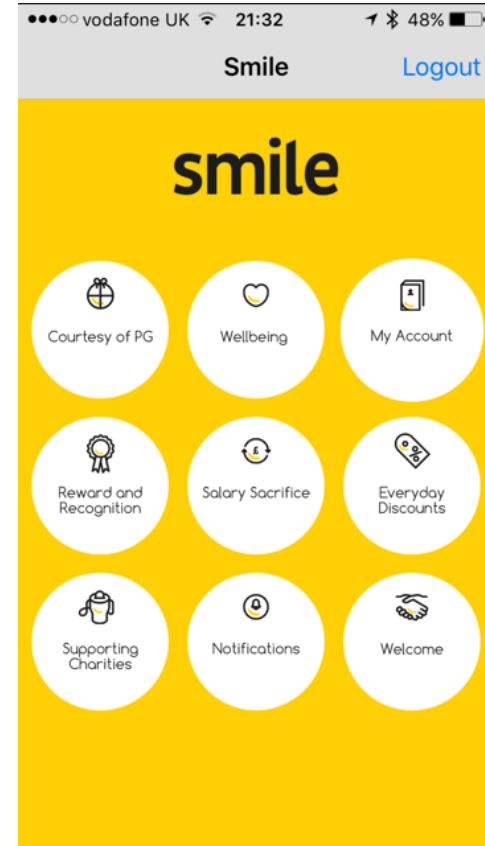
Benefits

Communications

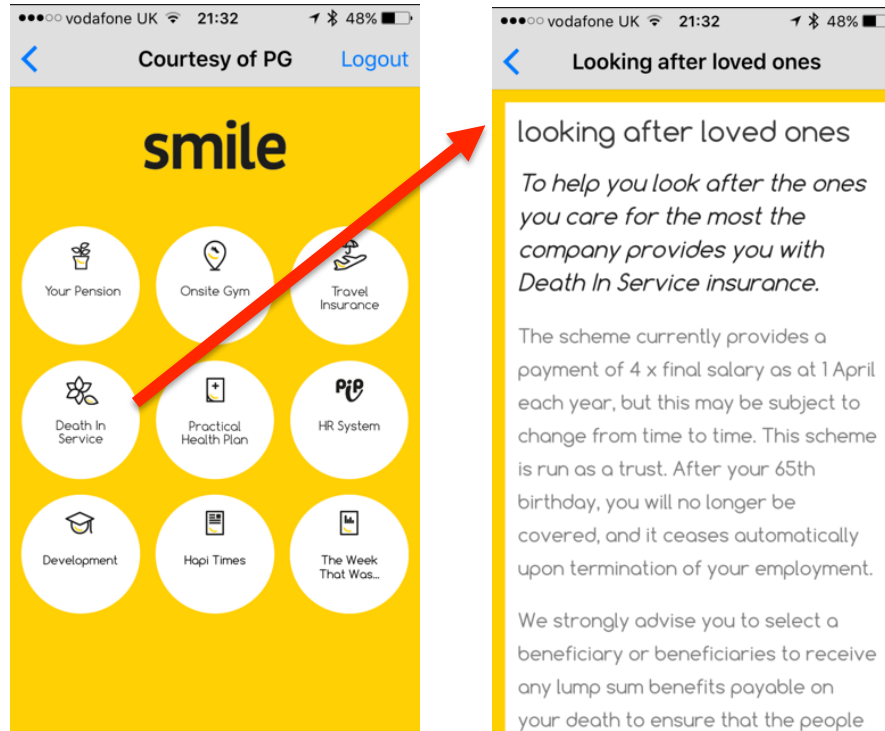
Engagement



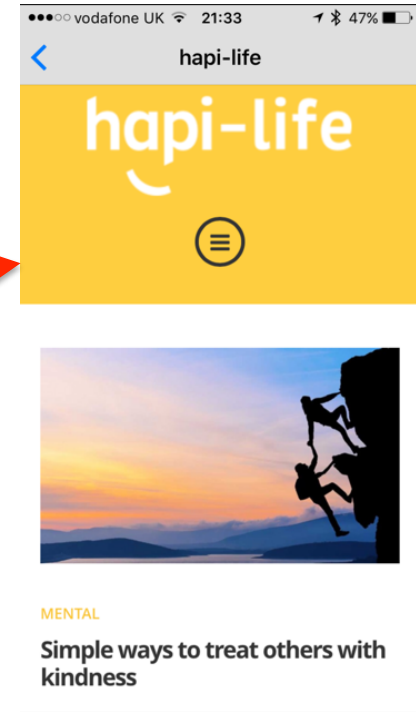
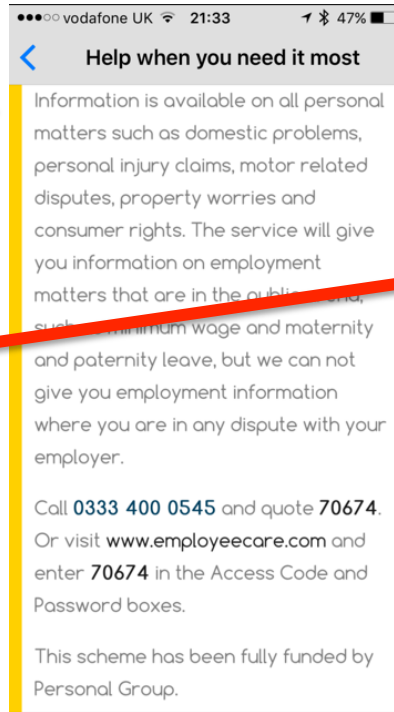
# An Employee Services App....sure!



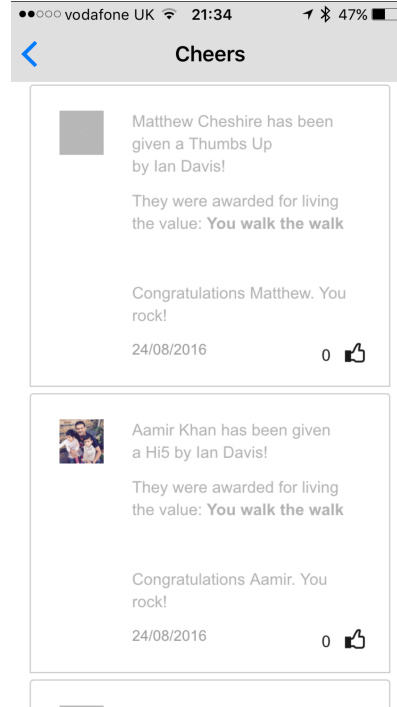
# An Employee Services App....reaffirming the essentials



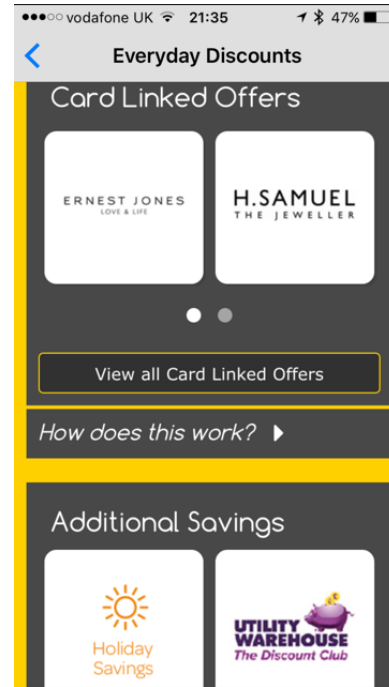
# An Employee Services App....supporting well-being



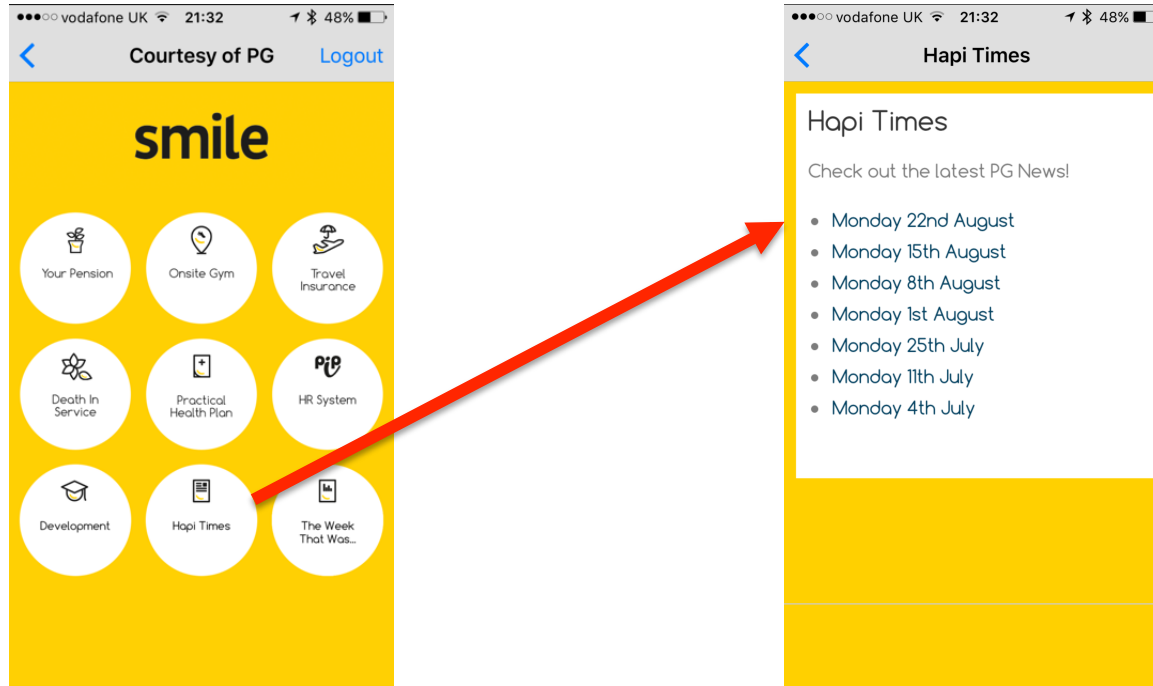
# An Employee Services App....reward and recognition



# An Employee Services App....making pay go further

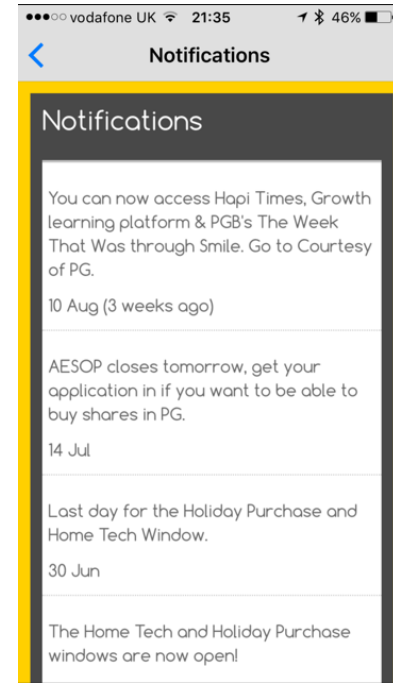
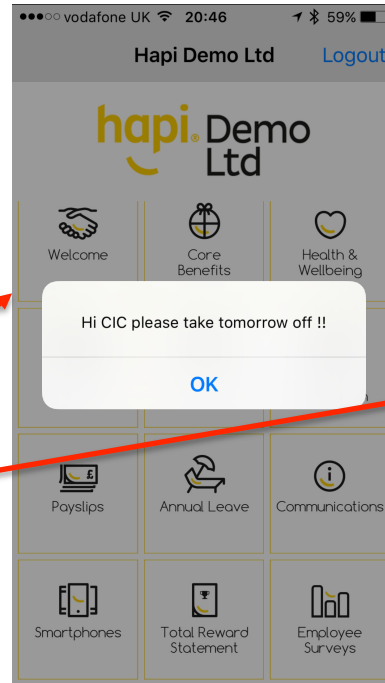
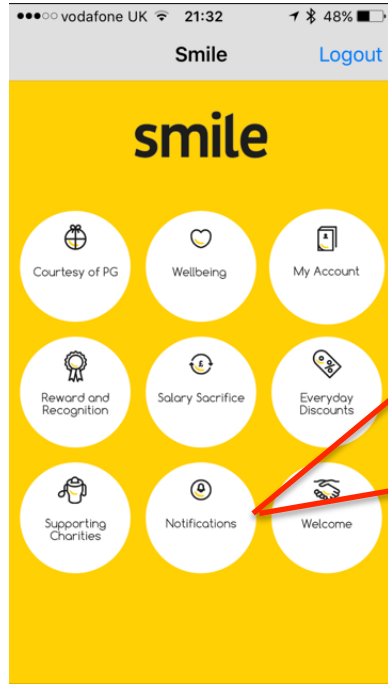


# An Employee Services App....timely and dynamic news

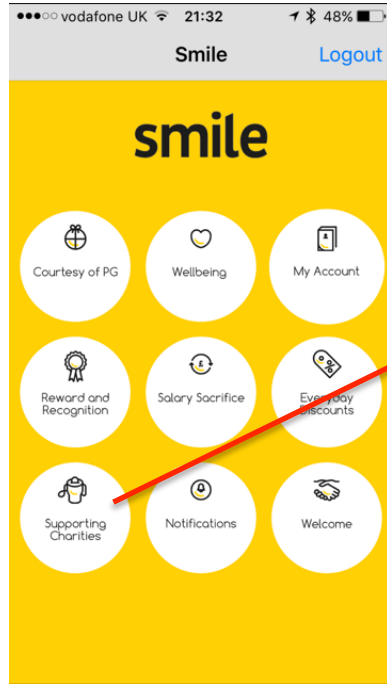




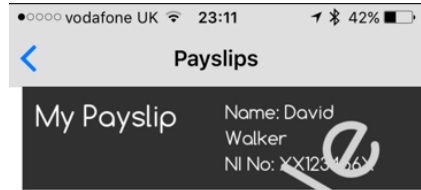
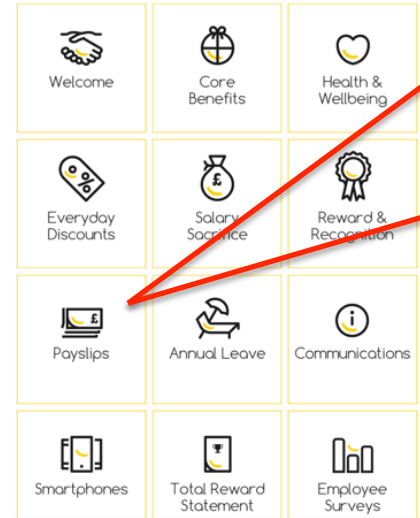
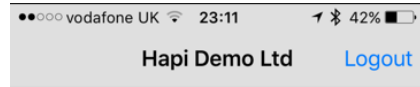
# An Employee Services App....instant comms...



# An Employee Services App....real staff enjoyment...



# An Employee Services App....pay essentials...

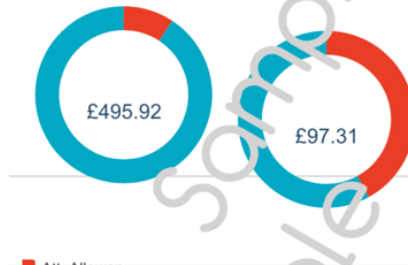


For the pay period 29.04.2016 you received £ 398.61.

Details as follows:

You earned:

You were deducted:



The 'Payslips' screen displays detailed information for David Walker. It includes personal details, tax code, a table of payments, total amount, payment method, date, and a table of deductions. Red arrows from the home screen point to the 'Payslips' and 'Payslips' (deductions) sections.

Payments	
Basic Rate 138.00 @ £11.84	£ 449.92
Att. Allowan	£ 46.00
<b>Total</b>	<b>£ 495.92</b>

Payment Method BACS T  
29.04.2016

Deductions	
Tax paid	£ 56.40
Employee NIC	£ 40.91

# An Employee Services App....absolutely!



- Benefits
- Engagement
- Communications
  
- Easy to use
- Aggregated content
- Reason to visit
- Reasons to re-visit
- Bespoke
- Able to grow with you
  
- Happiness = Engagement = Productivity

# In 2007, a little device had a big impact



What has been the impact of the launch and continued development of Smartphones across the UK population over the last 10 years?

Everyone has one.....

# Happiness = communications. So how can you create an effective comms infrastructure at no cost?



You already have one in place

No hardware or infrastructure costs

Just need to harness the power of the hardware to drive up happiness and engagement...

# How new technology and apps are driving forward employee engagement

- Define what employee engagement means for you and your business
- Think what an engagement app could include for you
- You already have the infrastructure – no capital costs...
- Benefits + Communications + Engagement = Employee Services
- Engagement = Happiness = Productivity = Profitability

# Thank you.

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