



AC EMPLOYEE ENGAGEMENT

Critical Perspective

The focus of organisational climate the past few years has shifted from a satisfaction index to an engagement perspective. The reason for this shift is that companies would like to employ people who are willing to go the “extra mile” for organisations with the necessary personal investment, even in times of transformation and uncertainty.

Definition:

Engaged performance is about the company providing the environment where people are motivated, excel, make impact and are truly engaged with their work and the success of the company.

Engaged people seek a balance between what the company can offer, and what they are prepared to put in (“Psychological Contract”).



Employee Engagement Programs

The focus of Employee Engagement Programs is to assess the current level of engagement, identify critical areas for improvement and design and implement a solution roadmap to achieve increased engagement on a cognitive, emotional and behavioural level across the organisation.

An Employee Engagement Program consists of the following phases:

1. Assess existing Engagement levels and identify key challenges related to employee engagement in the organisation.

The assessment phase will include the application of a validated Employee Engagement Survey (EES) instrument, a HR staff turnover review as well as structured interviews with key people in the organisation.

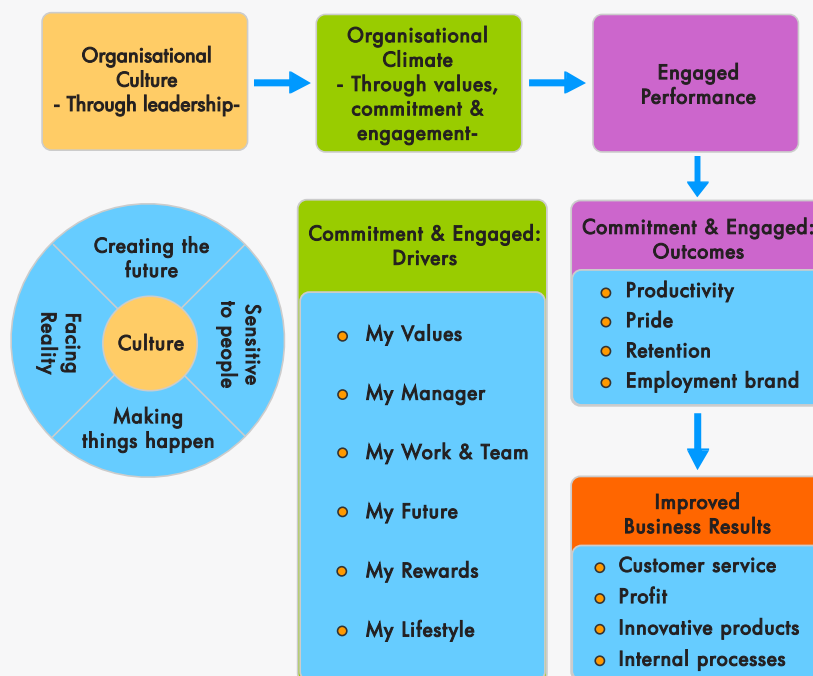
The EES is based on an holistic employee engagement model that covers 7 dimensions from an employee perspective: My Company, My Manager, My Workzone, My Company, My Rewards, My Lifestyle and My Future leading to Our Core Values.



The application of the EES is aimed at:

- Developing a baseline from which to measure progress over time
- Driving overall change efforts in the organisation

If organisations have already an EES in place, AC will customize its approach and work with the organisational tool(s) and results available.



2. Present Findings and Finalize an Organisational Engagement Roadmap

After the evaluation of the qualitative and quantitative engagement results, AC will develop an initial Organisational Engagement Improvement Roadmap which will be presented to and finalized with key decision-makers during an off-site meeting.

The Roadmap will include critical points of leverage such as Communications, Leadership, HR Management and Culture & Values Shaping.

3. Implement and monitor the Organisational Engagement Roadmap and its impact

The implementation will be conducted in close collaboration between AC and the client's project team as well as management.

Each part of the Roadmap will have its detailed deliverables, timelines and measurements which in coordination will increase the engagement factor throughout the organisation.

The EES can be applied as post measurement tool to quantify the Roadmap's impact.