



Employee Voice and Engagement

Sporting People

CHECKING-IN BY TEXT

Choose one word or phrase to describe

“How engaged do you feel at work this week?” and tell us why

*You can choose one of the words shown or
a word or phrase of your own*



TEXT CHAT



Checking
In



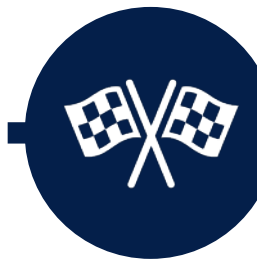
Employee
Engagement



Employee
Voice



Co-creation



Summary

INDIVIDUAL, WORKFORCE & ORGANISATIONAL EXCELLENCE

What Do We Mean By Engagement and Voice?

Engagement

Definitions vary but I'm a fan of *E.....*
emotional and professional connection employees feel toward their organization, colleagues and work.

Employee Voice

Employee voice is **the way people communicate their views to their employer and influence matters that affect them at work**. For employers, effective voice contributes to building trust with employees, innovation, productivity and organisational improvement

Workplace co-creation

Co-creation engages employee leaders and user groups in workshops to explore and define the best working environment and work delivery for your organization

<https://www.cipd.org/uk/knowledge/factsheets/voice-factsheet/> / <https://rmw.com/the-value-of-co-creation-in-workplace-design/> / techspace.com

Why Do It?

Engagement

Turnover, productivity, quality, contagion, development

Employee Voice

Learn, Option to Act, More Likely to Engage, Turnover, Advocacy

Workplace co-creation

Better Solutions, Ikea Effect, Increased Team connectivity

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Workforce Engagement

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Engagement

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Organisation

- We can better set the scene for the mission, vision etc
- We can regularly talk about what makes the organisation different from others
- We can invite them to participate in strategy planning and execution
- We can build relationships, cross team mentoring and working groups

Team

- We can celebrate team members successes within the team
- We can create space for "willingness to help" and working together in different combinations
- We can create social space online or in person
- We can explore elements of self-management

The Work

- We can better share impact on beneficiaries or participants
- We can design workforce-aware ways of working
- We can point out where they add value
- We can involve them in designing the work (co-creation and voice)

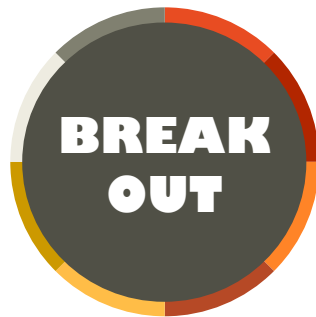
BREAKOUT

What do you do well in increasing engagement for staff/volunteers with the organisation, with the team and with the work?



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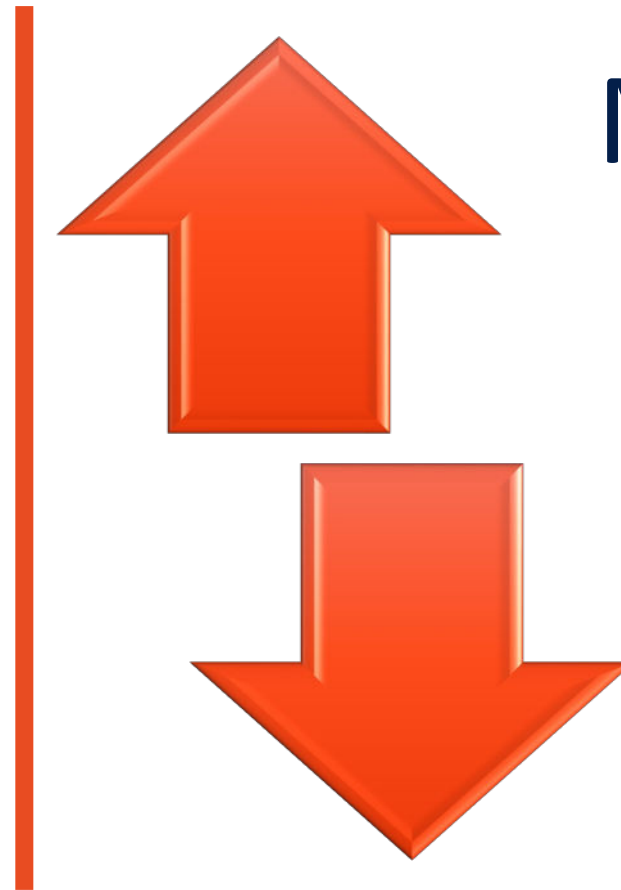


A word about disengagement.....

- Herzberg's Two Factor Theory
- AKA Dual Factor Theory
 - AKA Hygiene Theory

Don't play me Mozart when the roof is leaking

Actually Herzberg's theory is a measure of job satisfaction with strong links to motivation



Motivating
Factor

Hygiene
Factor

Opportunity
for growth

Chance of
advancement

recognition

Sense of
achievement

responsibility

Interesting,
challenging
work

Fair
supervision

Status / base
level of
respect

Decent work
environment

Fair Policies

Appropriate
salary

Healthy
Working
Relationships

Job security

SOME IDEAS FOR ACTION...



MEASURE

- Surveys, Polls and Texts
 - 121 Regular Questions
 - Emoji Codes
-



TRY STUFF

- No need for big plans
 - Ask people what they would like to know more about or be more involved with the org, team or work
-



FIX THE ROOF

- Be honest about the holes in the roof
 - Do what you say
-



Employee/ Workforce Voice

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SOME SIMPLE OPTIONS

Town Halls

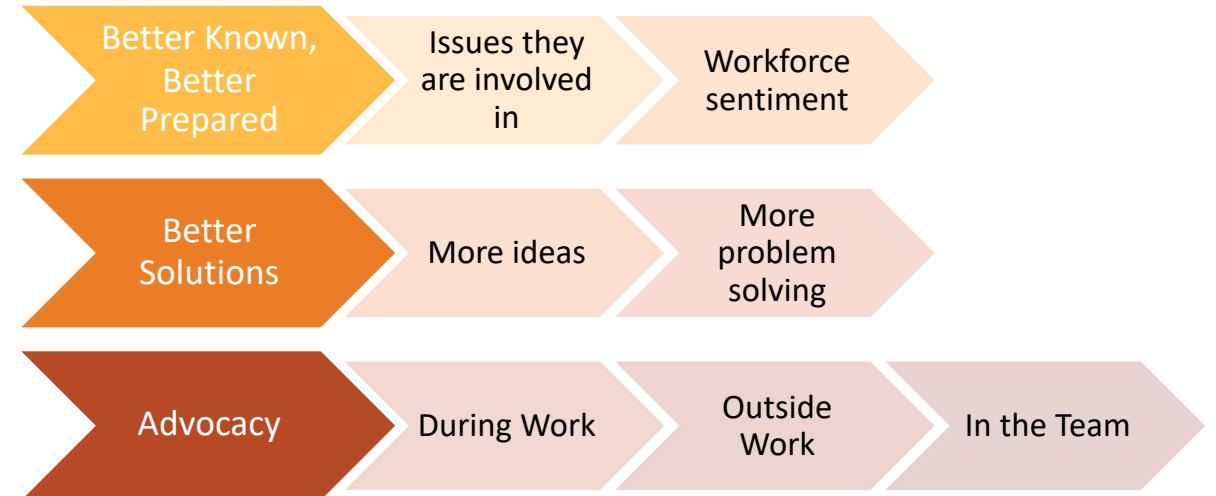
Forums

Ideas Boxes

Satisfaction Surveys

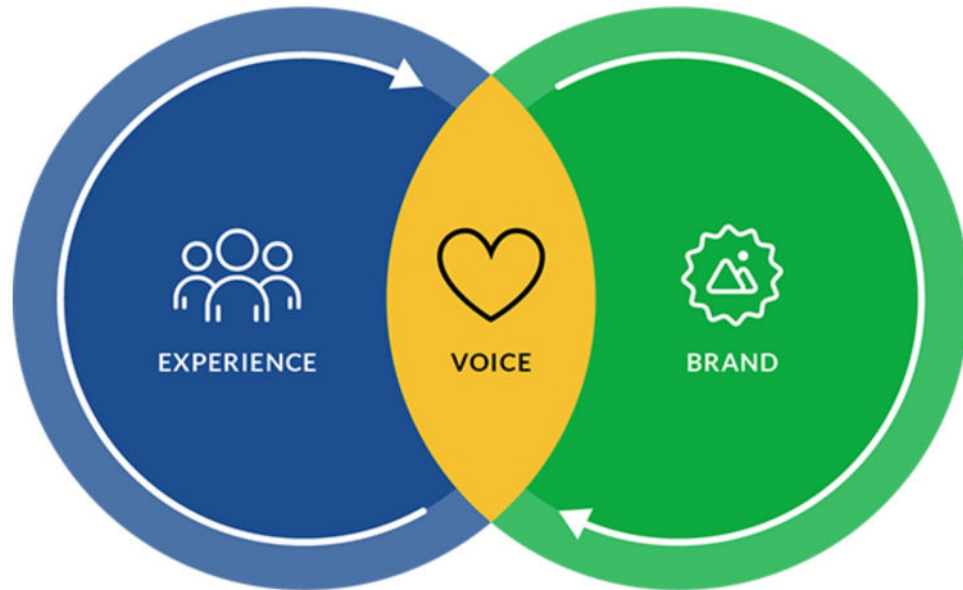
Reps

WHY?



[https://www.cipd.org/uk/knowledge/factsheets/voice-factsheet/.](https://www.cipd.org/uk/knowledge/factsheets/voice-factsheet/)

Employee Voice & Employer Brand



The way your employees feel about working for your company is, ultimately, your employer brand. It's that authentic, lived experience that your people have day in, day out for the duration of their tenure at your company. It shapes their honest perception of what it's like to be one of your employees. That's why it's so important to listen to your employees' candid input and really understand what's driving your reviews and ratings on Glassdoor. A great employee experience creates a positive employee voice, which fuels a great employer brand. A great employer brand in turn attracts people who will thrive, which in turn fuels a great employee experience. It's a virtuous cycle, one critical to fostering short- and long-term success of your company. (Glass Door)

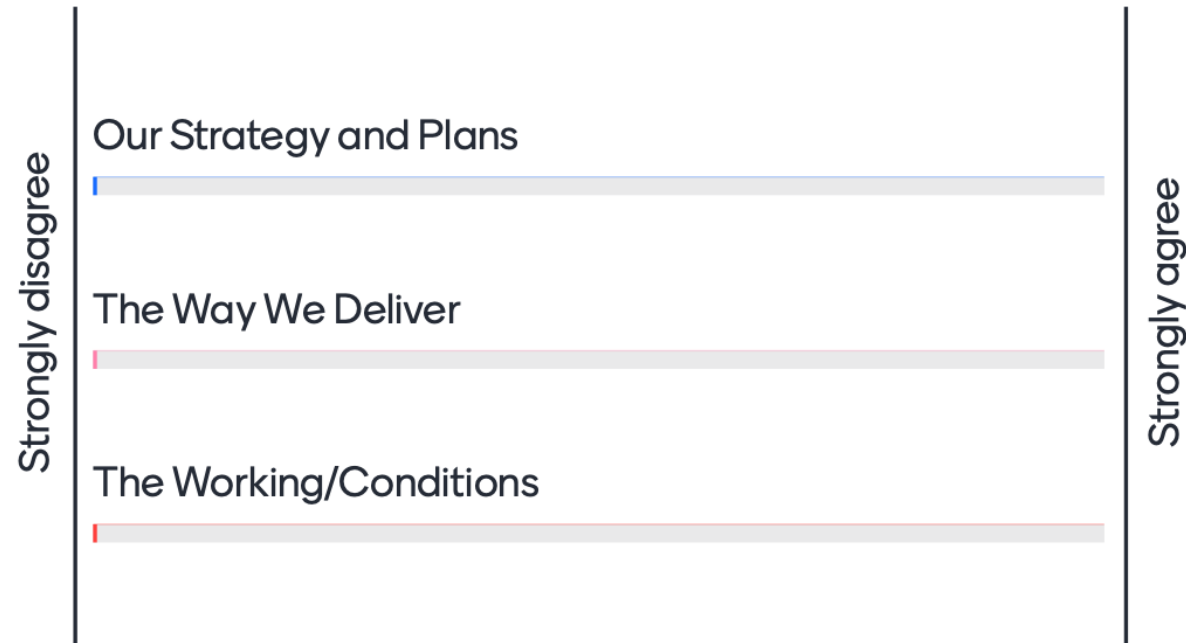
Ask yourself:

How much of your staff and volunteers voice can you see in:

- *The organisation strategy and plans*
- *The way work is done*
- *The way staff and volunteers are treated and experience work*
- *The way you talk about your organisation*

<https://www.glassdoor.com/employers/blog/introducing-glassdoor-review-intelligence/>

People who work or volunteer in my organisation have a voice in





Workforce Co-creation

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Workplace co-creation

What can we co-create?

The Workforce Journey

- Job Ads/Induction/ First Weeks
- Management Interactions
- Shifts/Schedules/Benefits
- Promotions and Pay

The Way We Deliver

- Delivery Principles
- Defining Expectation
- Supporting Change

What We Deliver

- New Strategies
- Ideas for New Products and Services
- Evolving Existing Systems
- Solving Sticky issues

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Workplace co-creation

Some top tips

Make it Fun

Treat It As A Journey

Freedom to Fail

CHECKING OUT BY TEXT

What one thing caught your attention
today?

TEXT CHAT

