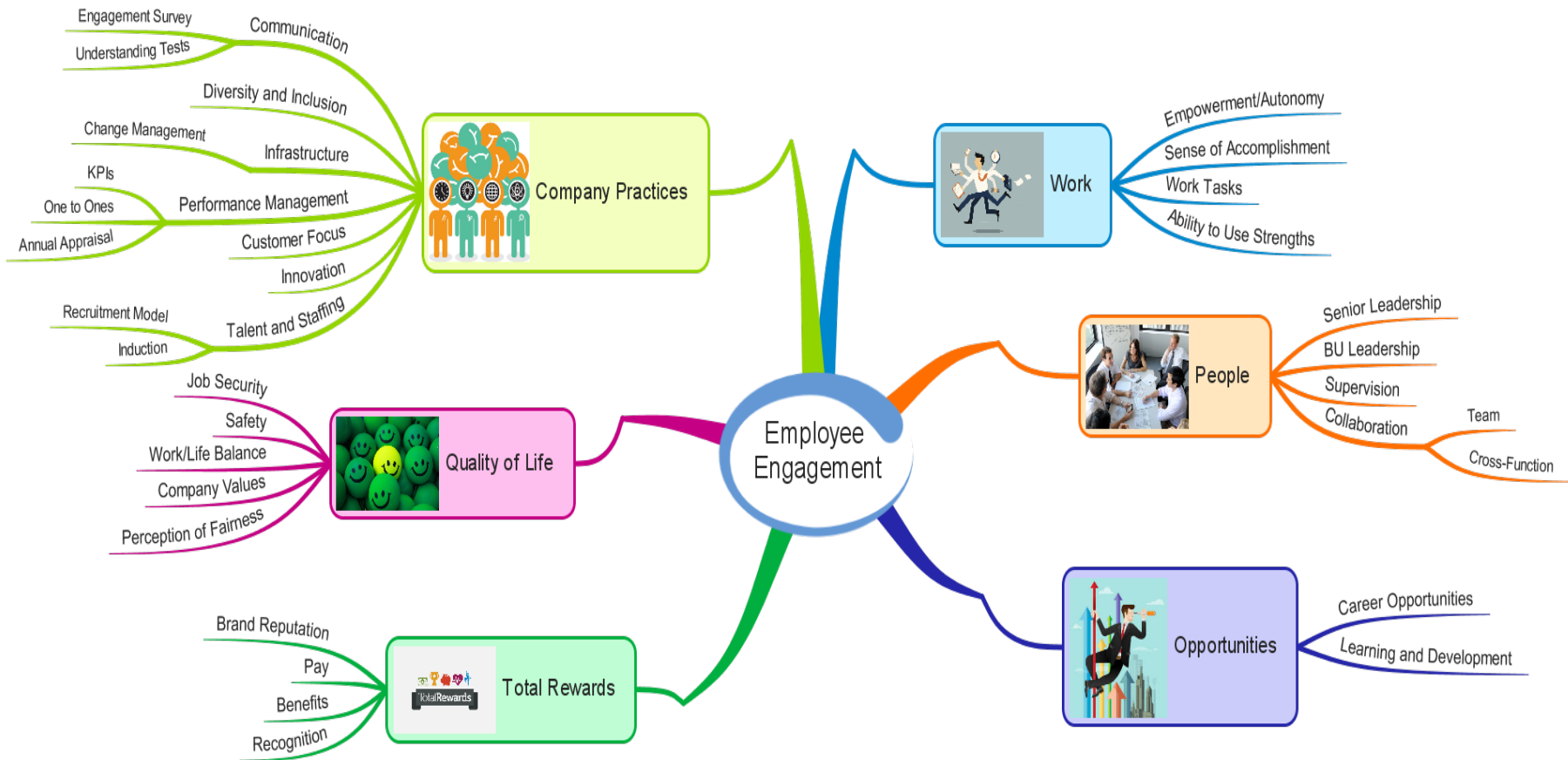


ENGAGED WORKFORCE – BETTER OUTCOMES


Toby Townrow
MD, 10Eighty Cymru



What's happening out there?



The Business Case for Employee Engagement




ENGAGE FOR SUCCESS


THE EVIDENCE

Employee Engagement Task Force
"Nailing the evidence" workgroup


Bruce Rayton
University of Bath School of Management



Tanith Dodge
Gillian D'Analeze
Marks and Spencer plc



12 November 2012



MARKS &
SPENCER

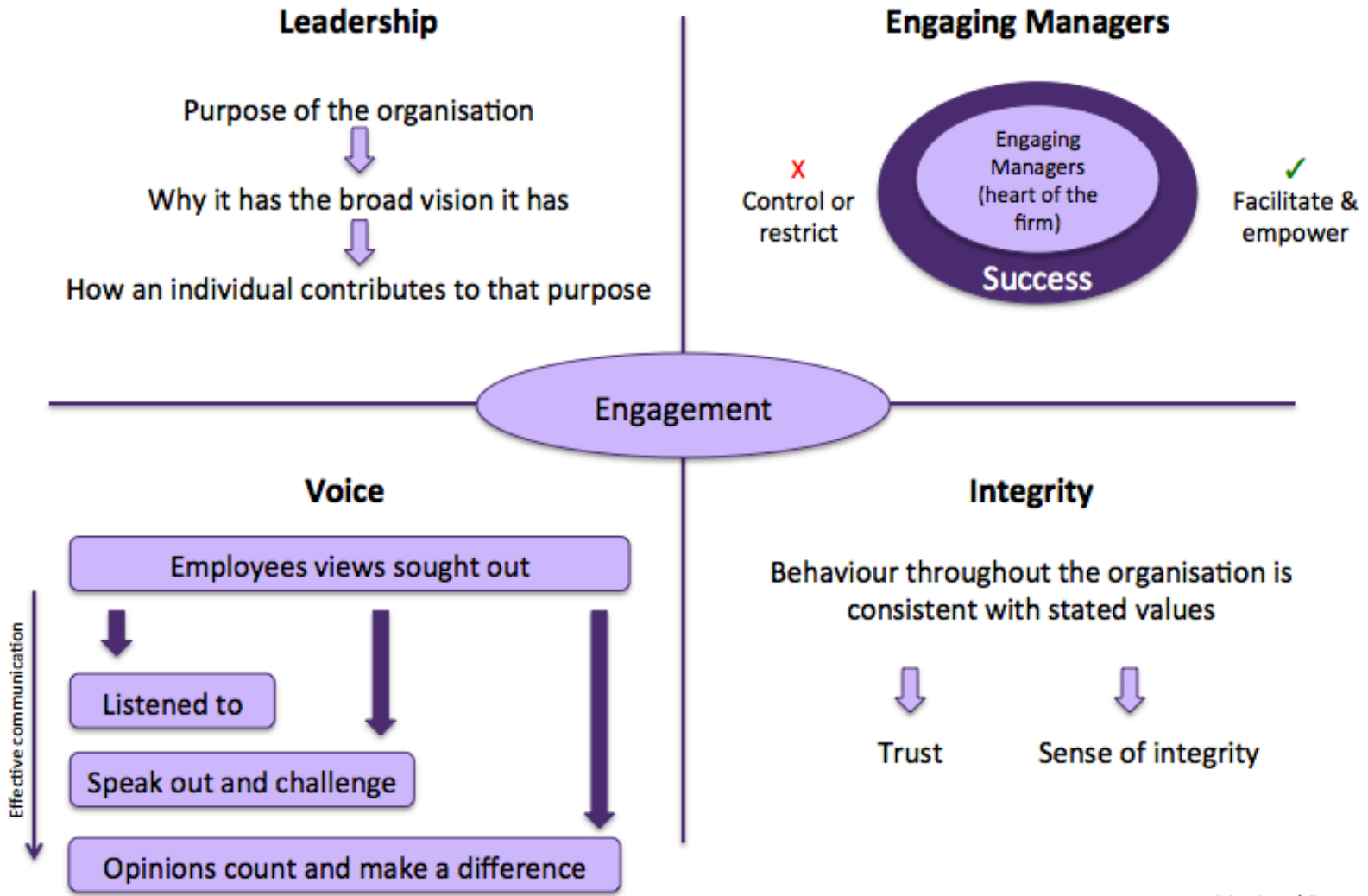


Increasing employee engagement by 10% puts £1,500 per employee on the bottom line of the business.

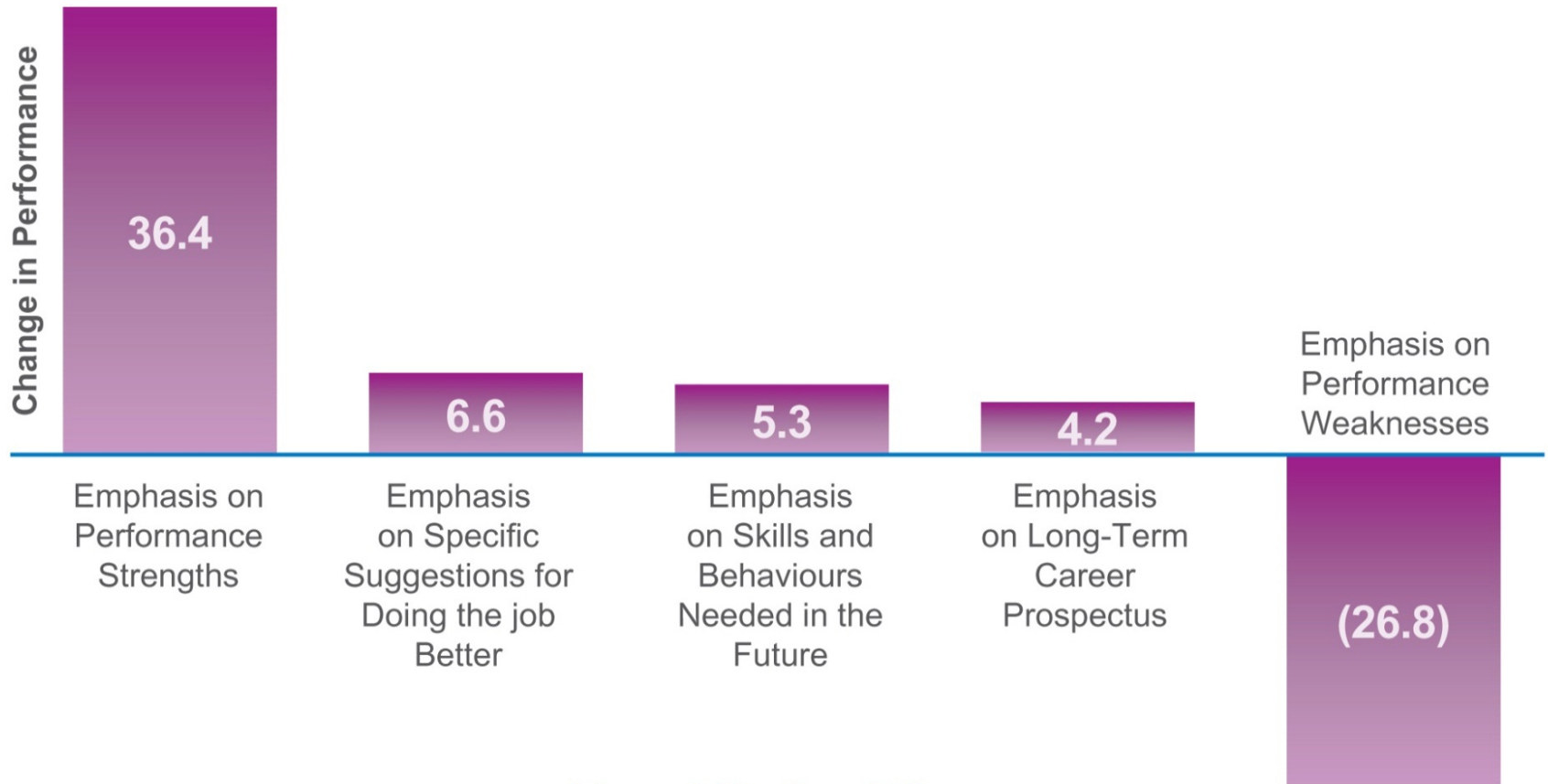
A comparison between the upper quartile and lower quartile M&S Stores in terms of engagement is 1.29% however this produces a difference of £142 million in sales revenues!

Patient satisfaction significantly higher in trusts with higher levels of employee engagement.
Higher levels of engagement = lower standardised patient mortality rates (2.5%)

What do employees want?



Positive Conversations Boost Performance



Formal Review Driver

Key Messages

1. Employee First
2. Understand Them – Motivations, Desires and Strengths
3. Career Conversations
4. Tailor the Role
5. New Employee Landscape
6. Exciting Times Ahead!



Diolch Yn Fawr

