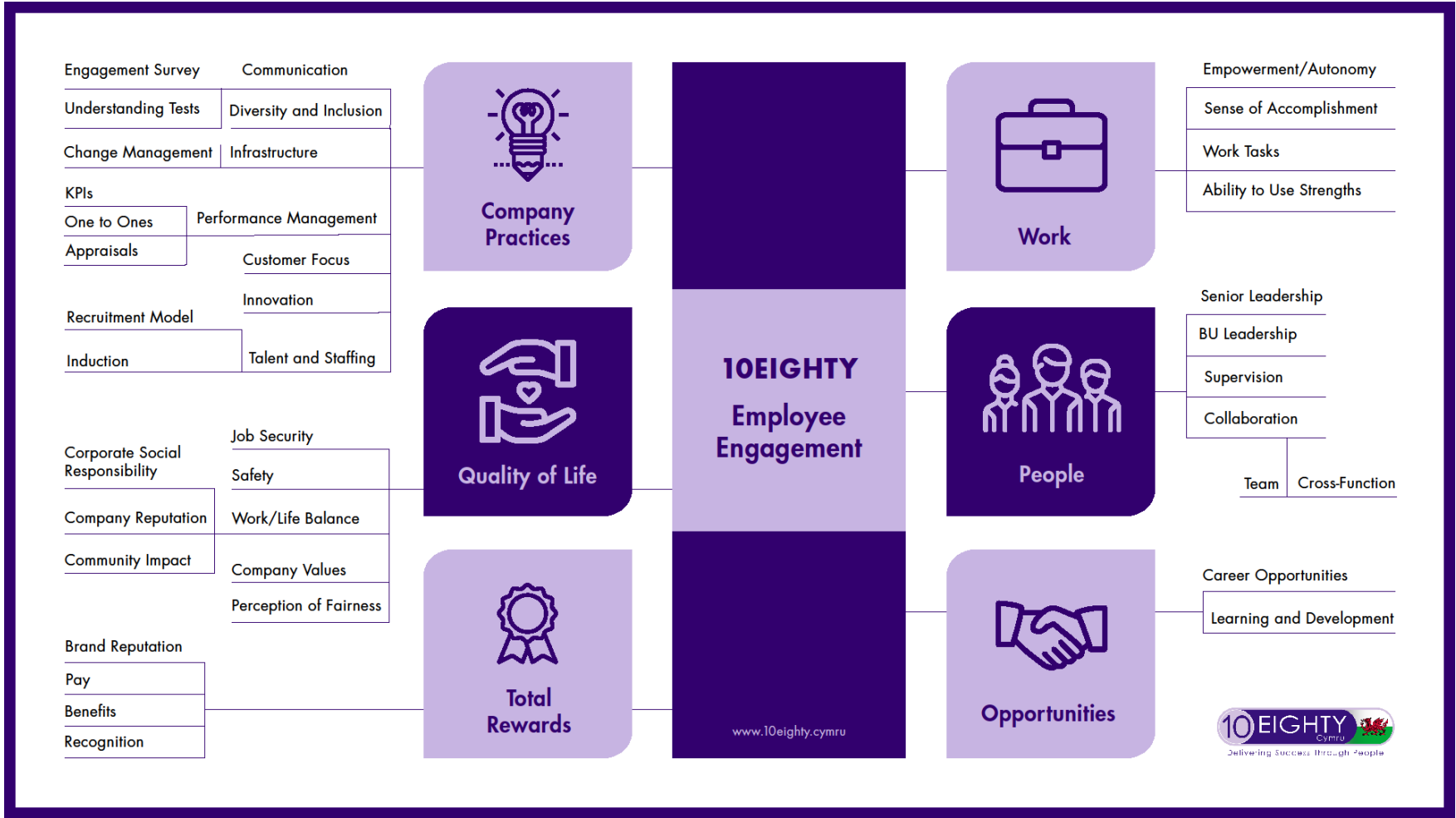


# ENGAGED WORKFORCE – BETTER OUTCOMES


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

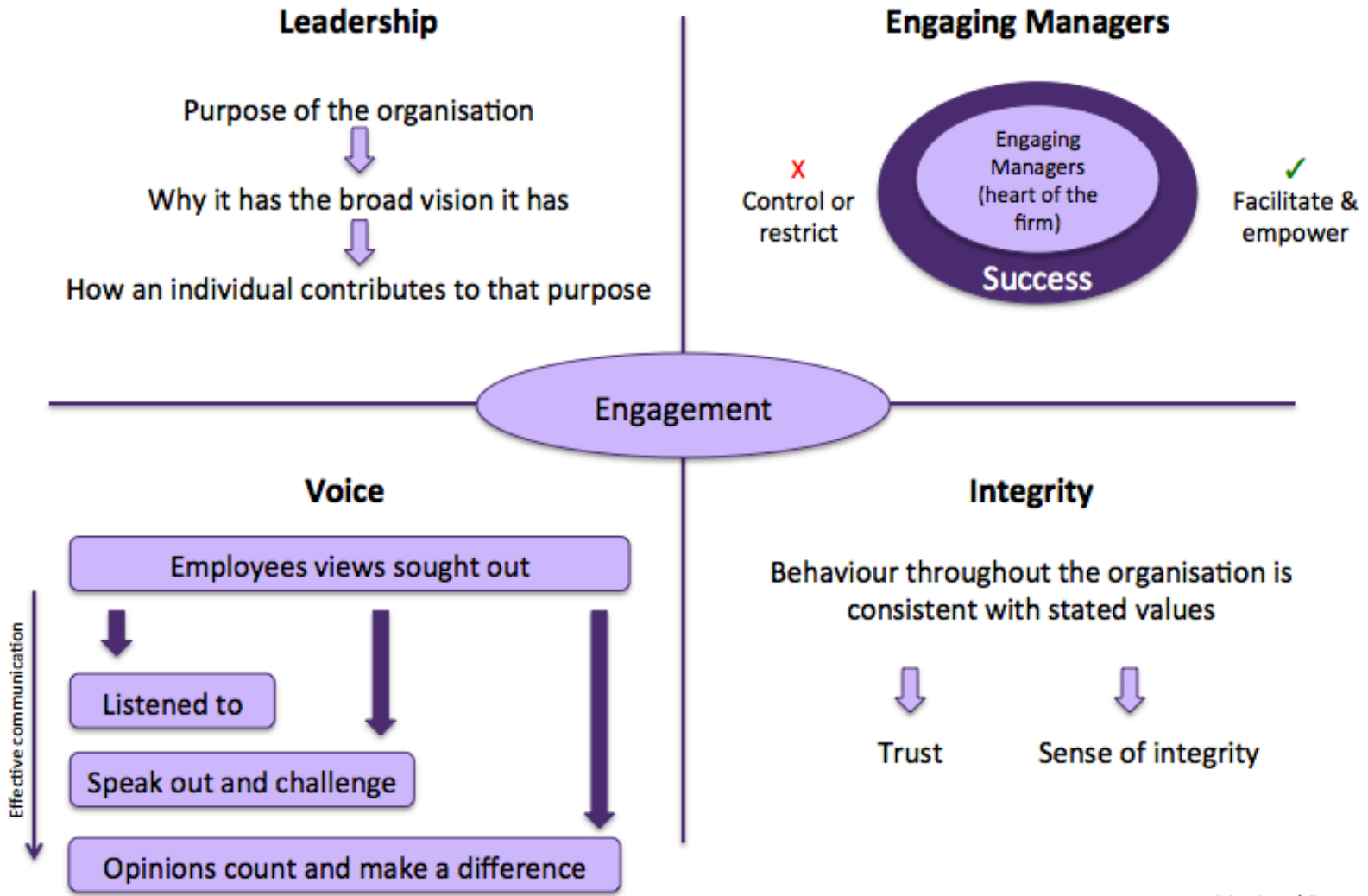


Increasing employee engagement by 10% puts £1,500 per employee on the bottom line of the business.

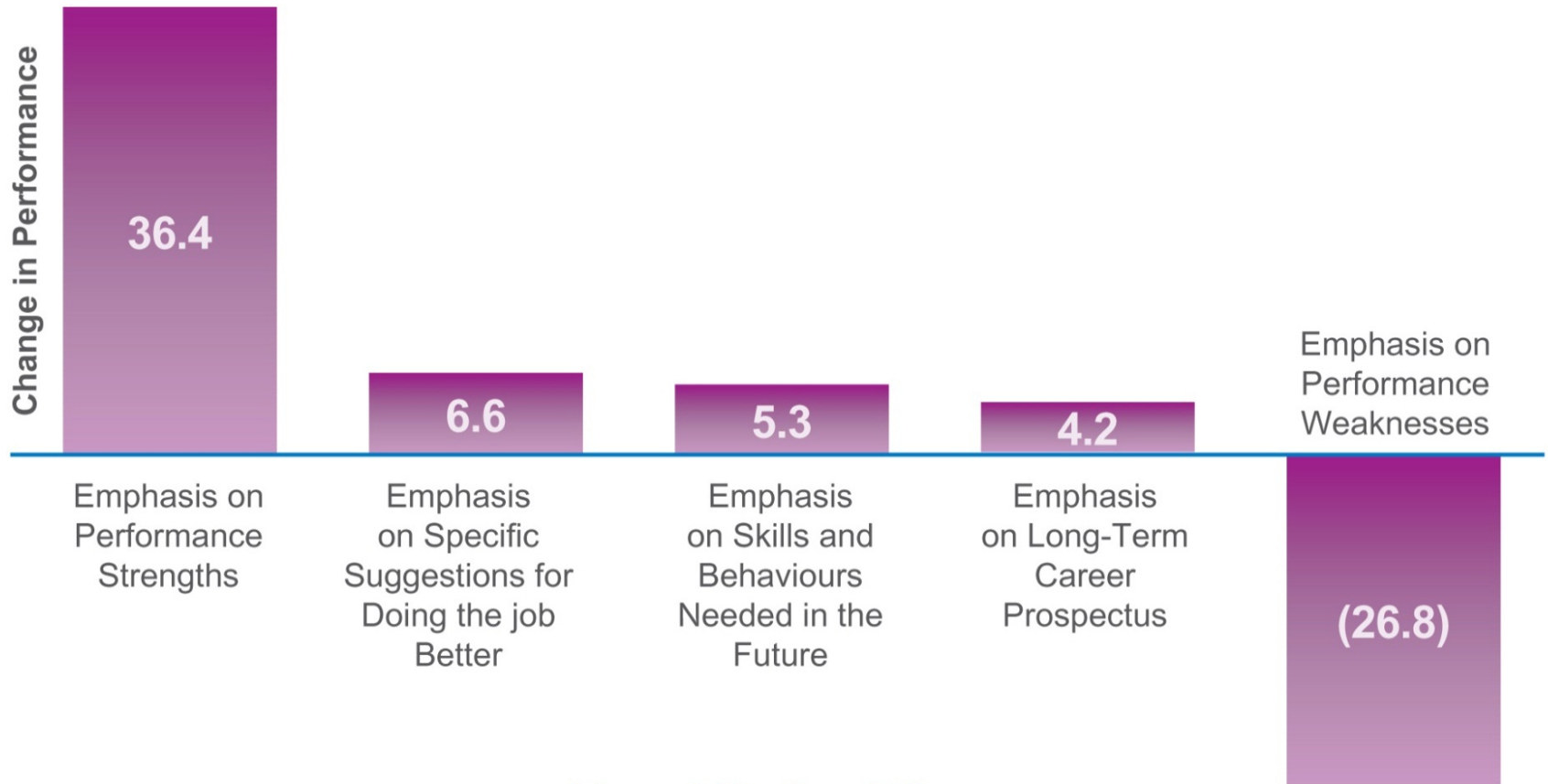
A comparison between the upper quartile and lower quartile M&S Stores in terms of engagement is 1.29% however this produces a difference of £142 million in sales revenues!

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

