

CAN YOU IMPROVE EMPLOYEE PRODUCTIVITY?





“Train them well enough so they can leave, treat them well enough so they don’t want to.”

Sir Richard Branson

We live in a VUCA world! (Volatile, Uncertain, Complex, Ambiguous). Today’s business environment is continually shifting with constantly changing dynamics affected by competitive, technological, social or political forces. Having an ability to respond to changing conditions is essential for long term survival. All employees must be mobilised to continuously look for improvements and to never stand still. In order to maintain relevance both now and in the future, organisations therefore need to be:

1. **Agile** - to adapt when required and be capable of adapting to conditions
2. **Productive** - to maximise the outputs from an increasingly lean structure

The 4 most common factors we see when it comes to declining productivity in organisations are:



A lack of awareness about the trends and changes taking place within the organisation that can cause both missed opportunities and/or unidentified risks that escalate un-necessarily into problems



Infrequent engagement and measurement of the employee pulse within the organisation to accurately determine employee sentiment



Employees being unaware of the contribution of their role to the overall goals and outcomes of the organisation



A disenfranchised employee culture where there is little or no alignment, collaboration and communication

Get Ready to Reap the Rewards of Having an Engaged Workforce in Four Simple Steps

STEP 1 TAKE THE EMPLOYEE HEALTH CHECK

Our employee health-check tool allows organisations to obtain a clear picture of how healthy your culture is. It will provide valuable insights into the opportunities for improvement, as well as reassurance where you are doing well.



The Employee Health Check covers three focus areas within your organisation:

1. Foundations

Organisations with a clear Mission, Vision, Standards and Values are in the best position to maximise productivity

2. People

Attracting and retaining accountable employees who can work as part of a collaborative team is a vitally important ingredient to success.

3. Drumbeat

Organisations with clear, consistent communication and feedback processes can maximise both agility and productivity.

Once you complete the diagnostic tool, you will receive your final scores, broken down by focus area, along with a report outlining your results with recommendations for how Optimum can assist you in achieving your business goals.

STEP 2 **DISCOVERY**

The discovery step involves a knowledge-sharing and planning session (typically 1-2 hours) with a team of experienced Consultants.



During this session Optimum Consulting carries out the following:

- 1.** Select the most valuable metrics to measure and monitor your objectives
- 2.** Establish appropriate timeframes
- 3.** Identify the most appropriate communication channel to suit your employees.

STEP 3 ACTIVATION



The activation step is divided into two phases:

1. Roll-Out

Roll-Out of your first EmployeeLife survey with guidance and advice from your Optimum Consultant around formulating appropriate questions in order to get the most efficient results. Think of this as the compass that points you in the direction of trends, opportunities and risks. It is an extremely effective way to monitor the 'soft measures' of organisational performance.

Real-time dashboards are a feature of EmployeeLife. We will work with you to not only identify trends, but to help determine those critical next steps.

We help you interpret the data accurately, and develop a plan to share information back with the organisation.

2. Review

Reviewing the results of your survey can be an illuminating task; often confirming facts you had anticipated, and revealing others that you had not. It is critical to understand that the benefits of awareness far outweigh the disappointment of discovering new issues. EmployeeLife is specifically designed to identify risks before they become problems, and identify opportunities before they are missed.

STEP 4 DEEP-DIVE WITH QUALITATIVE TECHNIQUES

When it comes to accurately assessing a trend, opportunity or threat, context is extremely important. EmployeeLife provides us with direction, however it is highly likely that more questions will be raised. Deep-dive qualitative techniques are an excellent alternative to more surveys!

Deep Dive sessions employ a powerful research methodology designed to help employees express what they think, feel and do. It brings to the surface ideas, emotions, feelings and reactions that provide explanations for complex behaviours, feelings and actions.

There are two options:

1:1 deep dive discussions

One-to-one employee sessions allow for the exploration of specific issues and opportunities. Time spent with an employee allows for a deep exploration of the individual issues affecting perceptions, attitudes, behaviour and engagement. It allows for a diagnostic approach to these issues, exploring them as individual influences, as well as their interaction with each other.

Through this depth of information we are able to provide not only 'the responses', but also a detailed understanding of the drivers behind each response. Our deep dive techniques are structured around the latest in human understanding, and are therefore more likely to uncover the important facts without any discomfort to those who are participating.



Mini-group deep-dive discussions

Mini-group discussions are designed to explore a specific issue or opportunity with 3-4 employees, providing a depth of information and understanding about feelings, opinions and attitudes from a segment of employees.

An insight into people's shared understandings of their working life and the ways in which employees are influenced by others in a group situation. These sessions can offer a relaxed forum for employees to share and explore their experiences as a group; as well as a lively environment for generating ideas and evaluating solutions.





Why Use Optimum Consulting?

The Optimum Consulting team offer an ideal mix of skill sets with the absolute goal of providing our clients with impactful outcomes.

From inception in 2003 the company has grown organically and we are proud to be 100% Australian owned and operated, with a strong focus on quality assurance, innovation, evolution and a highly respected and valued client service model.

Optimum Consulting Group develops customised and innovative solutions to suit the individual business challenges of our clients taking a proactive, results focused approach.

We foster in-depth knowledge of business issues by working closely with our clients in order to fully understand their business challenges and opportunities as they happen, providing qualitative solutions not just quantitative data.

At Optimum we are proud of our ability to foster productive and long-lasting client relationships. We are currently working with high calibre organisations such as Virgin Australia, Tatts Group and Griffith University among others.

Optimum Consulting DELIVERS RESULTS



CASE STUDY 1 - OPPORTUNITIES UNLOCKED

Medium Sized Technology Company, 3 offices, 160 employees

Problem:

After a period of growth, the organisation was having problems ensuring that all employees were moving in the same direction.

Solution:

After a comprehensive Discovery session, we isolated their core issues and activated a short survey amongst all employees.

After receiving the results, we conducted a number of 'deep-dive discussions' with management and employees to ascertain the context behind the results. The leadership team learned that several of the organisations processes were creating conflict between a number of teams, and by adapting these processes, the organisation saw an immediate uplift in employee satisfaction.

The Result:

With a clearer understanding of the 'true' situation, the organisation was able to make a small number of high-impact decisions to further align the organisation to achieve its goals, therefore avoiding an issue that was brewing without the leadership team's knowledge.

CASE STUDY 2 – GETTING TO THE HEART OF THE ISSUE

Large Government services provider - 6000 employees

Problem:

This organisation had previously completed Employee Engagement Surveys, however with budget cuts and a focus on return on investment, old surveys had become viewed as cumbersome and costly. This client needed a solution that uncovered tighter employee insights on the issues that really mattered, in a cost effective way.

Solution:

After an in-depth Discovery session we implemented EmployeeLife via a shortened Employee and Leadership survey; which was crafted with our consultants to specifically isolate critical insights whilst avoiding the distractions of non-relevant information that had been included in the past.

The Result:

Not only did the surveys receive a higher than previously experienced response rate, the organisation's leadership group were able to compare employee survey results instantly on a trends dashboard and dedicate resources and attention to those things that most mattered.

CASE STUDY 3 - CRISIS AVERTED

Multi-billion dollar service sector organisation

Problem:

Optimum was asked to consult about a perceived issue with a division that was receiving very bad internal feedback across some key areas; multiple bullying claims, high levels of staff turnover and a significant challenge in attracting highly skilled talent to their team.

Solution:

EmployeeLife was installed and we ran three staff-wide polls across three months with questions designed around key concerns. The survey findings highlighted that:

- 64% of respondents were filling roles that they felt had no value
- A majority of respondents were confused about what the mission of the division was
- 1 out of 3 areas highlighted significant issues of mistrust and uncertainty and 4 out of 6 areas did not feel as though their managers were open and keen to develop them
- 34% of people felt that they would be open to leave their place of employment within the next six months

Deep Dive Sessions were carried out to gain a greater qualitative understanding of the issues highlighted and from this, a significant re-alignment of positions was implemented. EmployeeLife polls were conducted every four weeks across the next 12 months and continue today.

The Results:

- Staff turnover has reduced from 27% to 8% in 12 months
- Internal customer service levels have increased
- Four new executive appointments successfully completed within four weeks
- Month end reporting cycle reduced from 14 days to four days with a reduction in overall staffing levels by 10%
- Internal trust levels increased with the silos broken down over 12 months



Get ready to *connect*,
collaborate and *engage*
with your employees
to improve *productivity*
and *performance*