



Helping the NEC identify how to improve their team engagement...

The NEC approached us to help them to evaluate their communications, recognition and benefits approach to identify what was working well and what we could be improved to help drive better colleague engagement. This was driven by a reduction in the engagement survey scoring around these 3 key areas.

We started with a desktop review of everything they currently do – we had a whole bundle of different forms of communication, and different ways that colleagues were being recognised. From this initial review we clarified some questions that we looked to get answered via a series of 1:1 interviews with key stakeholders from across the operating units.

Survey Respondents:

433

Focus Group Attendees:

60

However, we were very keen for this not to only be a view from the top and therefore we went to the people that mattered most – the colleagues. We conducted a series of focus groups with individuals from across all of the sites as well as Head office to ask them what they liked and what they thought could be improved. We also distributed a survey to all colleagues asking for their views.

Based on all the feedback we received we produced a highly detailed diagnostic report covering the findings as well as a series of recommendations which was presented to the Leadership Team. These outcomes were then integrated into the NEC communications and recognition strategy for 2019.

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