

Snapshot

*Focus on our **Wellbeing and Engagement** services*



The Cost of Disengagement

The average engagement level in the UK is around just 36%, however some of the top employers in the UK sustain levels of engagement at around 90%. These employers will invest heavily in their culture, and are demonstrating that this investment pays off.

As there is a cost to disengagement, at £3,400 in every £10,000 of salary cost, by increasing engagement levels there is a significant opportunity to reduce this 'cost of disengagement' and increase bottom line profitability.

We are experts in employee engagement and our team has led employee engagement processes for the past 20 years across a range of sectors.

Typically whilst surveys manage to reach everyone in an organisation, they are only effective when the follow up delivery is effectively managed and communicated back to staff. The use of focus group multiplies the success of outcomes considerably and this is the approach we take.

Employee Health and Wellbeing

Recent months have highlighted the importance of mental health and wellbeing support and assistance for employees in the workplace.

We've seen a big increase in enquiries from employers who want to improve in this area. They know they owe it to their people to be doing more to support them.

Companies now are becoming more interested in the 'whole' person. They also recognise that this leads to increased engagement, which in turn leads to increase productivity (...if doing it because it's the right thing to do isn't enough of a good reason!).

In addition to our engagement experts, we are also deploying mental health and wellbeing advocates who can ultimately help you bring together all aspects of your existing support for employees (as well as suggesting new approaches) and to make this support more visible to them. We also look to engage everyone in your business, including line managers and employees in mental health and wellbeing awareness as part of their roles.

Our Engagement Process

The process involves meeting a sample of staff in “focus groups”. We independently facilitate these focus groups in a positive, balanced approach. Our focus groups involve between 8-10 employees. We would invite a cross section of employees to share their views in more depth, covering the following key areas; communication, pay & benefits, career path, the leadership team, workload and so on.

Within these sessions, we can of course, incorporate any specific questions that you would like feedback on, especially tailored around the current challenges of remote working, work set up etc., which will help gain an understanding of how supported your employees feel.

The sessions will last for approximately one and a half hours and will highlight the areas of the business that employees feel work well, as well as giving them the opportunity to suggest where improvements can be made.

At the end of the session we work with the staff to agree their top 3 priorities.

We present the feedback to management and discuss the staff’s ‘Top 3’ and on the basis that they agree with the staff’s suggestions the leader of the business/process makes commitments to staff (in writing) for the year ahead. The process becomes even more powerful if the staff are involved in addressing some of the challenges.

The benefits of the process are immediate. The team will consider this investment as a genuine effort by the company to further improve the business culture. They will be able to offer positive recommendations for change and have an opportunity to air any frustrations.

Our Engagement Process

We have conducted a vast number of these sessions and everything that has been raised so far is fixable. Our experience and previous results from this process tells us that this is the most effective way of obtaining open and honest feedback from employees.

For many challenges that arise, for example a lack of communication, we have suggestions and support available to help you to deliver the solutions.

Some of the other benefits clients have experienced include:

- Improved engagement and motivation within the teams
- Significant reduction in staff turnover
- Improved communications
- Identification of challenges and actions to address these
- Increased staff 'buy-in' to the mission and both business and HR strategy
- A shared understanding of organisational culture
- It provides a gauge on where you are today which then helps you to get to where you want to be in the future, through a clearly defined plan
- A clearer understanding of where the company needs to invest to retain and engage their staff

Wellbeing Interims

If your wellbeing strategy could use some attention, we recommend using one of our interim wellbeing consultants. They will review your current offering and work with you to improve this and plan your strategy for going forward.

A wellbeing consultant will support you to raise levels of understanding and engagement with employees and managers on how to **increase and sustain** levels of wellbeing, from a clear strategic action plan.

We work with wellbeing consultants who are uniquely skilled in both human resources and mental health and wellbeing in the workplace. Many also have extensive psychotherapy experience and a background in the corporate world.

Examples of work they've done with our clients includes:

- Devising and implementing comprehensive wellbeing strategies which are in alignment with the people strategy
- Devising a programme of internal communications outlining in a clear way what support is available to employees
- Implementing a suite a wellbeing activities and initiatives which meet the needs of the business
- Devising forward-looking plans and next steps to enable clients to take their offering to the next level

Our wellbeing consultants are skilled in the following areas:

- Counselling and coaching (for groups and individuals)
- Functional leadership and capabilities
- Training and development
- Communication and engagement
- Project and change management
- Facilitation
- Management of large and diverse teams
- Stakeholder relationship building at all levels

Recent Client Benefits

Professional Services Company

60%
staff turnover
reduced to
0
within weeks

Leisure Industry



FTSE 100 Company

Helped put
people at the
top of the
management
agenda



Marine Company

Saved over
£150,000
in staff turnover
in the first year

Meet the Team

Our workforce engagement and wellbeing work is led by our COO, Jennifer Marnoch and our Head of HR Delivery, Sarah Beaumont.



Jennifer Marnoch
Chief Operating Officer

Jenn has worked across 20 sectors and has held senior roles in fast growth high-profile companies and in major PLCs. She is a first class relationship builder and sees her clients come back time after time. Whilst Jenn is the ultimate HR professional, her style is loved by our clients.

She is an engager and a facilitator of change, with an added sense of humour - which always helps! Her generalist experience means that she has been involved in pretty much every people-related challenge you'll find. Her team at Hunter Adams is made up of 70 generalists and specialists based across the UK. If you'd like practical commercial HR advice, Jenn will give you that in abundance.



Sarah Beaumont
Head of HR Delivery

With almost 20 years' experience in HR and talent development, Sarah is well placed to be our Head of HR. Throughout her career she has worked across multiple industries and sectors both at home and abroad, led large-scale change projects, and designed and delivered a variety of HR initiatives to increase leadership capability and employee engagement.

She is a strong HR leader who focuses on fostering a positive team environment to successfully deliver HR initiatives. Sarah has day-to-day responsibility for managing our 70-strong team of consultants and associate consultants, ensuring they are consistently delivering excellence as they support our clients with their people strategy.

Client Feedback

“Having gone through considerable organisational change, we were keen to engage with our employees throughout the process as well as exploring some of the main themes that came out of our annual staff survey in more detail. Hunter Adams worked closely with several of our directorates, guiding us through their focus group process, which provided valuable feedback on how people felt about working for Historic Scotland along with recommendations for positive change. The strategy session they facilitated with our teams helped to shape our thinking about our business culture and focus on the key priorities that would have the greatest impact for change. They developed close working relationships across our organisation, building confidence and trust in the service and support they delivered and facilitated difficult conversations in a professional and constructive manner.

“As a result, we have seen improvements in communications, recognising good performance and increased awareness of behaviours and values as well as a greater understanding of effective and positive team working. We would have no hesitation in recommending Hunter Adams and their focus group process to anyone who is looking to improve their business culture and making employee engagement their Number 1 priority.”

Angela Hamilton, Head of HR Teams, Historic Scotland

“Hunter Adams worked with us to run a series of employee focus groups across our UK Upstream business. We wanted to understand how we could improve engagement with our staff, onshore and offshore to get their input in the development of our HR strategy going forward. The feedback we received gave our Senior Managers a real insight into challenges employees were facing and importantly, what we could do to address these and create an environment that would retain, motivate and attract the best talent. The outputs provided clarity for the HR team and raised awareness of the importance of our People Agenda and the value it could deliver for BG. I would definitely recommend the process to other organisations, as a key feature in the development of their people plan.”

Nikki Fox, Vice President HR & Business Support, BG Group

Get in touch

We work across the UK from four strategically placed offices. We have consultants based across the UK.

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