



CLIENT SCENARIO

This UK insurance client has grown considerably over time, with multiple step-changes in scale and operations.

Valuentis have supported this growth journey with employee engagement intelligence using various construct diagnostics and analytics, with combinatorial time-event phases across strategic and tactical perspectives using Valuentis 5D-EE model.

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MULTI-YEAR EMPLOYEE ENGAGEMENT INTELLIGENCE

Sector: Financial Services, insurance
Type: Consulting/Managed service

OUR APPROACH:

With a relationship spanning nearly 10 years, a key challenge has been to ensure that any engagement methodology and related surveying approaches remain relevant and customisable to evolving organisational scale and requirements.

Key to our approach has been the combination of a 'core' set of engagement-related questions, with flexibility in additional themes as required. Consequently, annual survey exercises have been supplemented by a wide range of in-year pulse surveys, including 'proxy engagement', communications and office environment.

From a managed service perspective, there has been considerable additional flexibility in pulse follow-up and additional data analysis/correlative insight – often bundled within an annual fee on a contingent basis.

VALUE OF PROJECT:

The client has grown from 500 to 3,000+ staff within a ten year-period. Through these exercises, the use of a *consistent* yet flexible approach has allowed leadership teams to measure engagement and evaluate the consistency of people management practices, including values and customer focus.

PROJECT PLAYBOOK COMPONENTS:

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|------------------------------|----------------------------|
| ➤ 5D ENGAGEMENT MODEL | ➤ VB-HR™ QUESTION DATABANK |
| ➤ ONLINE DIAGNOSTICS | ➤ DATA VISUALISATION |
| ➤ REGRESSION/FACTOR ANALYSIS | ➤ WORKSHOPS/LEARNING |

SIMILAR PROJECTS DELIVERED IN:

- Extensive public sector clients, including Healthcare, Higher Education, Local Government.
- Extensive private sector clients across many sectors
- Extensive third-sector clients, including national charities.