

From Annual to Agile: **How to leverage employee listening to tackle your current HR challenges**

June 30th 12-1pm BST

Peopleinsight

From Annual to Agile



Tom Debenham

Managing Director
People Insight



Lisa Hughes

Senior Consultant, People Insight

Former Employee Experience
Lead & Lecturer
University of Surrey

- 12:00 **Introductions; what we mean by agile listening**
Tom Debenham, People Insight
- 12:15 **Case study: How the University of Surrey revolutionised their employee listening approach**
Lisa Hughes
- 12:35 **Discussion - what makes for successful agile listening**
Tom & Lisa
- 12:50 **Panel Q&A**
Tom, Lisa, Oliver, Anna and Costa
- 13:00 **Close**

People Insight

On a mission to make the world a more engaging place to work



Technology for agile listening and acting, including core models, question library and content hub

PI Platform



Consultant guided design, interpretation and action planning

Expertise



Full listening programme planning, management and implementation support

Support

From Annual to Agile: your questions

What listening strategies are there that aren't surveys ?

Julia



With continuous listening does continuous action planning get more difficult?

Ananya

Claire S

Where have you seen 'always on' work well?

Catherine

How can agile work in a traditional reporting structure?

How do you prevent survey fatigue?

Claire G

Agile \neq
Continuous,
tiring surveys.

Agile =

**Moving quickly
and with ease.**

Why do we need to be agile?

Reflecting on the last 24 months ...



Pandemic &
recovery



Hybrid
working



Diversity &
inclusion



Talent acquisition
& retention



Cost of living
crisis

Agile listening is key to ensuring that People Strategies are evidence based, **involve those that they affect**, and are tailored to the rapidly changing environment of work

Agile elements: multi-channel; adaptive; action oriented

Channels

- Engagement survey
- Pulse survey/s
- Joiners/leavers feedback
- Exec Q&As
- 121s
- Employee fora
- Team meetings
- Workplace/Staffbase/Teams/Slack
- Glassdoor/Indeed

Adaptive

- Formal channels are responsive (content & timing)
- Informal channels are purposively mined
- Most recent foci:
 - Engagement
 - Hybrid working
 - Inclusion
 - Wellbeing
 - Cost of living
 - ?

Action oriented

- Platforms that enable rapid understanding
- Insights shared at multiple levels > responsibility for action devolved away from HR
- Ability to see, share and monitor actions
- Clear links between voice, actions and outcomes

Employee voice is always on.

Channels for employee voice have exploded – and employee voice is in the public domain. The key is to focus the conversation and openly act on the feedback.



UNIVERSITY OF
SURREY

Case Study

How the University of Surrey revolutionised their employee listening approach.



Colleague Voice Strategy

The Colleague Voice vision

To be **“the golden thread”** that runs through all the University departments offering various opportunities to listen, connect and act.

Colleague
Voice



Employee Engagement is one of the **7** measures that makes up part of Surreys strategy

The Colleague Voice now has various facilitated ‘moments’ to encourage all of our employees to share their views

2020-23 Colleague voice programme



- 1x Annual People survey
- Autumn 2022
- Pan - University
- 41 question
- 19 demographics
- 130 Dashboard users



- 2x Quick check in survey (Pulse survey)
- By EB member
- 5 questions
- 5 demographics



- Onboarding survey
- Asked at day 33
- 21 questions
- 9 demographics
- Peer opportunity offered



- Offboarding survey
- 30 days before leaving
- 20 questions
- Alumni option



Building capability, ownership and accountability



People
survey
is coming.

25TH OCTOBER – 12TH NOVEMBER 2021

Time
to have
your say.



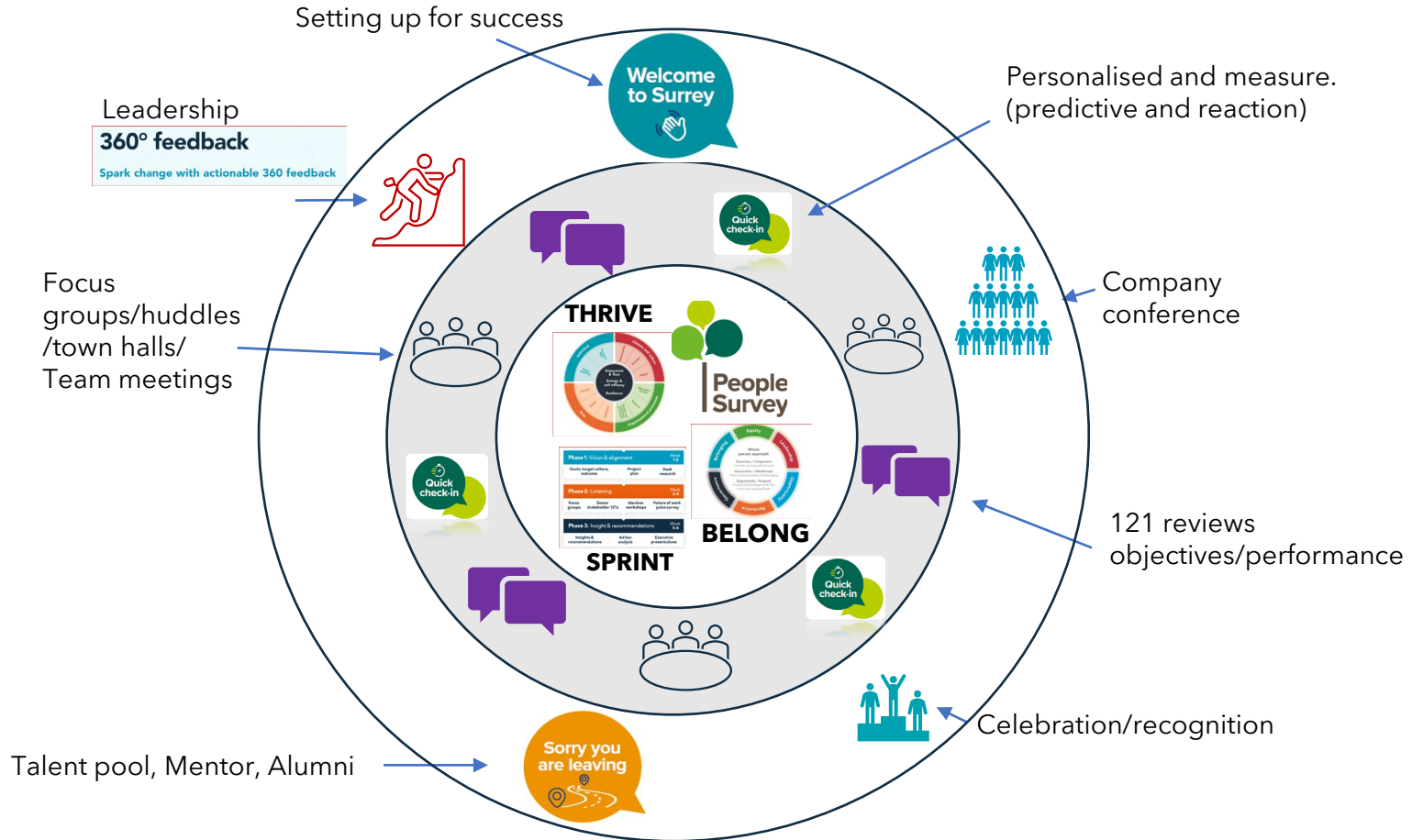
eventbrite

Colleague
Voice

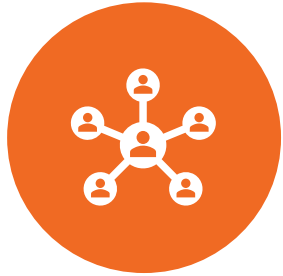


“Surrey’s approach was to **‘encourage’**, not mandate, people to take part, through a communication plan explaining the strategy, the value and the opportunities to be part of the wider decision making at Surrey”

See Voice as a continuum



Humanising data and removing friction



Developing
analytical skill



Measuring
success & failure



Leading with
autonomy

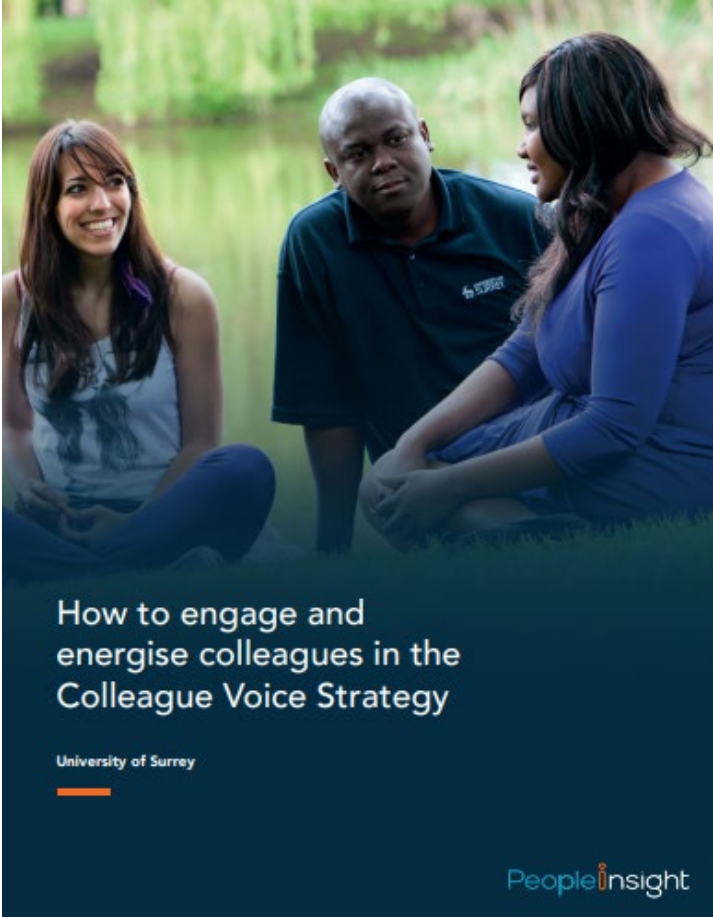


Improving comms &
connection



Find out more:

[Get the case study here](#)





Summary discussion:

What makes for successful agile listening?

Agile: requires removal of barriers or friction throughout the listening cycle

Clarity of purpose

What do we need to know?

Everyone onboard

Trust
Purpose
Process
Comms

Accessible & easy for all

Non-desk-based staff
Screen readers

Platform that facilitates rapid understanding of results

Adoption = ease of use

Everyone has a reason to use the results

Employee feedback that can be used by line managers & leaders to do their job

Visibility of change

Momentum is created when people can see the impact



Lisa Hughes
Senior Consultant
People Insight



Tom Debenham
Managing Director
People Insight



Dr. Oliver Davidson
Senior Consultant
People Insight



Costa Antoniou
Senior Consultant
People Insight



Anna McInnes
Consultant
People Insight



People*i*nsight

Let's talk about agile listening

enquiry@peopleinsight.co.uk

0203 142 6511

PeopleInsight



Technology for agile listening and acting, including core models, question library and content hub

PI Platform



Consultant guided design, interpretation and action planning

Expertise



Full listening programme planning, management and implementation support

Support

Thanks for joining us.

For every attendee that joined today's webinar, we'll be planting a tree & supporting tree planting communities to become economically self sufficient



Eden Reforestation Projects

PLANT TREES | SAVE LIVES

[Planting trees](#)

[Positive employment
impact](#)