

Inspiring people and workplaces to thrive

PAST, PRESENT AND FUTURE VOLUNTEERS

TODAY'S AGENDA

Welcome – David

Overview of latest EFS Engagement Survey data – Sarah and James

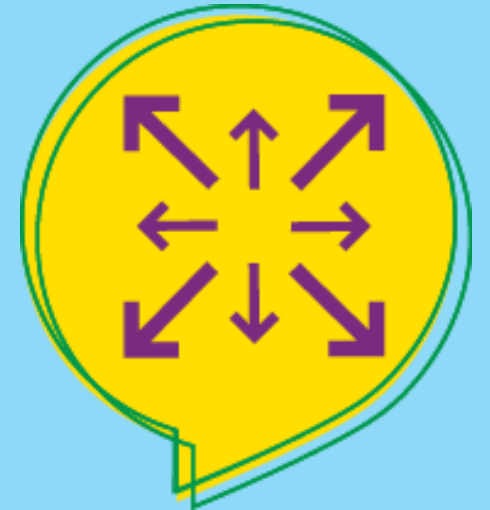
What we've been doing – Sarah and James, Jo D and Jo M

Where we will be focussing

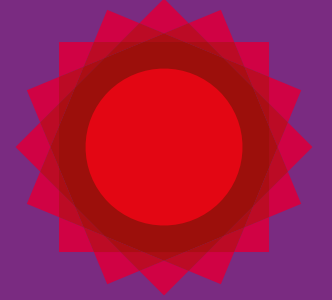
Where we need your help

Q&A

How to get involved



David MacLeod OBE



RESEARCH DECEMBER 2023

QUESTION 1:

‘The people issues are sufficiently prioritised when my organisations leaders make the big decisions, like engagement, culture and well-being.’

QUESTION 2:

‘The people issues are sufficiently prioritised in the day-to-day decisions taken by my manager’

If employees answer, yes to both questions, **77%** employee engagement

If employees answer, no to both questions, **45%** employee engagement

DOES IT MATTER?

If no to both questions, **26%** unmanageable job stress

If yes, to both questions, **5%** unmanageable job stress

2/5 of employees answer **NO** to both questions

2/5 of employees answer **YES** to both questions



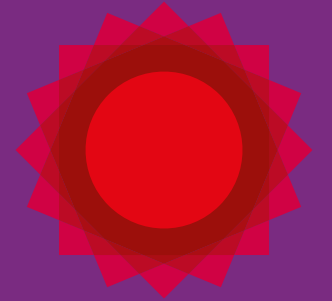
DOES IT MATTER? #2

Comparing top quartile organisations with the bottom quartile for employee engagement:

13% to **17%** higher productivity, **23%** higher profitability...

UK levels of engagement – **33rd** out of **38** European countries

James Court-Smith and Sarah Pass



UK EMPLOYEE ENGAGEMENT SURVEY 2023



Topics covered:

- Employee Engagement in the UK
- Prioritising the People Issues
- Engagement at the individual level
 - Health & Wellbeing
 - Financial Wellbeing
 - LGB+ Respondents
 - Long-Term Health Conditions
- Organisational Practices
 - Wellbeing Resources
 - Employee Voice Methods
 - Learning & Development Opportunities
 - Social Engagement Activities
- Hybrid Working
- Engagement Champion Networks
- Collective Voice
- Private & Public sectors
- Micro, Small, Medium & Large Organisations

EFS Engagement Index:

- Originally intended as a “*Good Enough*” measure
- Now shown to work just as well as others

EFS has always been model agnostic, we now have concrete evidence to support this position:

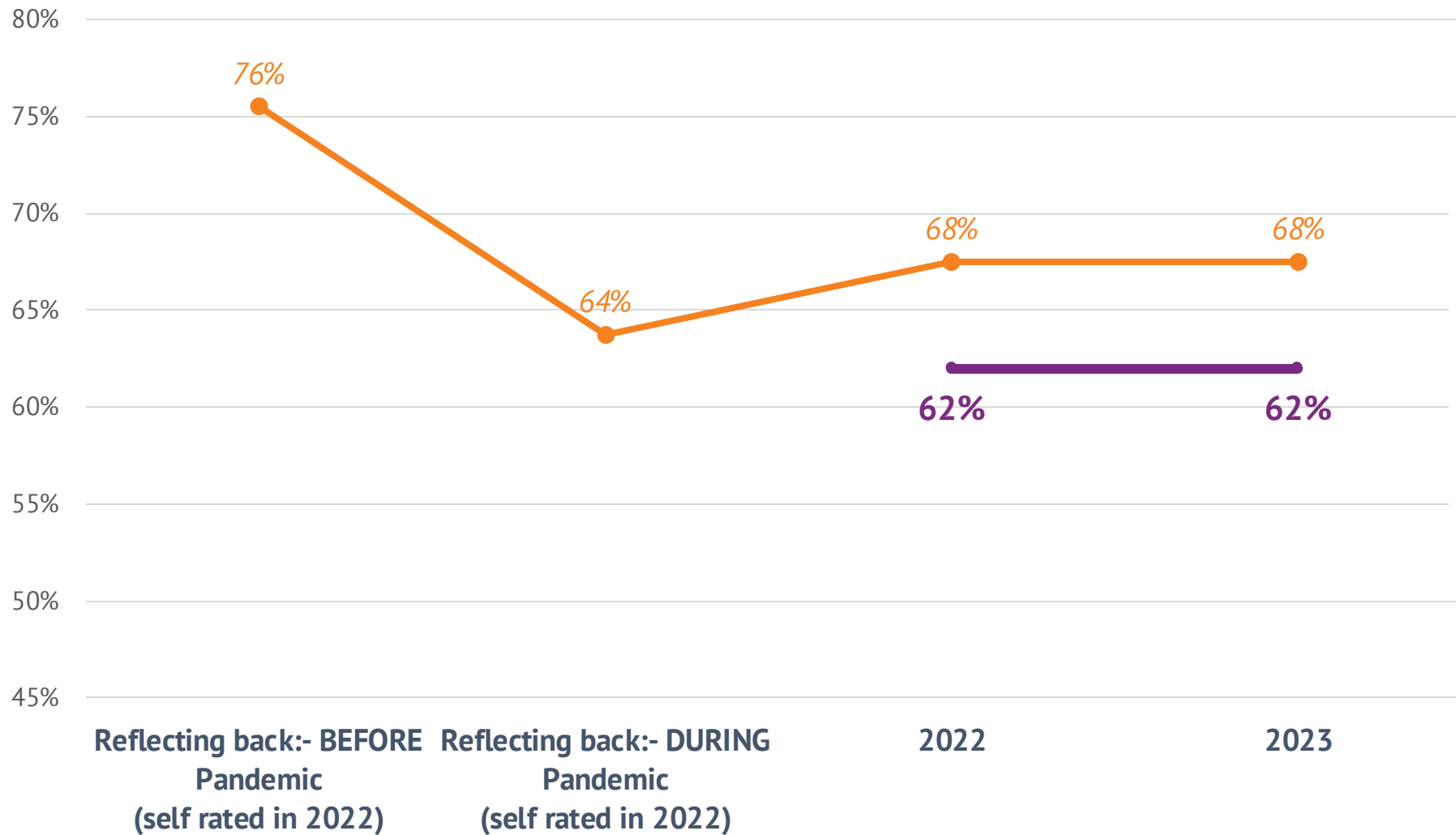
Choice of Engagement measure makes little difference!

They are highly correlated and provide comparable insights

We tested our EFS Index against:

- Civil Service Index
- NHS Index
- UWES 3 Index (academic model)

ENGAGEMENT TREND IN THE UK



CHANGES IN 2023

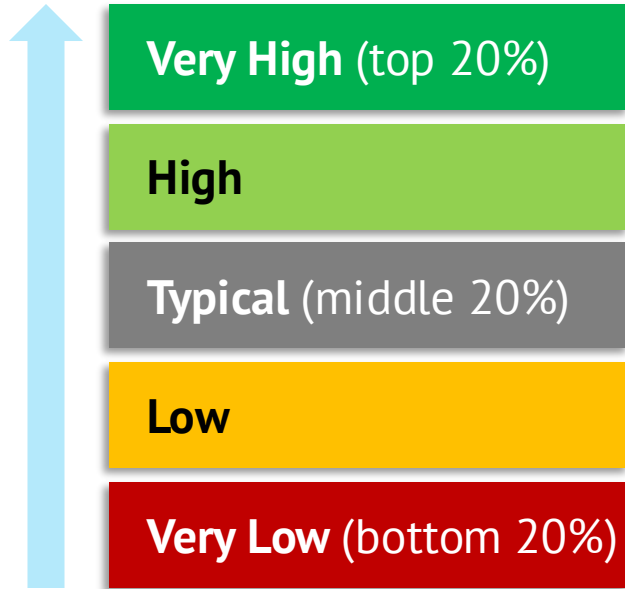
● *Self-Ratings average* **+0%**
— **EFS index** **+0%**

I FEEL ENGAGED WITH...	
➤	My Job
➤	My Team
➤	My Manager
➤	My Organisation

EFS INDEX WORKS JUST AS WELL AS OTHERS



Ranking Engagement results:



Results for “*My company has a good company culture*” by these Engagement groups (Very High – Very Low) Depending on which Engagement measure is used:-

The numbers vary slightly, but the patterns are near-identical.
The very same insights would be drawn – regardless of which measure is used.

SELECTED INSIGHTS – EXAMPLES FROM OUR REPORT



Individual variations

• Sexuality

- 10% LGB+
- Lower Engagement (6% lower)
- Higher Unmanageable Job Stress (35% higher)

• Long-term health conditions

- 23% with a physical or mental condition (1yr+)
- Lower Engagement (7% lower)
- Twice the Unmanageable Job Stress (103% higher)

Organisational variations

• Hybrid working stance

- 58% say their employer Supports Hybrid Working
- Higher Engagement (19% higher)
- Lower Unmanageable Job Stress (30% lower)

• Engagement Champion Networks

- 52% say their employer uses Champions
- Higher Engagement (21% higher)
- Half the Unmanageable Job Stress (43% lower)

FIND OUT MORE

Download the 2023 UK employee engagement annual report from the Engage for Success website

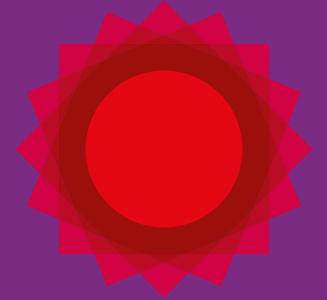
engageforsuccess.org/



What we've been doing

Jo Dodds and Jo Moffatt

Sarah Pass and James Court-Smith



2023 AT A GLANCE - COMMS

49 shows
Every week
10th year

Radio Shows

With guests from:
Fortnum & Mason
Bupa
Moto-way
Josh Bersin
David and Nita
Curry's
DHL
Gallagher
Working Families
Cigna Healthcare
Footprint Digital
University of East London

150k new
users; 286k
page views

Website traffic

92k found us through organic search with most popular pages continuing to be 'what is employee engagement', 'the four enablers, and our home page, plus this year, 'how to maintain energy levels at work'.

162

Blogs posted

Strongest themes: cultural intelligence, employee voice, the isa engagement scale

3,157

Email subscribers

Weekly emails every Monday

5,859
followers
2,427 page
views

LinkedIn*

1,199 unique visitors
351 reactions
82 reposts

* 365 days to 03.04.24

Twitter

11,000
followers

2023 AT A GLANCE - EVENTS

15

Media and conference partnerships - Hosting, speaking and contra-promotion deals

Health & Wellbeing at Work Flexpo

Business Revival Series

Employee Engagement and Experience (Marcus Evans)

The Business Event

Business Culture Connected and Awards (May and November)

Employee Engagement Summit Future of Work

Engage Awards Judging panel

Evening Standard SME XPO

Workforce Wellbeing Live

Watercooler/MAD

Retrain Expo

ET Edge Employee Excellence

National events
Focus on the Enablers

May – Engaging Managers

Sept – Strategic narrative and storytelling

Area Network events

Scotland

West Midlands

East Midlands

Yorkshire and Humber

2023 AT A GLANCE AND 2024 FOCUS AREAS

Key deliverables in 2023 – Thought leadership

Reports
Toolkits
Workshops
Presentations
Conference inputs

TAG outputs



62%

Covid impact
& recovery

The first UK
Engagement Survey
and Benchmark 2022

Key deliverables in 2024 – Thought leadership

Reports
Toolkits
Workshops
Presentations
Conference inputs

Engagement Champions toolkit
(built from RAF work)

62%

Promotion and support needed

Expanded – Private /Public and Size
Testing Engagement Indices
Drivers of Engagement

UK
Engagement Survey
2023

Looking forward

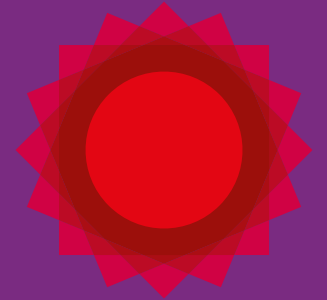
Do fewer things better

Keep it simple

Consistency of message, repeated and repurposed across multiple channels

Recruit volunteers for specific roles/tasks

Build and maintain sustainable volunteer engagement – ‘engaging the engagers’



INSPIRING PEOPLE AND WORKPLACES TO THRIVE

Three strands of operation – 1. Thought Leadership 2. Communication 3. Influencing policy

1. Thought leadership

- > Employee Engagement Survey
- > TAG outputs
- > Knowledge Exchange
- > Evidence, Four Enablers etc

2. Communication

- > EFS Events
- > Media and conference partnerships
- > Website
- > Newsletter
- > Radio Show
- > Social media
- > Pledge Wall
- > Focussed comms campaign eg 90 Second Nuggets

3. Influencing policy

- > Engage to Grow Symposium – July 2024
- > Governments
- > Business Schools
- > Employers' orgs and other bodies

TOPIC SPECIFIC THOUGHT AND ACTION GROUPS

> **Several TAGs building on existing work**

- > Engagement Champions
- > Line Managers
- > Wellbeing
- > Performance Management
- > Contingency Workers

> **New TAGs aligned with key priorities**

- > Engagement Surveys
- > Hybrid Work
- > Inclusion
- > Transformation
- > AI and the future of work

... TBC depending on volunteer capacity!

> **Expectations**

- > TAGs set their own goals & frames of reference (with support and oversight from the Steering Group)
- > A TAG Chair is key to lead and be point of contact
- > Typically meeting online for 1-2 hours, monthly over 6-12 months

> **Must haves**

- > Interest in the topic
- > Commitment to attend meetings & contribute via document reviews

> **Helpful if you can also provide**

- > Specific domain expertise (academic or practitioner)
- > Case studies or data to share
- > Existing initiative or programme in this area, to review in the TAG

... other TAG members can often cover these areas

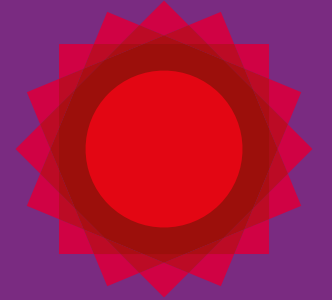
> **Benefits – what's in it for me?**

- > Be on the inside track as new insights emerge
- > Credit for contributions
- > Build your network
- > Fulfilment & the satisfaction of giving something back!

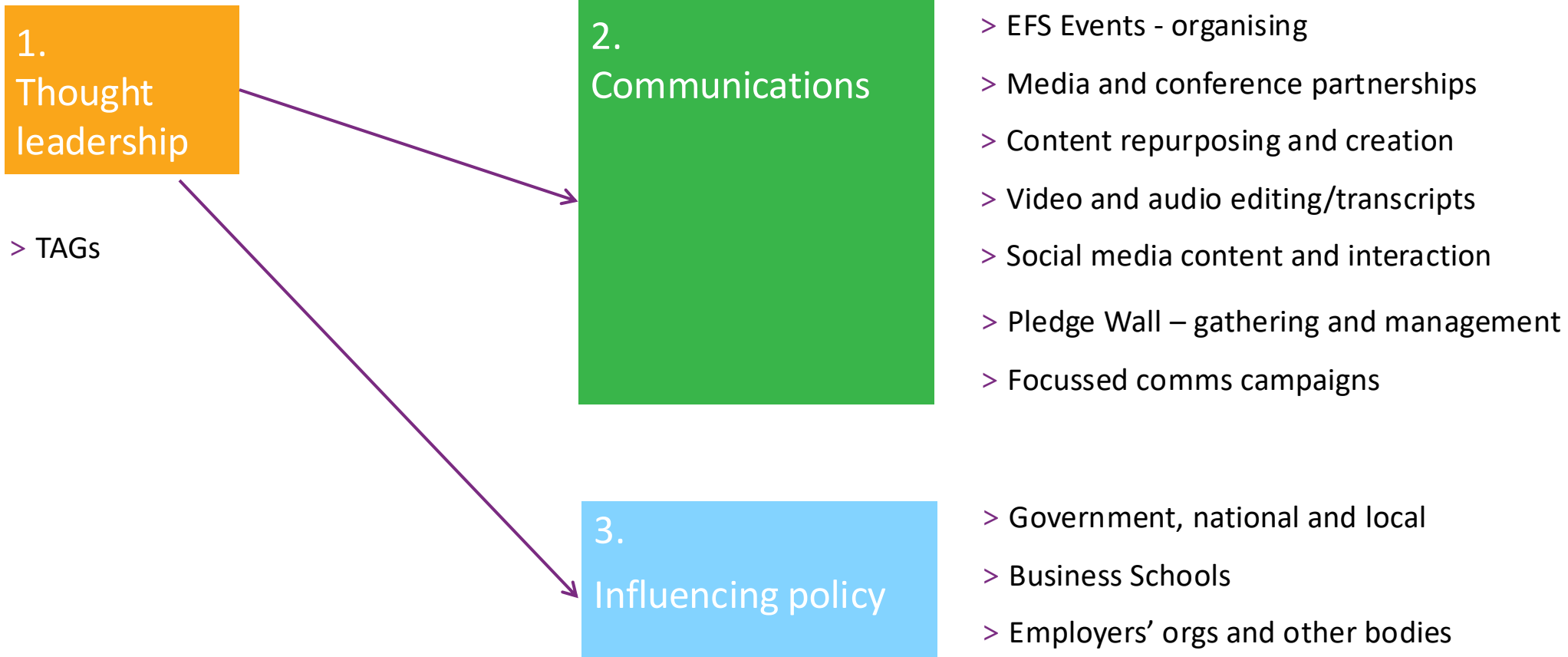
AREA NETWORKS (LOCAL TAGS)

- > Landscape has moved away from F2F network to online – makes geographic presence less of an imperative
 - > Opportunity for a calendar of events offering a mix of national online events and workshops with breakouts, streams and interaction
 - > Still an appetite for local engagement/network in some areas alongside the above where volunteers exist to lead
 - > Consolidating resources (volunteer time, connections, networks, promotion) to maximise impact
- > Scotland ✓
 - > East Midlands and Nottingham ✓
 - > West Midlands and Greater Birmingham ✓
 - > Yorkshire and Humber ✓
 - > South-East England ✓
 - > Northern Ireland ✓
 - > Milton Keynes ✓
 - > London ✓
 - > North-East England ✓
 - > North-West England ✓
 - > Wales ?
 - > South-West ?
 - > East of England x

Where you can help



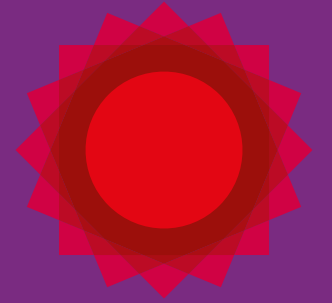
WHERE YOU CAN GET INVOLVED – LEVERAGE THE POWER OF TWO



PLUS - Volunteer Hub to ‘Engage the Engagers’

Promoting opportunities, recruiting, placing and supporting volunteers

Question time



HOW CAN YOU GET INVOLVED?

Click the QR code or visit

<http://engageforsuccess.org/letmein>

Brief overview of yourself – where you work and what you're good at

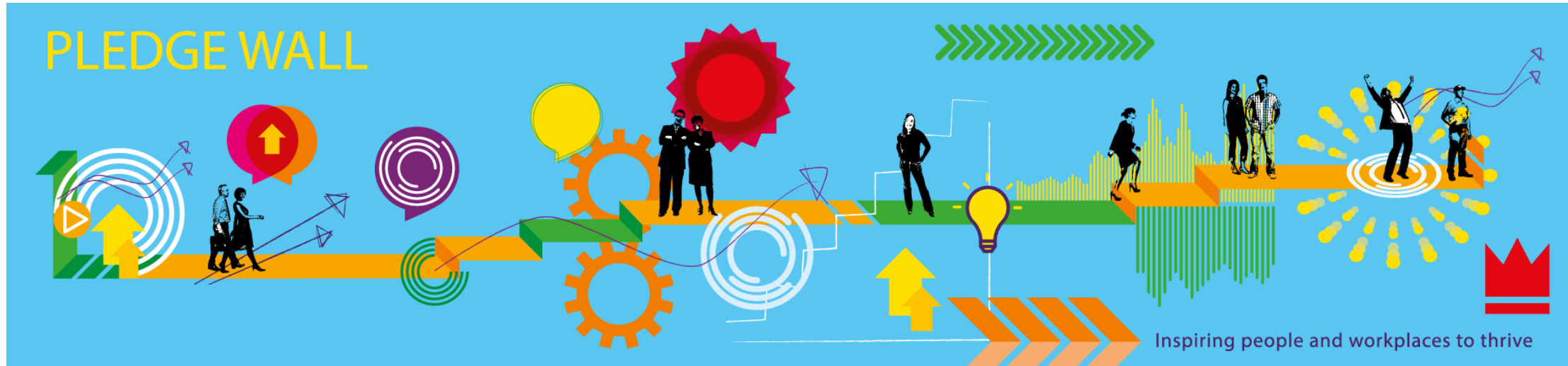
What you want to do

How much time per month you can offer

Existing volunteers please do this too and confirm if you want to carry on doing what you're doing or something new

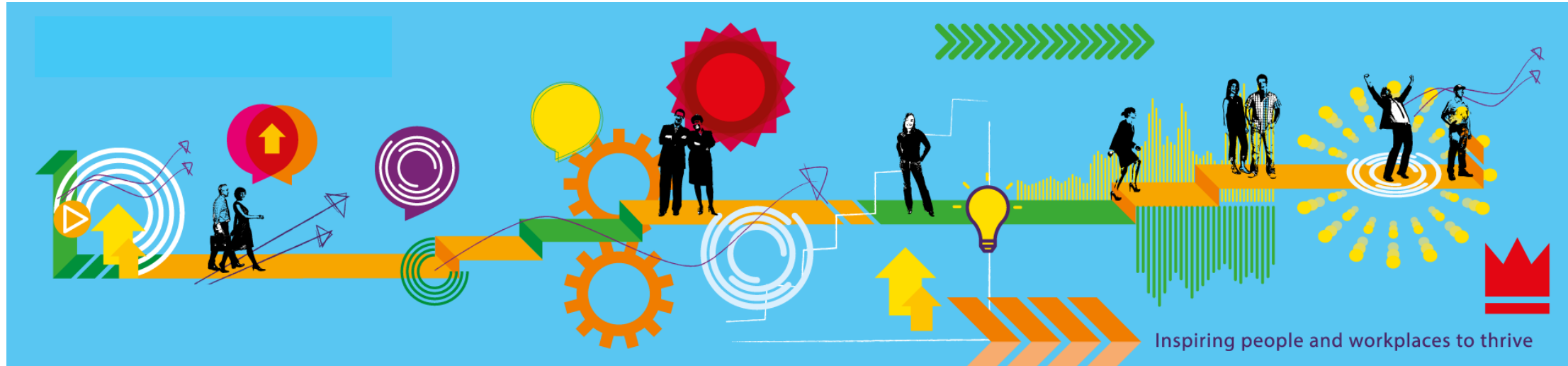


THE PLEDGE WALL



- > **Share** your organisation's story of employee engagement
- > **Commit** to put the principles of employee engagement at the heart of your people strategy
- > Be an **Advocate** for Engage for Success' Four Enablers for Inspiring people and workplaces to thrive (support your EVP)
- > Feature on our Engage for Success **Pledge Wall** (and radio show)
- > engageforsuccess.org/pledge-wall-2/

#90 SECOND NUGGETS



- > **Share** your #90secondnuggetEFS
- > **Challenge**
- > Comms – LinkedIn
- > <https://engageforsuccess.org/category/90secondnuggetefs/>

#90SecondNuggetEFS