

Engagement training for people managers – Business case

Background

— Measuring Engagement since 2010

— 12,000 employees in over 70 locations

— 18 month cycle

- Wave 1: Nov 2010
- Wave 2: June 2012
- Wave 3: Jan 2014
- Wave 4: Sept 2015

— From Wave 1 to Wave 2, overall company score increased 6.5%, but one of at our **Pilot Office** (+500 employees) stagnated

__ Design specific engagement training for all managers

__ Objectives:

- Managers understand broader picture of engagement
- Link engagement to human needs
- Link engagement to Amadeus Leadership Framework (what does it mean to be an Amadeus leader)
- Managers understand importance of implementing agreed actions and tracking progress Awareness of HR tools & processes available to managers that can support engagement

Implementation

__ 3 hour workshop for managers

- First part: Engagement for people managers (Corporate engagement team)
- Second part: HR tools available for managers (Local HR)

__ All levels targeted - from team leader to CEO Direct Reports

__ From wave 2 to wave 3, **Pilot Office:**

- increased its score by 11.4% (vs. company overall: 2.2%)
- follow-up score increased by 29.4%
- Direct Teams from managers that went through the training increased their score by 16% (vs. managers that were not trained: 10%)