

# Poll Everywhere

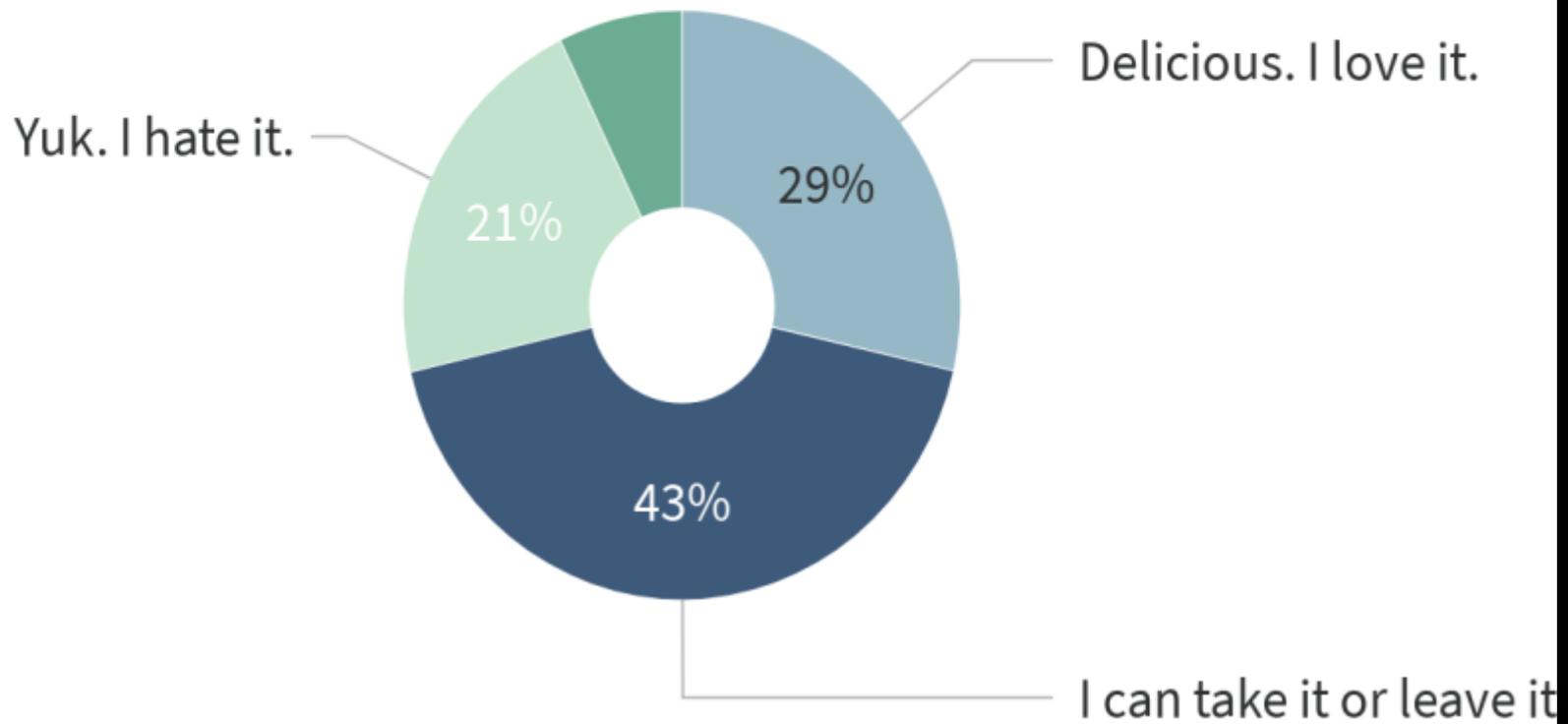


We tried out a tool for seeking views, as we went along.

To just try this out we answered the burning question of the moment .....

# What are your views on Marmite?

Delicious. I love it. **A**   I can take it or leave it **B**   Yuk. I hate it. **C**   I've never tried it. **D**



# Digital Disruption: The future isn't what it used to be.

*Harnessing Digital Technology to Enhance Employee  
Engagement*

Sue Petrie



“Digital transformation is disrupting traditional methods and culture. Organisations are changing established processes and leveraging the massive amounts of data at their disposal. But harnessing new technologies is as much about people as it is about technical challenges.”

Brian Solis, Towards Maturity, Learning Benchmark Report  
January 2018.

# Internet of Things (IoT)

Gartner, Inc. forecasts that **6.4 billion connected** things will be in use worldwide in 2016, up 30% from the previous year, and that the number will reach **20.8 billion by 2020**.

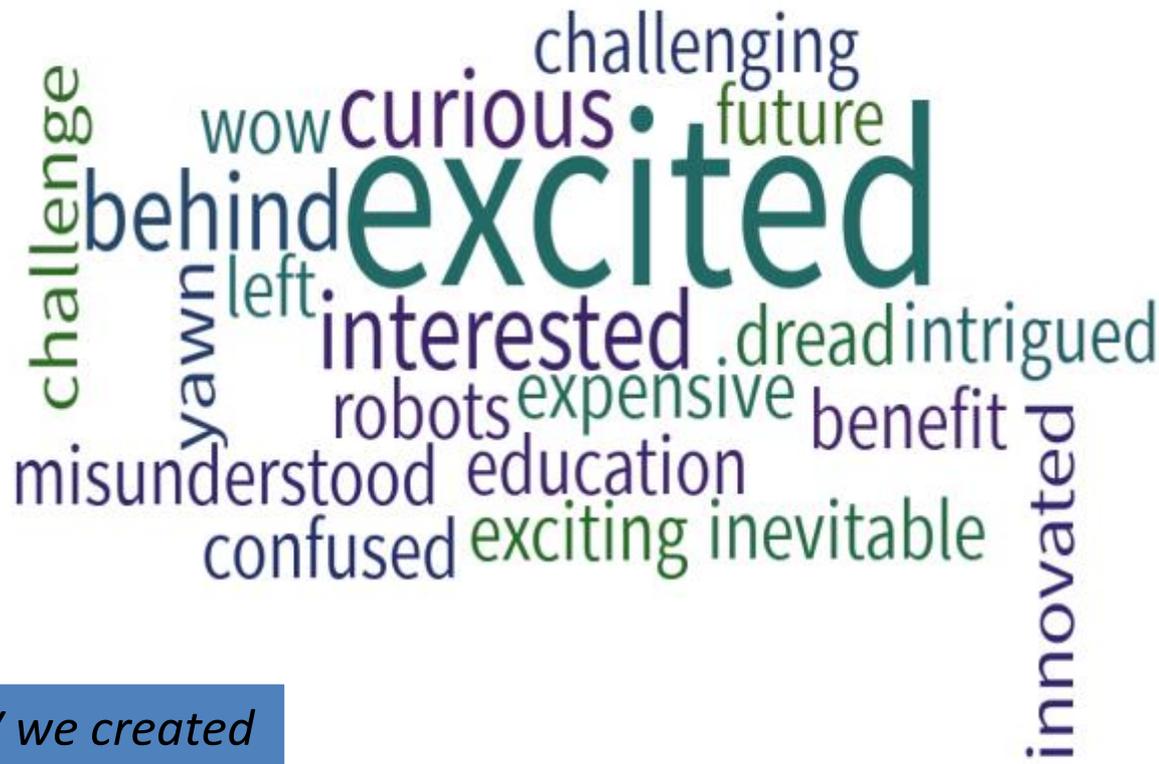
In 2016, 5.5 million new things will be connected to network infrastructure *each day*.”

Gartner Inc., press release, November 10, 2015,  
<http://www.gartner.com/newsroom/id/3165317>, accessed December 9, 2015.

Our expectations are very different,  
and very varied



# What 1 word would describe how you feel when you hear the term 'digital transformation' ?



*Using Poll EV we created a group tag cloud*

# Challenges and potential barriers



A word cloud of business challenges and barriers. The most prominent words are 'Exploding-data' and 'Using-analytics'. Other significant words include 'Economic-uncertainty', 'Loyalty', 'Mobility', 'Regulation', 'Staff', 'Retention', 'Talent-retention', 'Speed-to-market', 'Staff-motivation', 'Uncertainty', 'Speed', 'Reputation', 'Recruitment', 'Talent', 'Customer-loyalty', 'Productivity', and 'Loyalty'.

This morning our focus was around the 'opportunities' digital technology brings. It is important to recognise there are challenges and barriers that exist and need to be considered.

# Your success stories

How have you successfully used digital technology to enhance employee experience?

Collected via post- its at the start of the session and using Poll Ev in the session.

# Your success stories: How is digital technology being used to enhance employee engagement ?

“Co working spaces for remote individuals to be able to work in a place with like minded others”

“Video based communication becoming the norm to overcome the isolation of remote working”

“Mobile ready (and mobile first) workplace applications”

“Always on feedback”

“Machine learning and AI to gain insight from HR data at the individual level”

“Open text dialogue with employees so you can find out the "unknown unknowns"”

“Productivity chat tools replacing email”

“Online surveys have spread like wildfire. Senior managers are starting to use them as standard when scoping policy changes/projects.”

“Reach out to all”

# What digital technology are you using /planning to use?

## Using currently

- Have a work Facebook called 'Yammer' (2)
- Pure cloud chat
- On line appraisals
- Unofficially WhatsApp
- Digital screens
- Surveys (8)
- Express Pod Engagement Kiosk
- Intranet (3)
- OneNote and skype
- Conference online input/feedback/polling
- Online learning (2)
- Lime Survey, secure version of Survey monkey (2)

## Possible/planned in the future

- Fuse; online learning platform
- Company intranet (3)
- Learning Management System (LMS)
- Hoping to find out if there is anything we can use as I work for government
- Text analytics/better application of data analytics (2)
- New HR System
- 'In the moment' Engagement surveys/pulse /always on surveys (3)
- E-newsletter (Poppalo)
- Employee engagement app
- Blippor – augmented reality
- New mobile phones with apps including H&S and Service reporting
- Better designed surveys
- Online portal survey system
- Online action planning
- Online manager communities
- Yammer or Workpalce



Something amazing is happening. All of this technology is making business more human again.



# 'Top Deck', New Learning Organisations



**Clarity of purpose** – a shared vision of outcomes that matter

**Holistic staff experience** – a trusted brand that expects and facilitates continuous learning from start to finish

**Thriving ecosystem** – individuals, managers and the extended enterprise working towards common goals

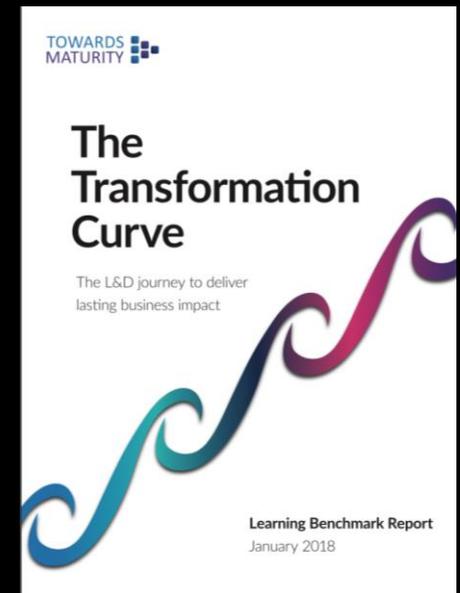
**Agile, digitally enabled infrastructure** – supporting and enabling a fluid exchange of ideas and skills

**Continual engagement** – self directed, connected, accumulating collective understanding

**Intelligent decision making** – using performance analytics to inform and adapt

# TOWARDS MATURITY— TRANSFORMATION CURVE

- **Top Deck** organisations show us how learning innovation can really deliver. Compared with the rest of the sample overall they report:
  - **3 X Growth**
  - **3 X Productivity**
  - **3 X Profitability**
  - **4 X Transformation**



# What employees want. (Hays Report 2017)

Development,  
Options & Ongoing

Strong  
Cultural Fit

Collaboration  
and Autonomy

Meaningful  
Work

Recognition &  
Respect

Holidays &  
Flexible Working

Personalised  
Benefits Package



**71%**

of employees want the company  
they work for to provide the same  
level of technology as they use in  
their personal lives



# CHANGE<sup>2</sup>

A FILM BY GERD LEONHARD

# Skunk Groups

The [Lockheed](#)  
[Martin Skunk](#)  
[Works](#) hangar in  
Palmdale, California



# Skunk Groups

**Skunkworks** is a project developed by a small and loosely structured group of people

... who research and develop primarily for the sake of radical innovation.



Innovation begins with an idea on how to improve something that may or may not be broken.

It is driven by a higher purpose

# Digital workplace - Engaging Employees

- Participants chose an employee experience theme to discuss and 'disrupt':

Recruit

Retain and Develop

Inclusivity / Diversity

Engagement

Listen / Employee Voice.

# Wishful thinking! What might be.....

Look to the future, what do you wish has improved with employee engagement?

*Free yourself and be open – all ideas have possibilities.*



# Harnessing digital technology to enhance employee engagement. (Please start with your theme ie. 'Recruit-')

“Recruit - look at how Artificial Intelligence to make more successful recruitment decisions”

“Recruit - recognise what needs human contact and what can be automated”

“Employee voice what about those without access to technology”

“Recruit - use tech to build credibility and trust across channels, e.g up to date, quick responses”

“Inclusivity: promoting collaboration of groups using Yammer etc”

“Recruit - use tech to speed up application & interview process”

“Listen/employee voice - blended approach to employee voice. Strategic and tactical. Different techniques used ie surveys, yammer, listening, always on. So the sun is greater than its parts in terms of insight”

“Voice- enable voice of those offline employees”

“Digital way for people to find their own solutions to express themselves and connect with others and feel engaged”

“Inclusivity: using Natural Language Processing to ask open questions to understand an individual's view”

# Harnessing digital technology to enhance employee engagement. (Please start with your theme ie. 'Recruit-')

 **Poll locked.** Responses not accepted.

“Inclusivity: using Natural Language Processing to ask open questions to understand an individuals view”

“Recruit - engage with candidates using the channels they already use, now and future”

“Employee voice, leaders not use technology as an excuse, retain authentic face to face”

“Listen and employee voice - information is easy to find and easy to use. 2 way face to face communication is still the preferred method. Need a blend of channels.”

“Virtual reality to enable shared experiences. Particularly amongst remote workers in different locations”

“The disruption we want is for staff to realise we have their best interests at heart”

# Harnessing digital technology to enhance employee engagement. (Please start with your theme ie. 'Recruit-')

 **Poll locked.** Responses not accepted.

“Interactive tools to connect with dynamic content”

“Listen - what we will do as a result of what you've told us. No point having a voice if no one listens and does something differently as a result”

“Listen/ Employee Voice - Evolving & Continual Learning”

“Inclusivity: need to identify root causes, not just lip service,”

“Engage”

“Inclusivity: difference between diversity and inclusion”

“Personalisation of ways of learning”

“Inclusivity: importance of employee voice”

# Disruptive conversations

## RECRUIT

ENGAGE WITH CANDIDATES USING CHANNELS THEY USE  
↳ THINK ABOUT DEVELOPMENTS

USING TECH TO SPEED UP APP / INTERVIEW

USING TECH TO BUILD CREDIBILITY  
ACROSS CHANNELS  
↳ GET UP TO DATE, RESPONSE

RECOGNISE WHAT NEEDS HUMAN CONTACT  
OR WHAT CAN BE AUTOMATED

HOW DO WE USE AI TO MAKE MORE  
SUCCESSFUL RECRUITMENT?

## RETAIN / DEVELOP

Focus on outcomes needed

- be interactive / connect (not online / tick box)  
or time suitable for (provide time)
- employee
- be inspiring and change behaviour  
exciting
- agile: when needed by employee / enhance experience.

Possible tools: Yammer, Zoom, online polling.

# Disruptive conversations

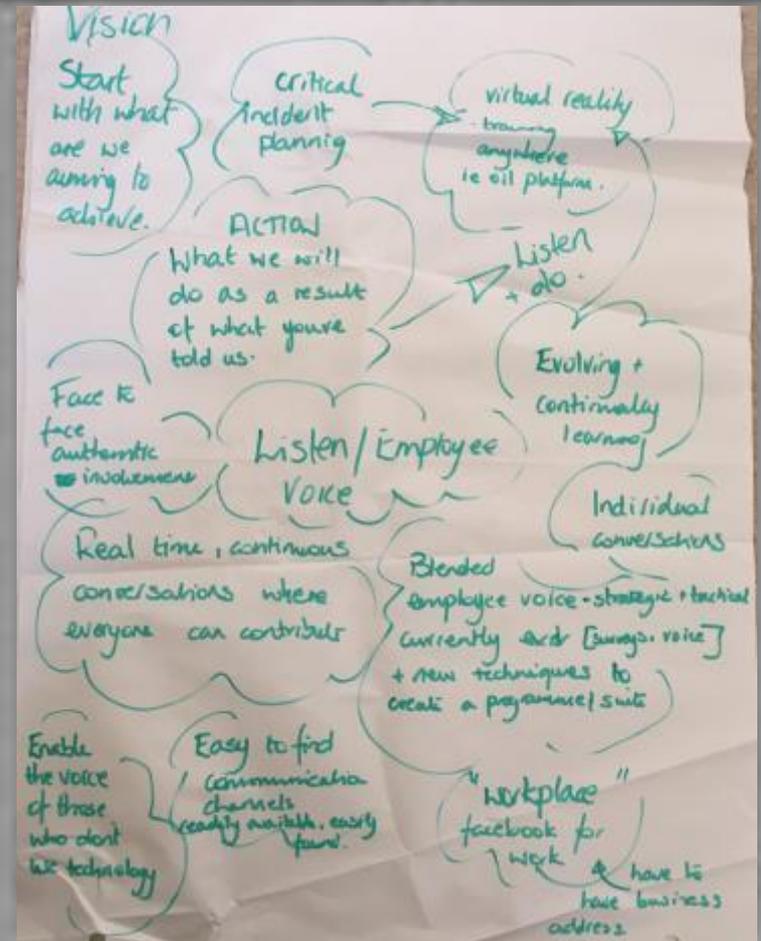
Issues | INCLUSIVITY

- Difference Diversity ✓ Inclusion
- Lip Service / Tick box eg Surveys  
Timely fdbk
- Importance of employee voice
- Identify root causes
  - Role modelling
  - +ve action <sup>tap</sup> should be
  - Gender pay gap

Digitalisation

Qlearsite

Yammer / Social media  
Workspace



# Disruptive conversations

## ENGAGE

- Digital thank you wall
- Open digital voting for employee of the month
- Gamification: Gamifying comms/learning for employees to share strategic narrative and to demonstrate responsiveness.
- Creating a 'digital calm' that encourages people to make suggestions and interact positively

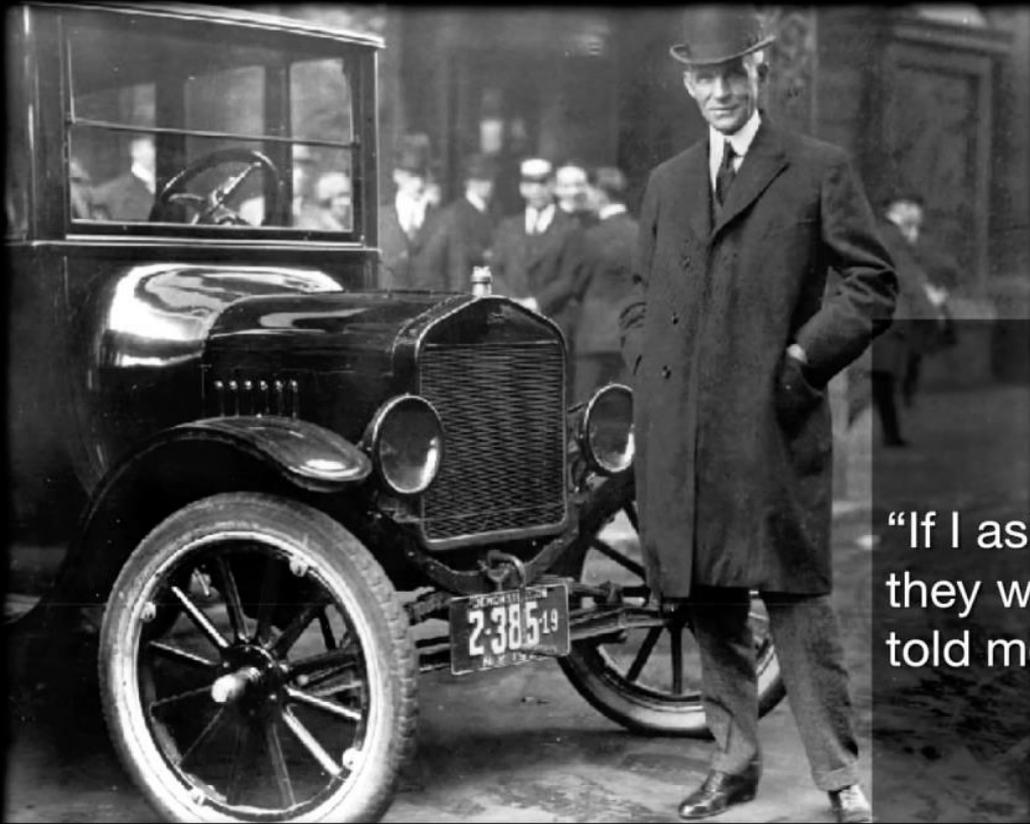
(Same collaborative platform working well in one organisation and creating problems in another.)

# Harnessing Digital Technology- Opportunities

All this technology will enable us to work anywhere, with anyone, at anytime.

Key to success will be:

- Aligning with and linking to your business strategy
- Using genuine data to inform decisions
- Drawing on neuroscience – maximise people + technology
- Harnessing shift to 'self-directed' and 'active' engagement.



“If I asked customers what they want, they would have told me a faster horse.”

Thank you  
Please do connect with me on  
LinkedIn

Sue Petrie

[petriesue@btinternet.com](mailto:petriesue@btinternet.com)



From this  
morning's  
session .....

I am inspired to .....

“Share with my peers more about disruptive people technologies”

4 days ago

“Create digital calm ☐”

4 days ago

“Disrupting the survey /action planning cycle do engagement is a always on BAU activity”

4 days ago

“Explore Hammer with team and introduce tech to team meetings....open people's minds”

4 days ago

“Explore Qlearsite”

4 days ago

“Digital awards”

4 days ago

From this morning's session .....

## I am inspired to .....

 **Poll locked.** Responses not accepted.

“To use this app poll everywhere at a team meeting!”

4 days ago

“Digital wards”

4 days ago

“Action: encourage engagement, share opening video with colleagues very inspiring”

4 days ago

“Set up an employee labs scheme so colleagues can own the success of the business”

4 days ago

“Continue working on my strategy”

4 days ago

# What topics do you need help with? Possible themes for future Engage for Success networks. (Please add your name, so we are able to follow up if necessary)

 **Poll locked.** Responses not accepted.

“The future of the employee engagement survey. What is everyone doing now. What do you want to do in future”

4 days ago

“Embedding change”

4 days ago

“Turning negative detractors around”

4 days ago

“How to shut down mood hoovers!”

4 days ago

“Breaking down line manager blockages”

4 days ago

“Building and maintaining trust in a rapidly changing environment”

4 days ago

“Influencing senior leaders”

4 days ago

“Influence /persuasion techniques to engage”

4 days ago

“How to be true to your 'employer brand'”

4 days ago

“Agile/project teams - how to make them work”

4 days ago

“Culture & transformation”

4 days ago

“Mental health”

4 days ago

“Reaching frontline colleagues with limited tech”

4 days ago

“Exec engagement with staff”

4 days ago

“Customer journey and delivering excellent service”

4 days ago

“Connecting senior leaders to frontline”

4 days ago

“New ways of working - move by away from the traditional work day”

4 days ago

“How to push forward culture change”

4 days ago

“Embedding vision, values and a reason to believe”

4 days ago

“Engage those in the middle band of the engagement survey”

4 days ago

“Beyond GDPR how we can connect with new prospects and stay compliant”

4 days ago

# Some Useful References

- [Poll Everywhere](#)
- [Qlearsite](#)
- What are digital skills? A comprehensive definition for modern organisations, Trainingzone and Skillsoft.
- The Transformation Curve, Learning Benchmark Report 2018, [Towards Maturity](#).
- Brian Solis; <https://youtube/EIW9d2qkl3c>
- [Cognizant White Paper, The Work Ahead - 40 Months of Hyper-Digital Transformation](#)