

ENGAGEMENT

HOW WE PRACTICED WHAT
WE PREACH AND BOOSTED
OUR OWN ENGAGEMENT

CASE STUDY #3

February 2017

CASE STUDY #1

Our Organisational Challenge

POB is a growing organisation with a networked structure. We needed a way to help people quickly and effectively team, unteam and reteam across interdependent businesses and

projects. We identified a core strategic need to implement a system that enabled our business to do this consistently and effectively.

OUR APPROACH

As Psychologists and HR professionals, we'd seen first-hand that traditional engagement surveys are ineffectual in boosting employee engagement. They often don't relate to performance and don't deliver meaningful outcomes for the participants, or the organisation.

We wanted to turn engagement on its head and implement an approach that worked. We wanted to develop a validated way to enable our POB teams to manage their own engagement.

To do this, we implemented an organisation-wide rollout of our teaming system. Each fortnight, our teams completed a brief 6-item PULSE survey. This PULSE data was captured in a live team dashboard and used by our leaders and their teams to assess their own team climate. The regular visibility of this meaningful data enabled everyone to discuss their teams' performance climate on a fortnightly basis.

Our Results

As part of this approach, we also tracked our traditional engagement scores. The results were impressive, with our teams having consistently high levels of engagement:



Our teams' overall engagement score was 9.1/10



This ranks it in the 99th percentile and the top 10% of companies globally



We've proven that traditional engagement surveys are now defunct. Our team-based process for tracking performance and engagement is the way of the future.