EMPLOYEE ENGAGEMENT:
GUARANTEED TO IMPROVE
CUSTOMER EXPERIENCE

Managing People Remotely

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Managing People Remotely

The Working From Home
Code of Conduct

Culture & Community

Team Manager Big Four
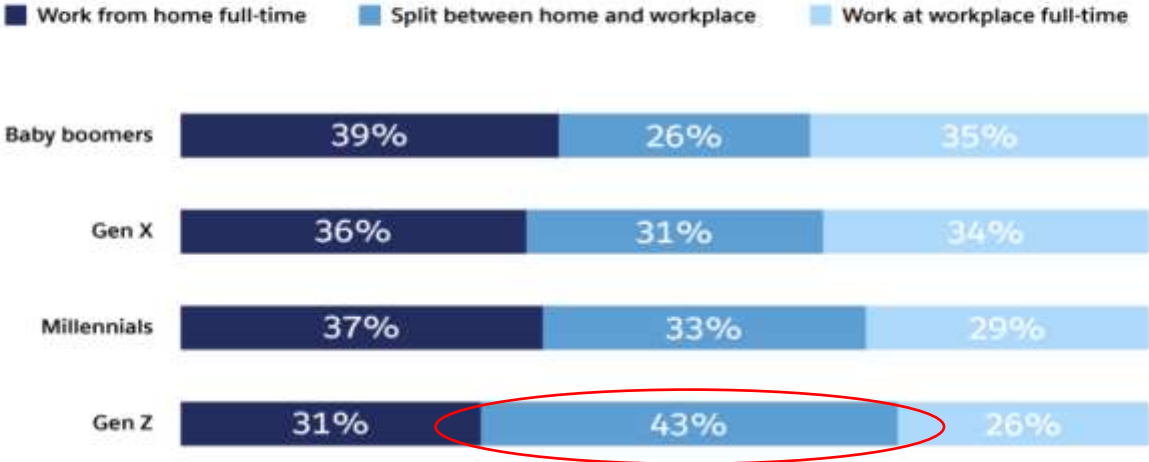
You're in good company…

"A global programme making better customer connections. I would recommend this to everyone. Not just our bank"
Senior Manager Financial Services Sector

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The Hybrid Employee

Most Appealing Work Scenario

- ■ Work from home full-time
- ■ Split between home and workplace
- ■ Work at workplace full-time

	Work from home full-time	Split between home and workplace	Work at workplace full-time
Baby boomers	39%	26%	35%
Gen X	36%	31%	34%
Millennials	37%	33%	29%
Gen Z	31%	43%	26%

salesforce | Global workforce survey, June 16-17, 2020

Numbers may not total 100% due to rounding

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Hybrid Intentions

Figure 1: Company leader intentions regarding flexible working after COVID-19

Percent Selecting; Multiple Responses Allowed
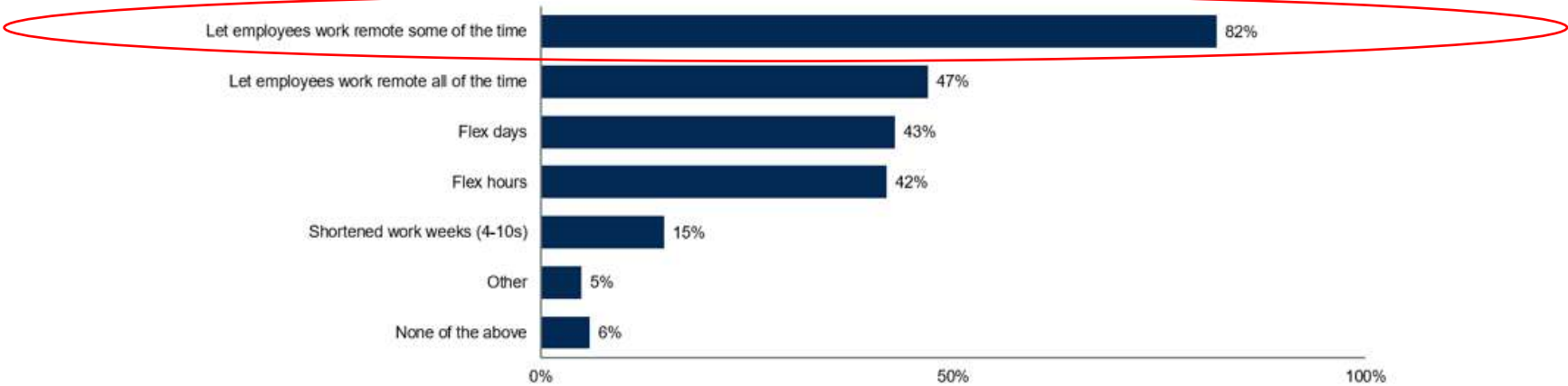
n = 127
Q: Are you, or do you plan on, providing any of the following flexibilities to employees as you reopen closed workplaces? Select all that apply..
Source: Gartner Return to the Workplace Benchmarking Against Your Peers Webinar Poll (5 June 2020)

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Remote working is here to stay.
Organisations and managers have new challenges.
And responsibilities.

Working from Home Code of Conduct

Responsibilities for Remote Working and Hybrid WFO+WFH teams

Environment	Safety & Security	Personal	Working Practices	Employee Engagement	Cost (employee & company)
Place of work	Confidentiality	Terms & Conditions	Performance	Communication & community	Renumeration
Workstation & internet	Home emergency & security	Work ready	Governance	Brand & culture	Taxation
Seating	Disaster recovery	Well-being	Escalations	Training & coaching	Insurance & liability (public/employee/home
Lighting	Cyber security	Household	Absence	Reward & recognition	Workstation, telephony, home costs
Equipment	Data protection	Mental health	Shift protocols inc breaks	Management including home visits	Office visits
Alignment between WFH+WFO					

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WFH: Working From Home
WFO: Working From Office

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Poll
Time

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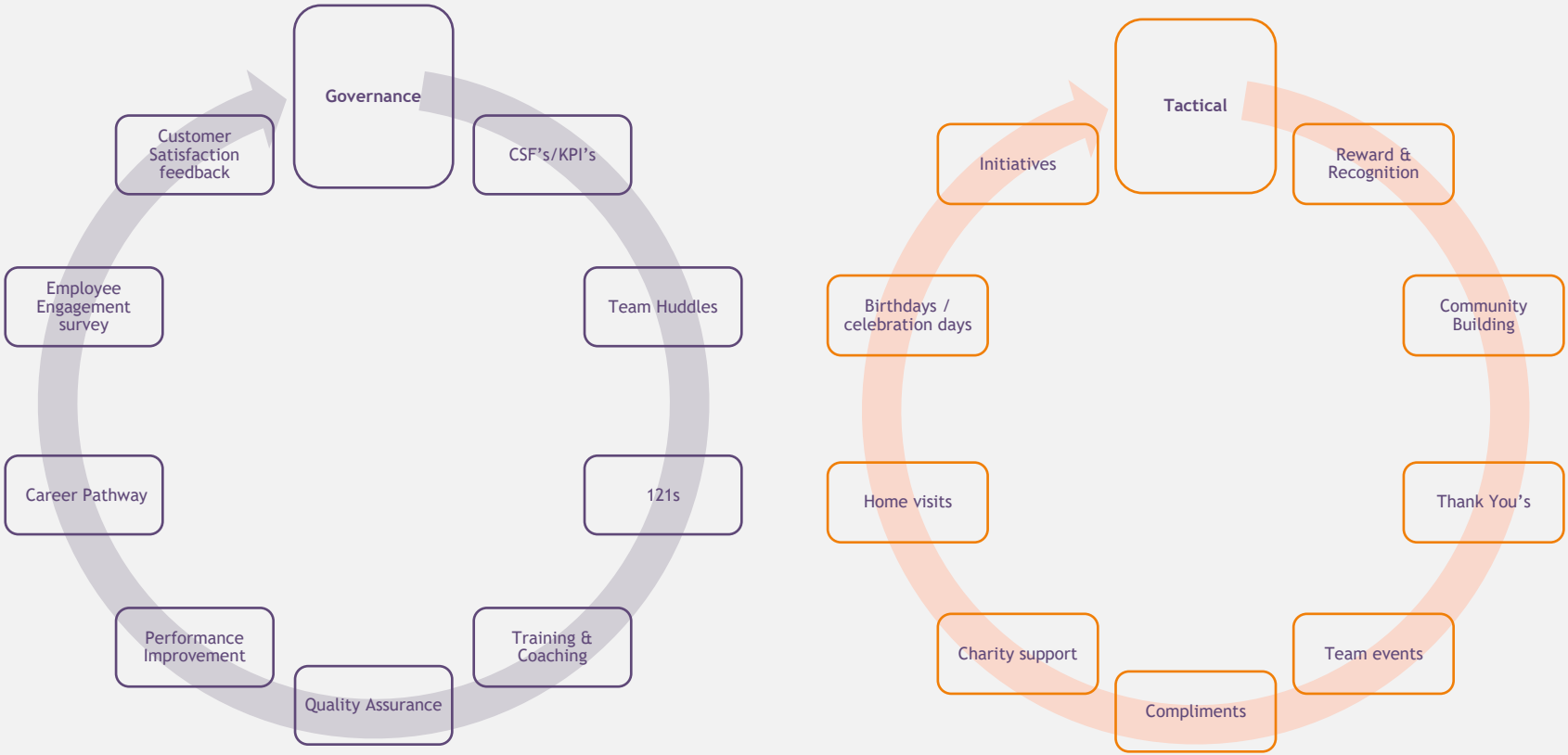
Culture & Community

Team Manager Big Four

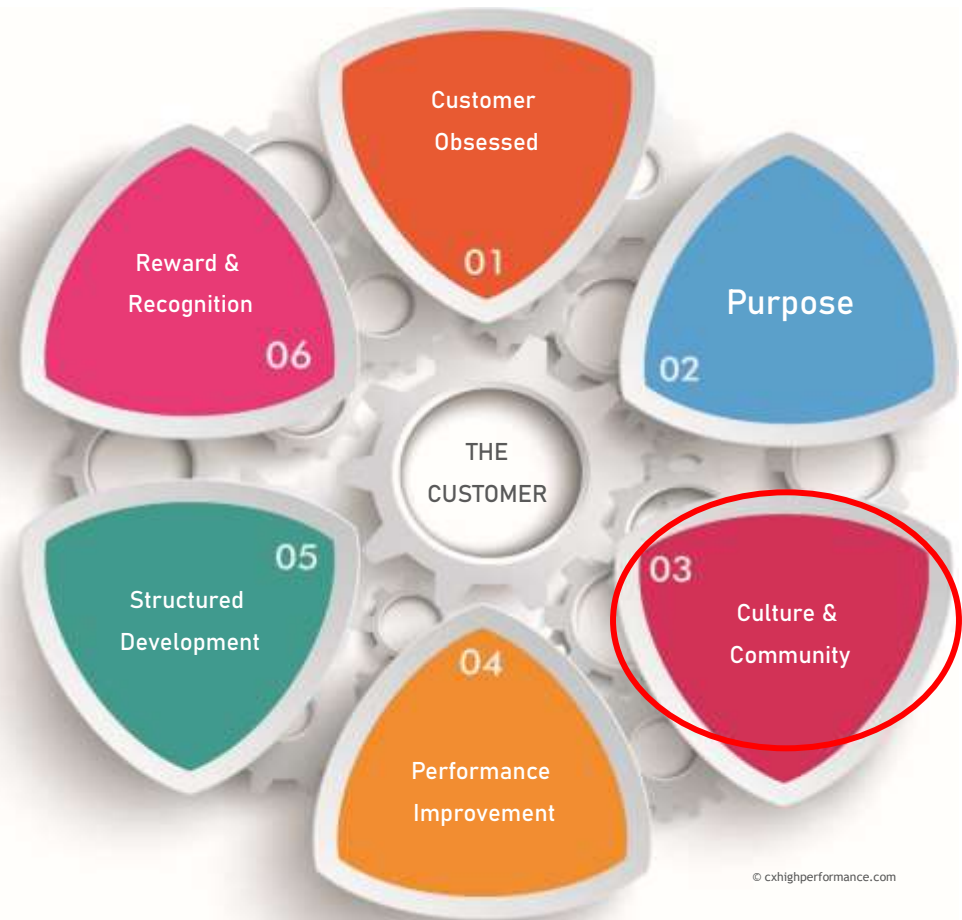# Culture & Community

What is your customer & team culture?

How can you build community?

18 Moments Of Truth Underpin Culture & Community

Left cycle (purple):
- Governance
- CSF's/KPI's
- Team Huddles
- 121s
- Training & Coaching
- Quality Assurance
- Performance Improvement
- Career Pathway
- Employee Engagement survey
- Customer Satisfaction feedback

Right cycle (orange):
- Tactical
- Reward & Recognition
- Community Building
- Thank You's
- Team events
- Compliments
- Charity support
- Home visits
- Birthdays / celebration days
- Initiatives

The CX Employee Engagement Framework™

❑ **A proven model** for employee engagement that links CX and business performance

❑ Six quantifiable dimensions provide a complete view of the organisational CX engagement and capability based on 45 integral indicators

Customer Obsessed 01

Purpose 02

Culture & Community 03

Performance Improvement 04

Structured Development 05

Reward & Recognition 06

THE CUSTOMER

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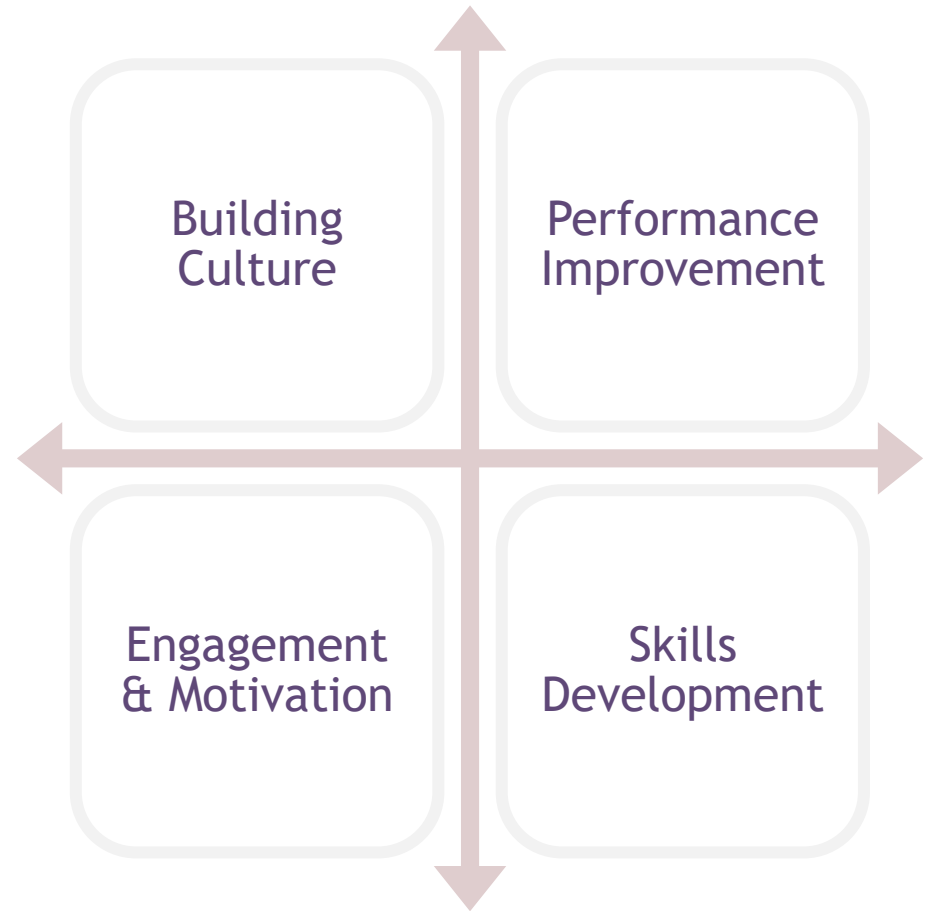
Team Manager Big Four

Team Manager Big Four

18 Moments of Truth and ONE manager underpin your success for remote working.

The Team Manager.

Building Culture	Performance Improvement
Engagement & Motivation	Skills Development

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Today's Take-aways

1. Develop your Code of Conduct
2. Create your Employee Engagement Framework
3. Skill your Team Managers

Look after your customers and employees like they are your friends & family

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