

Michael Doolin – 10 minutes

Michael Doolin

Agenda

- ✓ Background
- ✓ Good and Bad Performance
- ✓ Find the common themes



Brief History of My Career



Ford Motor Company



EMPLOYMENT TRIBUNALS

Clover
HR



RAC



Passions



Passions



According to Gallup Poll...

PERCENTAGE OF BRITISH EMPLOYEES WHO
ARE ENGAGED AT WORK

8%

GALLUP WORLD POLL 2016

PERCENT GREATER PROFITABILITY
FROM ENGAGED BUSINESS UNITS

21%

GALLUP

AVERAGE IMPROVEMENT OF TEAMS
THAT ADDRESS EVERYDAY
ENGAGEMENT NEEDS

CUSTOMER
SATISFACTION

10%

SALES

20%

GALLUP

GALLUP

What is Engagement?

Yang Chang – Chairman China Life says...

“We employ 700,000 employees so it is impossible to retain them all.....by offering a good salary you may keep an employee for a number of years but it will not be forever.....

The key to retaining a person is to keep his heart.

How can you keep a persons heart?”

What does good and bad Engagement look like?



Limitless commitment
High Work Output
Innovative
Aligned with goals
Contractual Attendance
Normal output
Learning/Seeking
Positive to change.



Clock Watching
Bargains on effort
Static skills
Critical
Time wasting
Added pay creation
Fiddling
Change resistant
Resignations
Sabotage
Theft
Oppositional solidarity

employee pulse

What did it say: Strengths



Long Service Awards



1 Year - Service Letters

2 years - mug and badge

5 years - additional days holiday plus a silver GeoPost pen

10 years - additional 2 days holiday plus a long service gift of choice

15 years - long service gift of choice

20 and 25 years - long service gift of choice



Get GREAT ALL THE TIME

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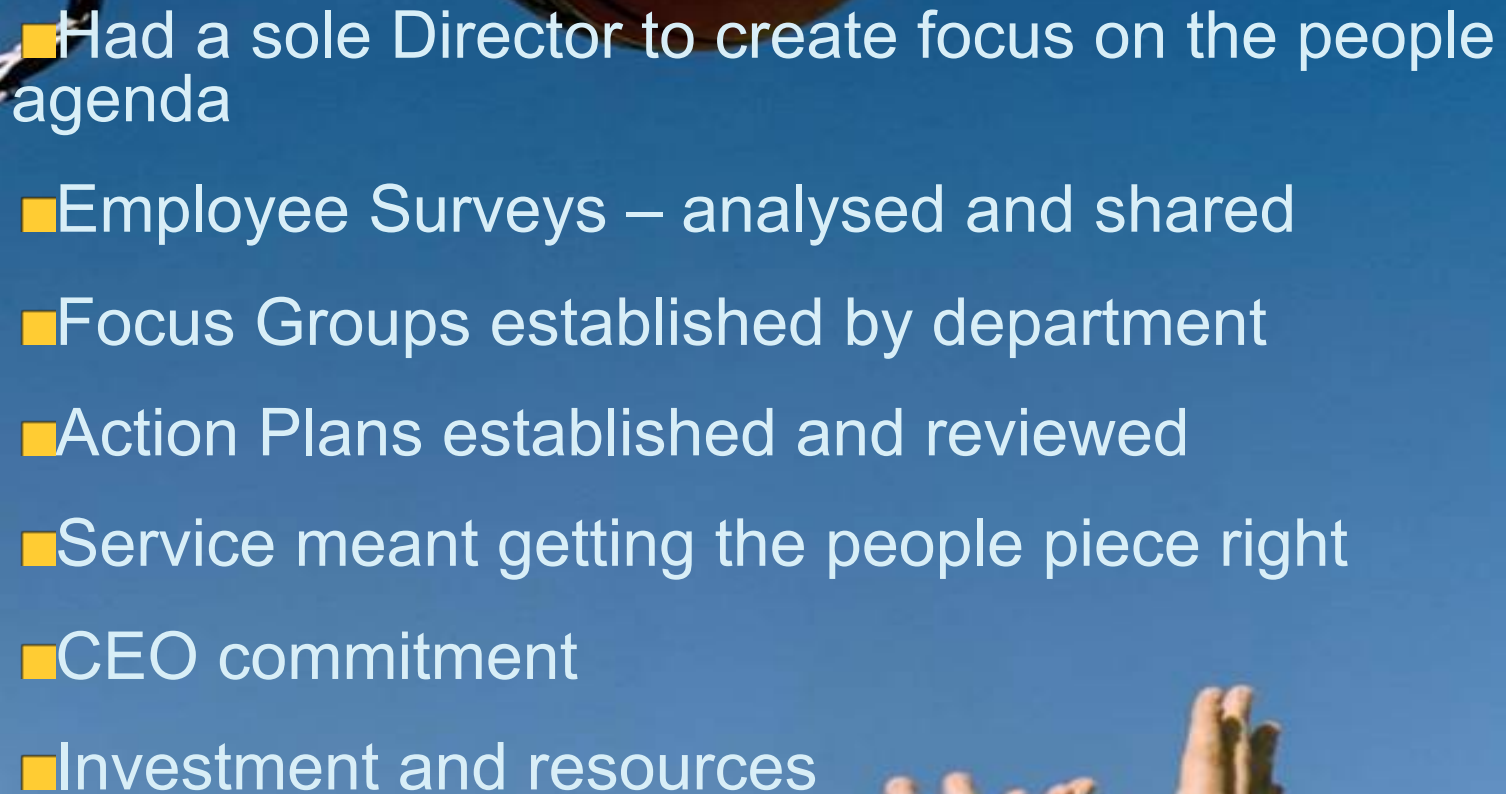
- 1 Leadership
- 2 Teamwork
- 3 Benefits
- 4 Development
- 5 Care



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- 6 Recognition
- 7 Job Content
- 8 Pride & Commitment
- 9 Communication
- 10 Induction

What to do.....and keep doing.....

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- Had a sole Director to create focus on the people agenda
 - Employee Surveys – analysed and shared
 - Focus Groups established by department
 - Action Plans established and reviewed
 - Service meant getting the people piece right
 - CEO commitment
 - Investment and resources

Can you Fly that Kite?

QUESTIONS?

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