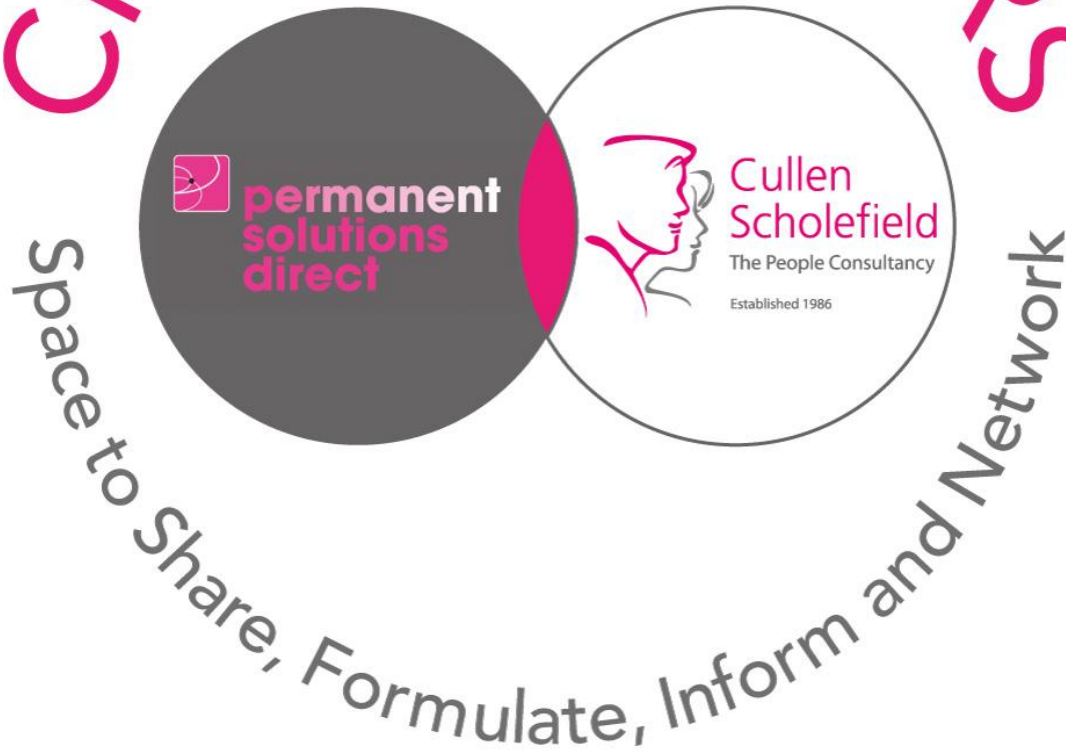


CIRCLE OF PEERS



**permanent
solutions
direct**



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What is Circle of Peers?

The most important aspect is to create
SPACE for you..

To:

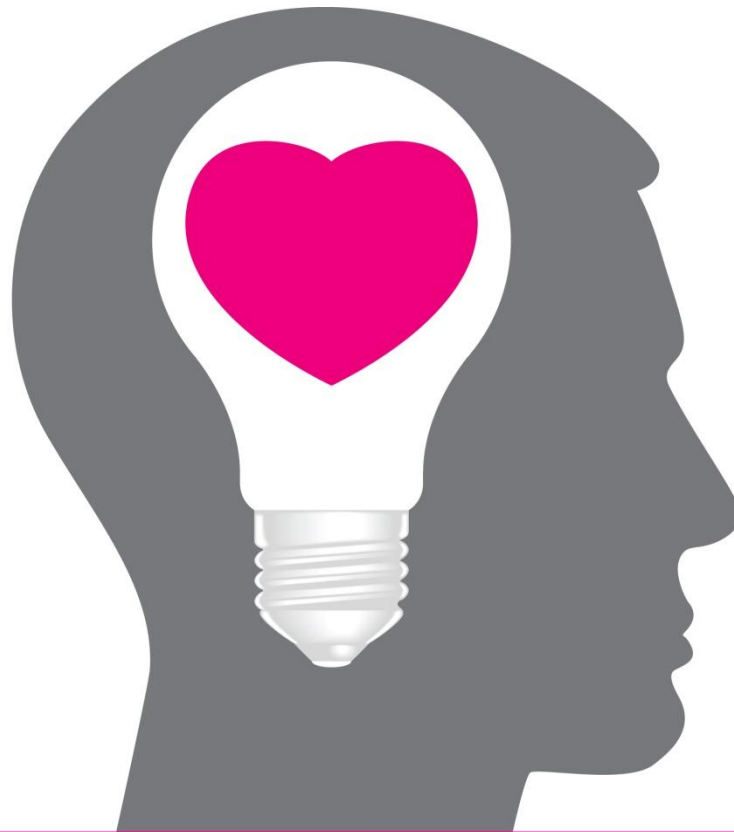
- Share
- Formulate
- Inform
- Network

So here goes....



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Engaging hearts and minds



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Programme for today

- Engaging hearts and minds – Maureen Scholefield
- Management with a heart – David Thorpe
- Why is a simple concept so hard to do?
- Group discussions
- Summary of discussions
- CPD Reflection

Engaging hearts and minds

- Latest research
- Let's get metric
- Best practice models



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Latest research

- Employee Engagement in Theory and Practice
- Employee Engagement and the failure of leadership
- Engaged unleashing your organisation's potential through employee engagement



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Latest research

- CIPD - IES - Engage for Success - The Future of Engagement Thought Piece Collection
- The Hay Group - The enemy of Engagement
- The Hay Group - New Rules of Engagement

Let's get metric

HR metrics is evolving

- 1990 - Metrics
- 1995 - Benchmarking
- 2000 - Analytics
- 2010 - Prediction

Goal: Use metrics to make HR a key asset of the business decision support system



Let's get metric

Gallup:

Actively disengaged miss an average of 3.5 days per year more than other workers

Engage for Success:

The UK has a productivity deficit. The most recent ONS survey found that output per hour in the UK was 15 percentage points below the average for the rest of the G7 industrialised nations in 2011; on an output per worker basis, UK productivity was 20 percentage points lower than the rest of the G7 in 2011. This represents the widest productivity gap since 1995.



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Let's get metric

- Find out what data is valued by your organisation
- Ensure that you have HR data at your fingertips
 - HRIS - headcount, turnover/retention
 - Compensation packages
 - Peer comparisons
 - Talent acquisition

Let's get metric

Classic HR data

- HRIS - headcount, turnover/retention
 - Compensation packages
 - Peer comparisons
- Talent acquisition
 - Cost per hire
 - Time to fill

Let's get metric

Classic HR data

- Talent Management
 - Skills inventory, competencies
 - Performance measures
 - Career paths
- Employee satisfaction
 - Perceptions whilst in role
 - Perceptions when leaving

Best practice models

- Kevin Kruse - motivating your team
- The classic 4 P's - add a 5th!
 - Product
 - Price
 - Promotion
 - Placement
 - **PEOPLE!**

Best practice models

- **Ignite Passionate Performance for Better Business Results**

Engaged Minds = Good performance

Engaged Hearts = Passion



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Engaging Hearts and Minds

Engaged Minds = Good performance

- **Achievement**
- **Autonomy**
- **Mastery**



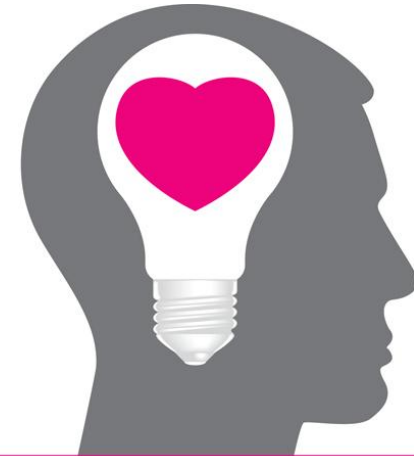
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Engaging Hearts and Minds

Engaged Hearts = Passion

- Purpose
- Intimacy
- Appreciation



Engaging hearts
and minds

So now over to David..



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