



Planning for a Better Employee Experience

Why is this the right module for you?

This is ideal for organisations who recognise that they need to put their people and their wellbeing at the forefront of their planning process.

Do you have a clear workforce strategy that is appropriate in today's climate?

Are your planning processes fully aligned with your workforce strategy or are they at odds?

Are your people frustrated with “boom & bust” workloads, and not able to deliver great outcomes for customers?

Is their discontent at the ease with which people can get time-off or use flexible in-work options?

Is your recruitment & training process hamstrung by inadequate planning insight?

Are your people fed up with not being able to spend time on their development or seeing allocated time cancelled?

What does the module cover?

This module will review how your planning process puts your people at its core in order to deliver for the business

- Existing workforce strategy; its clarity, relevance and understanding of stakeholders
- How resource planning is aligned to the workforce strategy
- Alignment of recruitment and skilling requirements/processes with long-term planning processes
- How planning approaches are enabling people to deliver quality outcomes for customer
- How planning approaches are delivering a great in-work experience (development time, rest, staying in-touch etc)
- Time-off processes – ease of use and application, perceived fairness and appropriateness
- In-work options that give people choice and flexibility
- How planning is delivering the smoothest possible workloads for people
- Shift design principles that balance the needs of people and customers

What opportunities will this present?

A planning process which makes people feel that they are your priority whilst balancing your customer and commercial imperatives

Have a workforce strategy that delivers for your staff so they can deliver outstanding results for the customer and business.

Give people achievable and consistent workloads that enable them to deliver outstanding customer outcomes whilst nurturing and developing themselves.

Be able to stay “yes” to annual leave requests and flexible working options, with confidence that no one else will suffer as a result.

A recruitment and training process that delivers the right staff when needed because it's fully joined up to your plans.