



# Staff Engagement (Motivation) and Organisational Effectiveness



***Michael Hathorn***  
***AHRMIO Conference***  
***Vienna 2012***

**Organizational Effectiveness through People**

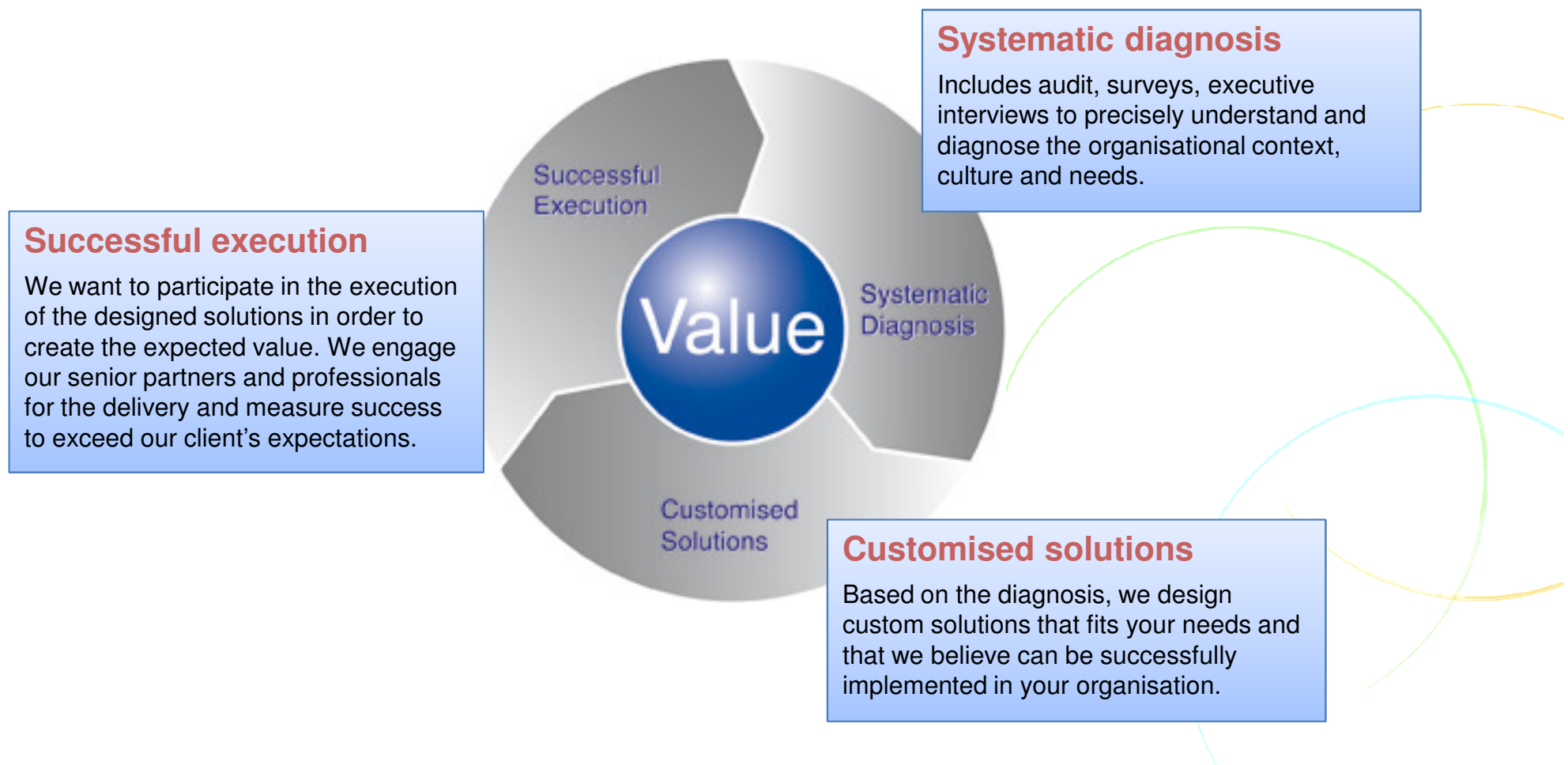


# Introducing Optimis

- ▶ Swiss based international firm active in Consulting, Learning and Sourcing activities that support Organizational Development and Human Capital Management
- ▶ Senior consultants and facilitators in the field of organisational and people development
- ▶ Customized, strategic interventions with immediate operational value



We design and implement value oriented custom solutions based on thorough analysis to adapt to the cultural context and strategic priorities of our clients



# What is Staff Engagement ...

*Staff engagement is much more than staff satisfaction.*

*It is a commitment that staff have to give their best and go beyond the "call of duty" in their contribution to the organisation.*

*A robust staff engagement process involves staff members in an improvement process that addresses the issues that matter to them and to the organisation.*

## Focus question

What are the key drivers of engagement or motivation?

# What motivates people ...

<http://www.youtube.com/watch?v=u6XAPnuFjJc>

## Quick poll ...

1. How many of your organisations have a process to **measure staff engagement** (staff motivation)?
2. How many expect that their organisation **will conduct a staff survey** (engagement, motivation) in the next 12 months?

# Building a high performing organisation



**Simply stated...**

**Organizational performance**



**Team performance**



**Individual performance**

**Organizational performance = Sum of Individual + team performance**

**The individual is the building block of organizational performance!**

# Optimis staff engagement process ...

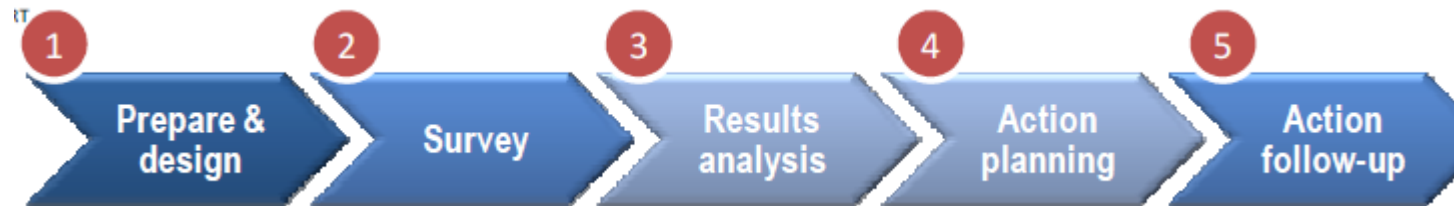
## « ENGAGE »



© Optimis 2009, « ENGAGE » Employee Engagement Process

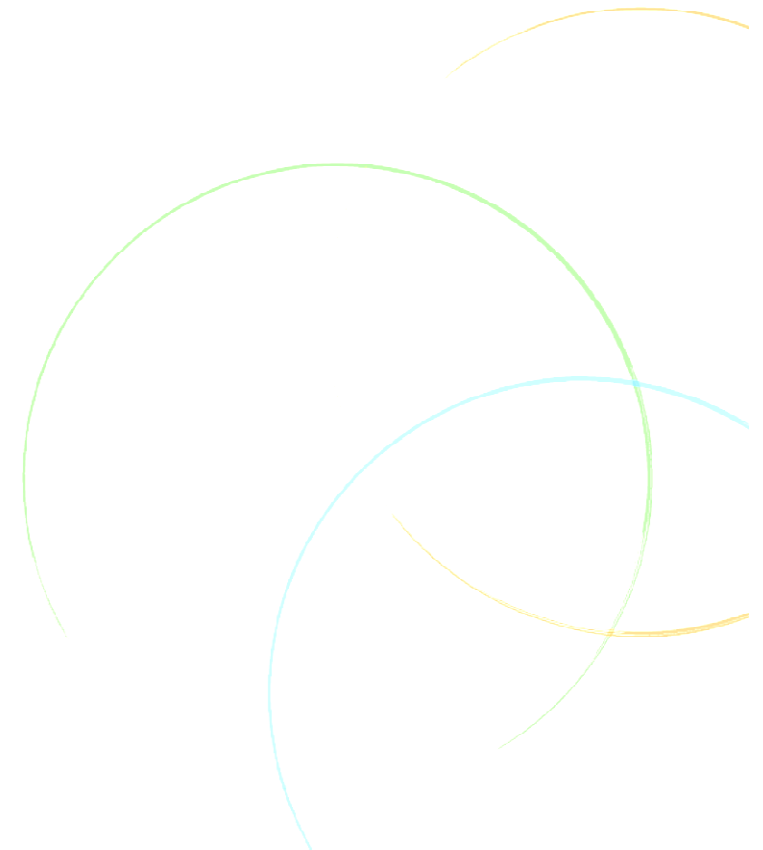
**Focused on  
design,  
action  
planning and  
execution**

# CEB Staff Engagement Case – In process



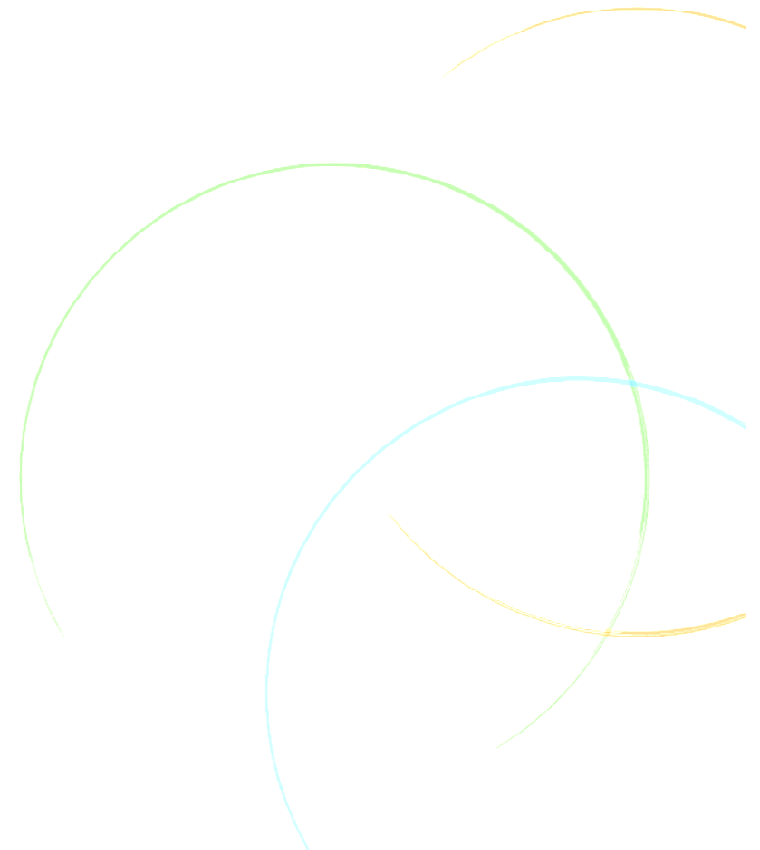
## Background to the CEB survey

1. Preparation and design phase
2. Conducting the survey
3. Results analysis
4. Action planning
5. Action follow-up



# « Excellent practices » in motivating staff

Discussion





**building your future**



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# Client references include...



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