

SAY



to transforming

your people experience

YES

INTRODUCTION

Are your employees as engaged and productive as they could be? Are your processes speeding up work and cutting down stress? Are you regularly attracting great talent to your organisation? No?

Here at Advanced, we're working to empower organisations to start saying yes! Yes to a positive and productive place to work, yes to attracting brilliant talent, yes to retaining staff and increasing efficiency, yes to a people first culture. Sound good?

This eBook has been designed as an interactive tool to make HR and leaders stop... rethink... and ask themselves what they want for their organisation and how they can get there. We think a great place to start with this is to look at the 6 pillars of people experience.

All of these pillars are important to promoting a strong people first culture at your organisation, and together they are the key to an engaged, productive and happier workforce.



These pillars are as follows:

 **TALENT
ATTRACTION**

 **CULTURE &
INCLUSION**

 **PRODUCTIVITY**

 **PERFORMANCE
MANAGEMENT**

 **TALENT
MANAGEMENT**

 **MODERN
WORKPLACE**

Within this eBook we'll be exploring the importance of these 6 pillars, and how your organisation can take steps to build out and strengthen these, resulting in outstanding people experience.

At the end of each section we'll ask you a few questions, at the end of this eBook you can check your score and see what this tells you about people experience at your company!

So let's dive in and start taking the first steps in your people management optimisation!

TALENT ATTRACTION:

Say yes to becoming the

employer of choice



We all know an organisation's most valuable asset is its dedicated workforce. But for many organisations attracting talent is becoming increasingly harder. The market is getting more competitive, with employers offering perks and flexibility in order to put themselves ahead of the competition.

So what can you do to stand out from the crowd and bring in fresh new talent?

REVIEW YOUR RECRUITMENT PROCESS

Is your recruitment process working for you? Or is it the same system you've had in place for years without questioning it? Some things to consider when it comes to your recruitment process are:

Reach

Are you optimising all forms of media to reach a wide range of potential employees? A lot of organisations put an advert up on a recruitment site and leave it at that, but many people find jobs in different ways nowadays.

Use social media to your advantage, LinkedIn is the most obvious channel, you can put it out there that you are looking and even connect with people who have the skills you're looking for. But other forms of social media are just as effective, especially amongst the younger generation, you could try posting on Facebook, Twitter, Instagram and even Tik Tok! This is a chance to show a more casual and fun side of your organisation!

Inclusivity

A big mistake many organisations make in the recruitment process is excluding strong applicants by not making their application process accessible to everyone. This could be making it too writing heavy, even when writing skills aren't relevant to the role, or asking people to give details that make them uncomfortable. For more information on this check out the 'Culture and Inclusion' section later in the eBook!

First impressions

How you present your organisation is very important! If you have a website, make sure it is up to date and looks professional, this could be a job for a more tech savvy employee in your organisation. On your website you can include a careers page that explains the perks of working for your organisation and the culture you promote, for example do you run team building days? Have a Christmas party? Celebrate birthdays? Go for Friday night drinks? Things like this can sway people into submitting an application.

TIME TO TRANSFORM YOUR EMPLOYER VALUE PROPOSITION (EVP)?



EVP describes the various metrics which contribute to your brand as an employer. A well-defined EVP highlights your key strengths as a place to work and defines the specific qualities which distinguish you from your competitors when it comes to recruitment and keeping your best people.

When looking at bringing on board new talent into your organisation, the EVP is designed to sell your business to prospective new hires and tell them specifically why they should choose to work for you and what they seek to gain from it. Today's job market is an extremely competitive space, with organisations desperately vying for what seems to be a relatively narrow crop of key talent. The key to success may very well lie in how organisations are able to distinguish themselves from their competitors.



THE ONBOARDING PROCESS



Explaining to potential employees how they will be onboarded into your organisation is a great way to put their mind at ease about taking a job. So many of us walk into a first day at a new job with no clue what their day will entail. So what should it look like?

Your managers should take a hands on approach to getting a new starter up and running, or at the very least delegate this to a senior member of the team. Even if a new starter is beginning their journey remotely, they should still be well looked after and guided.

Ensure they have everything they need to start their first day, this could be a laptop, uniform, login detail or passwords to the building. Either send these things ahead of their first day or have them waiting for them when they get in, so no time is wasted and a good first impression is set.

Get them set up on all necessary systems, this could be emails, portals, checking in systems etc. It's best to get them familiar with these right from day one. Once the basics are sorted, start setting them short term goals for their first few days. This way they know exactly what is expected of them, and it's an opportunity for them to start learning the ins and outs of their role.

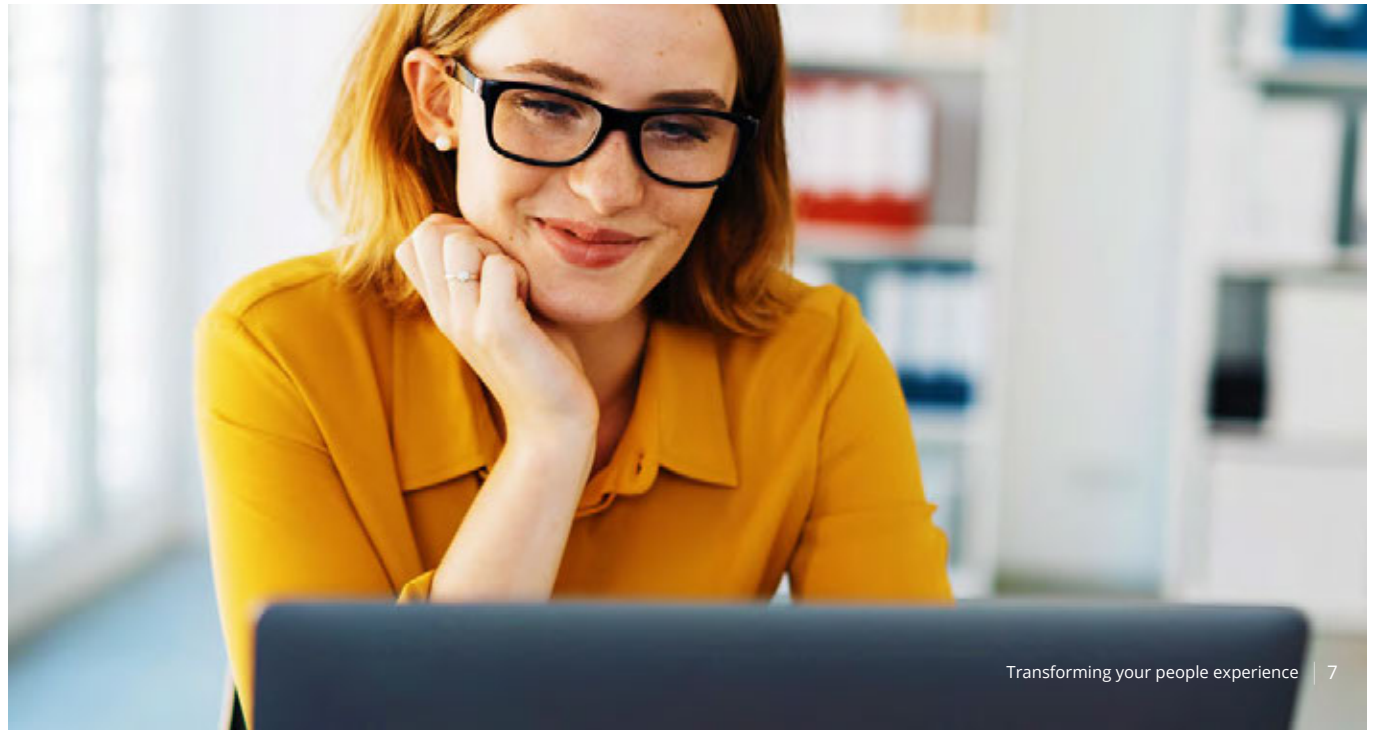
One of these goals could be getting to know their co-workers. Knowing who you are working with and what they do within the organisation is very important for a new starter, as it gives them an idea of who they can go to for support and guidance.

UP TO DATE SOFTWARE

During the recruitment process you should be able to boast about how you have invested in cutting edge software that is designed to make your employee's lives easier!

These people expect up to date software in their organisation. They are used to intuitive, user friendly and speedy software, and if your systems are out of date and hard to use, younger prospects may choose to go to an organisation that better meets their needs.

Furthermore, many of the potential new employees you will be looking to attract will be from the era of modern technology. You know the ones (you may be one yourself) Millennials, Gen Zers, the people who have had social media since they could walk and have never once sent or received a fax.

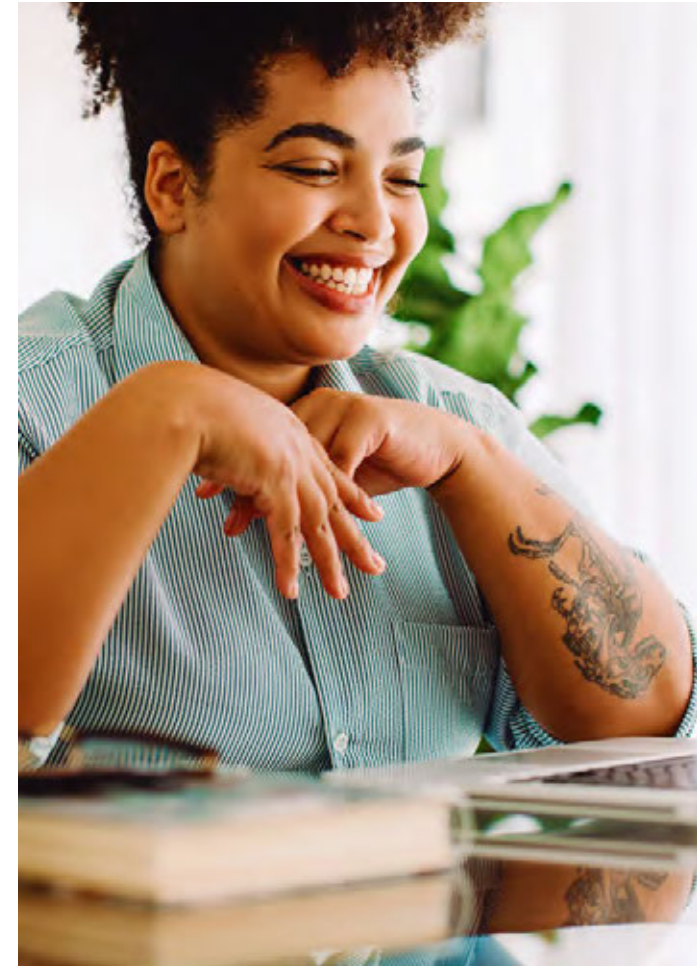


TRACKING YOUR PROGRESS

Are you currently keeping track of how many applicants you are getting for your jobs? If not it might be an idea to start, especially if you're planning on mixing up how you advertise jobs.

By tracking the amount of interest you get you can assess what is better or worse, until you find what truly works for you.

You can also ask applicants for feedback on the interview process, finding out what worked well and where you could improve, you'll find people have some ideas you hadn't thought of that could make the interview process more engaging and inclusive.



HIGHLIGHT THE BENEFITS OF WORKING FOR YOU

Remember that the recruitment process is not simply about you getting to know potential employees, but selling your organisation to talented people who you want to accept your job if they are offered it. Just because they attended an interview doesn't mean they are sold on working for you.

High light the tools you have in place to make their day to day easier. Modern technology and easy to use platforms helps in this department. Having platforms that allow employees to book annual leave in minutes, or seamlessly work remotely, or take charge of their goals and better develop in the organisation are all huge selling points. Show case the tools you have invested in to make your employee's lives easier.





NOW THAT'S
INTERESTING

A recent survey carried out by Advanced found that **51%** of employees would at least strongly consider moving to a new organisation if they offered better support against burnout.

A 2020 Glassdoor survey found that **93%** of job seekers said it is important to be informed about all aspects of a company, such as culture, values, mission, business model, future plans, pros and cons about the workplace, prior to accepting a job offer.



HOW'S YOUR TALENT ATTRACTION LOOKING?



A. How would you describe how well your organisation currently does with talent attraction?

- 0 – We struggle to attract candidates and it takes a long time to fill positions
- 1 – We have a reasonable amount of applicants and it doesn't take too long to fill positions
- 2 – We have a strong pipeline of people who wish to work for us and don't struggle to make new hires.

B. Are you diverse in how you advertise vacancies?

- 0 – We only use one form of advertising for job openings
- 1 – We use a couple of methods of advertising for job openings
- 2 – We take full advantage of a range of platforms to advertise our job openings

C. Do you have a strong EVP in place?

- 0 – We don't really focus on our EVP
- 1 – Our EVP is fine, we try to improve it but it sometimes slips under the radar.
- 2 – We have a strong EVP we work hard to maintain.

PERFORMANCE MANAGEMENT:

Time to start saying yes

to a clear path to success?



Performance management should be a top priority for any organisation.

Why? Because having a great performance management system in place can improve communication, boost engagement, increase productivity and all round better the well-being of your employees.

We believe performance management should be done on a continuous model. This means that actions like performance conversations, goal settings, feedback, development planning and well-being check-ups should NOT be a once or twice a year occurrence. Instead they should be ever present in a person's day to day work life.

By only having performance meetings on an annual basis you are inviting bias, burnout and disengagement into your organisation. Employees lose motivation with goals set months ago, people struggle in silence without an opportunity to talk to managers, and development slips from minds. So what should a great continuous method look like?



AGILE GOAL SETTING

Setting goals annually makes absolutely no sense! There, we said it, it's out there. To see the evidence of this we need look no further than New Year's resolutions. How many people say that year they are going to eat 5 fruit and veg a day, or run 20k a week?

And sure there are the select few who may well achieve this, but many of us will be super motivated for about a month, maybe 2, and then? We lose motivation, or get distracted, or our resolutions no longer fits our lifestyle due to a change. So we stop eating better, or running more, and because these are 'New Year's' resolutions we don't think to simply set new ones, or adapt the ones we set to fit us better. We simply wait until January 1st next year to set new goals we will follow for a month.

The exact same can be said for annual goals. Many employees will walk out of their annual appraisal with their fresh new goals and will be motivated and determined to keep up to them. But often these will become forgotten, or unforeseen things will take priority, or the market will shift making their goals no longer relevant.

So what if instead your employees had goals and objectives they could complete in a matter of weeks. Then these could be easily tracked, ticked off and new objectives set for the next few weeks!

THE SCIENCE BEHIND WELL-BEING AND ENGAGEMENT

We believe running a great organisation is about much more than just monitoring the performance of employees. Most people will know by now that [staff with higher work life well-being](#) are more productive, [staff who are less stressed](#) are less likely to take leave, and [those who are engaged](#) with their role are less likely to leave to find another job.

So ensuring your employees are engaged and happy directly leads to a more productive work force, and reduces sick leave and resignations! Win, win, win!

This is why we suggest implementing an engagement and well-being tracker within your organisation. This should be an anonymous and easy to answer survey that lets employees honestly tell you how they are feeling about work, allowing HR and leaders to spot problems early and respond as needed.



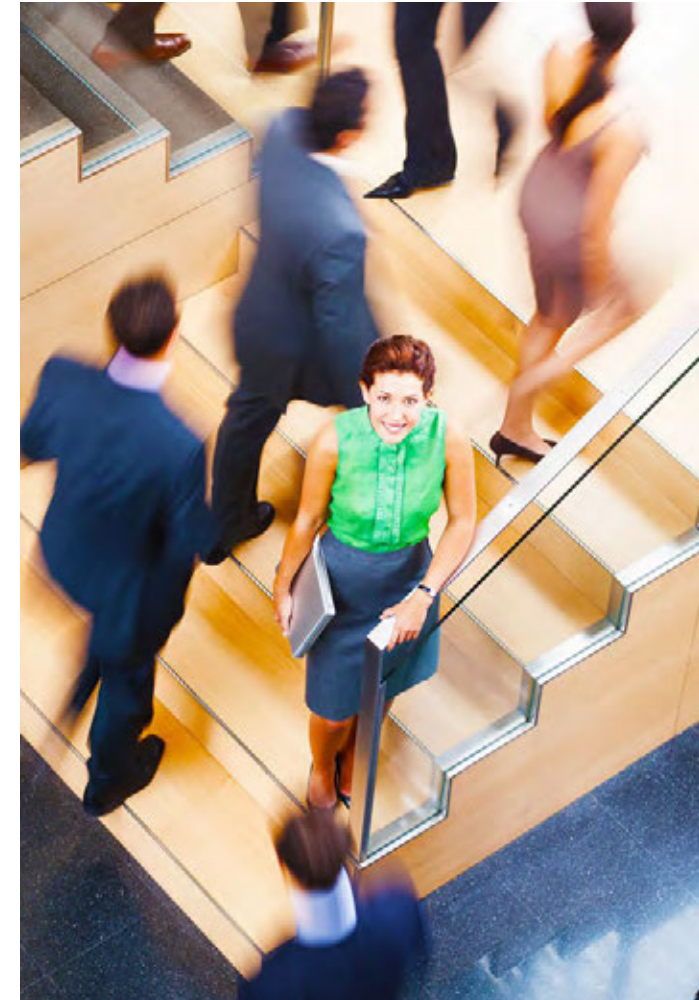
A CLEAR PATH FOR DEVELOPMENT

Setting out development goals as well as performance goals allows employees to think about their future with your organisation.

These should stem from development conversations with managers, in which an employee thinks about where they would ultimately like to end up in their career, and working with their manager to figure out the steps they can take to get there.

These goals could include taking a course, shadowing a co-worker, taking a couple of hours each week to work on a project they wouldn't normally, finding a mentor in a sector they're interested in and so on.

By encouraging this type of goal setting, you are showing your employees you are invested in their future and giving them the support they need to grow their skill set and gain experience they wouldn't normally get in their role.



A FULL AND FAIR VIEW OF PERFORMANCE

A big issue with performance management and employee evaluation is bias. This is often unintentional, and if you asked them undoubtedly most managers would state that they would never let their own feelings get in the way of giving a fair evaluation of an employee.

However, studies have shown us that in most cases 61% of a performance evaluation says more about the person rating, then it does the rater.

Nobody wants to feel like they're being unfairly rated, so how do you take away bias and ensure all staff are being evaluated fairly? By using a system that gives a full view of an employee's performance, including goals met, feedback from a range of co-workers and an overview of check-in conversations had with managers.



BOOSTING PRODUCTIVITY

Productivity and performance management come hand in hand. In order to get the most from your employee's you need to ensure they are supported, engaged with work, have clear and reachable goals, and are not stressed or unmotivated.

All these things can be achieved with great continuous performance management, by creating a workplace culture of great communication and empowering employees to take ownership of their performance and development goals.

So if you're striving to increase productivity, but you don't yet have a solid continuous performance management system in place, you might want to start there!



WHAT DO ADVANCED CUSTOMER'S SAY ABOUT MOVING TO CONTINUOUS PERFORMANCE MANAGEMENT?

“We wanted to move our performance management strategy away from being overly prescriptive, to a more principles-led approach, and an approach that’s aligned to the modern workplace.”

[Wesleyan Assurance Society](#)

“We continue to deliver some great numbers, year on year. The most noticeable difference in performance or engagement is in attitude, as displayed in our engagement survey results”

[A.G.Barr](#)



HOW ARE YOU DOING WITH PERFORMANCE MANAGEMENT?



A. Thinking about your organisation's approach to performance management, which of the following best applies?

- 0 – We have no formal approach to performance management.
- 1 – We use an annual or bi-annual process built around end of year objectives.
- 2 – We use a continuous performance management approach with regular performance and development conversations

B. Does your current performance management system allow for development conversations?

- 0 – We don't actively encourage our employees to talk to leaders about development.
- 1 – We don't have a system in place to support this but we encourage our employees to voice their development plans / desires to leaders.
- 2 – Our system actively encourages conversations between employees and leaders around development.

C. Do you track engagement levels at your organisation?

- 0 – No, we don't track engagement at all.
- 1 – We send out questionnaires once or twice a year to gauge the level of engagement.
- 2 – We use an anonymous and scientifically backed survey to frequently check on engagement levels.

CULTURE AND INCLUSION:

Say yes to a happy and

inclusive workplace!



Workplace culture makes a huge difference to the way employees feel about their organisation. Being a great employee means making sure your workforce feels inclusive, engaged and looked after. Culture and inclusion cover such a wide range of subjects we couldn't possibly fit them all into this one eBook, but here are some key points to get you started.

INCLUSIVE RECRUITMENT

Stop allowing a person's gender, race, disability and sexual orientation to factor into the job process. Many organisations are moving to CVless recruiting, due to the fact a CV can often contain information that would indicate a person's gender, age, culture etc.

CVs also encourage organisations to fixate purely on experience, and not on an individual's skill set and potential. You shouldn't assume that someone who has been in a role for 10 years is automatically going to be better than someone who only has a year or two experience. The lesser experienced candidate could have passion and skills that set them above others.

So instead of using CVs you could try giving interested parties a questionnaire that gives you an indication of their personality traits and work ethic. However don't make it too long, this is just a first step and no one wants to wade through 10 pages of seemingly irrelevant questions!

Next think about the interview process. For many this is a nerve wrecking and challenging ordeal. There are some people who suffer with anxiety, or have a speech impediment, or a language barrier. True for some jobs a chatty charismatic individual with amazing people skills is exactly what you're after, but this won't be the case for all roles! Really listen to what the person is saying about themselves, rather than just how confidently they are saying it, and try making them as relaxed as possible, an interview is not an interrogation!



CULTURE AND YOUR EVP

Your Employer Value Proposition is built for your people. A strong, well embedded EVP goes a long way towards strengthening levels of employee retention and engagement.

Research by [The HR Director](#) has noted the increasing trend for people to expect their employers to act as more inspirational and ethical forces within their respective markets, particularly when it comes to their engagement with diversity and inclusion initiatives, as well as broader issues such as environmental concerns.

Your EVP reflects the values of your company, so demonstrating how your brand aligns with modern trends and attitudes, and how effectively you can demonstrate your commitment to prevalent issues is a great start.

How you treat your employees will be a key part of your EVP, going the extra mile and offering employees more than the basics will set you ahead as a good employer, and will make attracting and retaining talent easier.

Contrary to popular belief, money isn't usually top priority for people when it comes to choosing the right role for them. It's a factor of course, but work-life balance is key for many people. Flexible working, a good amount of annual leave days, pay on demand, opportunities for progression. All of these things promote a good work culture and strengthen your EVP.



REDUCE THOSE PAY GAPS!

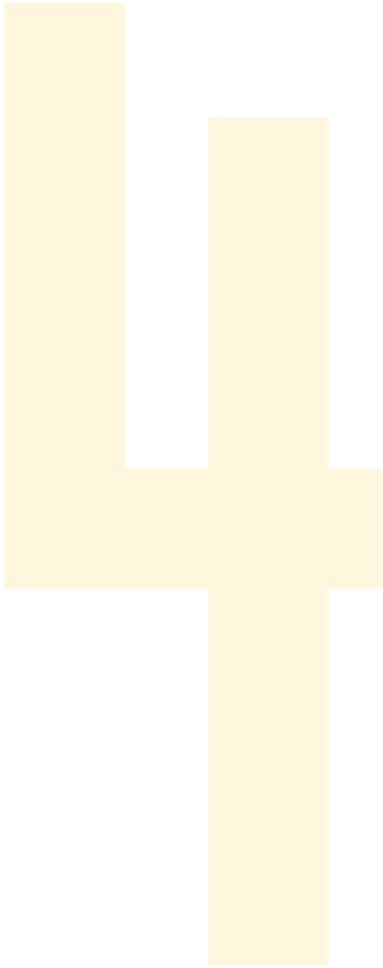
Sad as it is, pay gaps are still very prominent in organisations! Factors such as gender, ethnicity and disabilities still effect how much people are payed. We know this is unfair, and organisations everywhere are taking steps to fix it. So what can you do?

Be informed. Ensure HR and leaders within your organisation know what the current state of your pay gap is. This is something that can be easily found out, and once HR and leaders are aware of the extent of the pay gap issue within your organisation they can start taking steps to make it better.

Another way HR and leaders can be informed is to do some research around pay gaps, find out what causes them and ways in which they can be fixed, it's an extensive topic, but well worth dedicating some time too!

Be transparent. Don't misinform your employees about pay gaps in your organisations. Tell them if there is a gap in pay, and let them know you are doing your best to reduce this. At Advanced we put out a 'gender pay gap report' each year, which shows our employees the decrease in the gap year on year, so while it's still there, they know their organisation is working on a solution.





THE POWER OF ENGAGEMENT

People who are more engaged at work perform better and are less likely to leave. Makes sense! So how do you boost engagement within your organisation?

Include people in their own goal setting: We've talked about the importance of setting short term goals, but it's just as important to involve employees in the goal setting process. Rather than having a manager dictate to them what they should be working on, have goal setting be a conversation between manager and employee. This way employees feel more empowered at work and have a clearer understanding of what is expected of them.

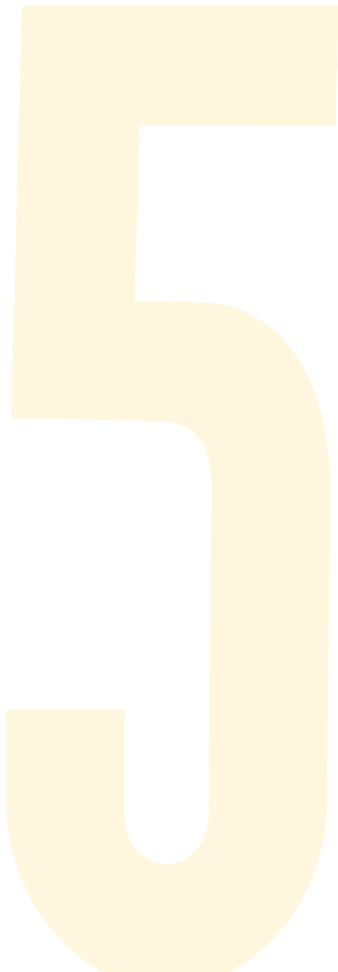
Keep having those development conversations: If an employee doesn't see an opportunity for growth and development within your organisation they may become disengaged. Ensure managers are having regular conversation around development goals, and where possible are giving their people opportunity to grow their skill set.

Giving a receiving feedback: Getting feedback from your manager is great, but why stop there? Implement a system to allow the giving and receiving of real time feedback between all employees. This way people can be recognised for a job well done, and get helpful advice on how to improve moving forward. The feedback function in Advanced Clear Review is one of the most popular features, Gary Beggs from Ted Baker explains:

"The feedback functionality within Advanced's performance management platform was initially the element I personally was most excited about, given the potential impact on engagement that this kind of recognition could bring. To have senior members of the Ted team be able to directly recognise the invaluable contribution of our front-line Sales team speaks back to our company values of Authenticity & Kindness in the most tangible of ways."

Ted Baker

WORKING ON WELL-BEING



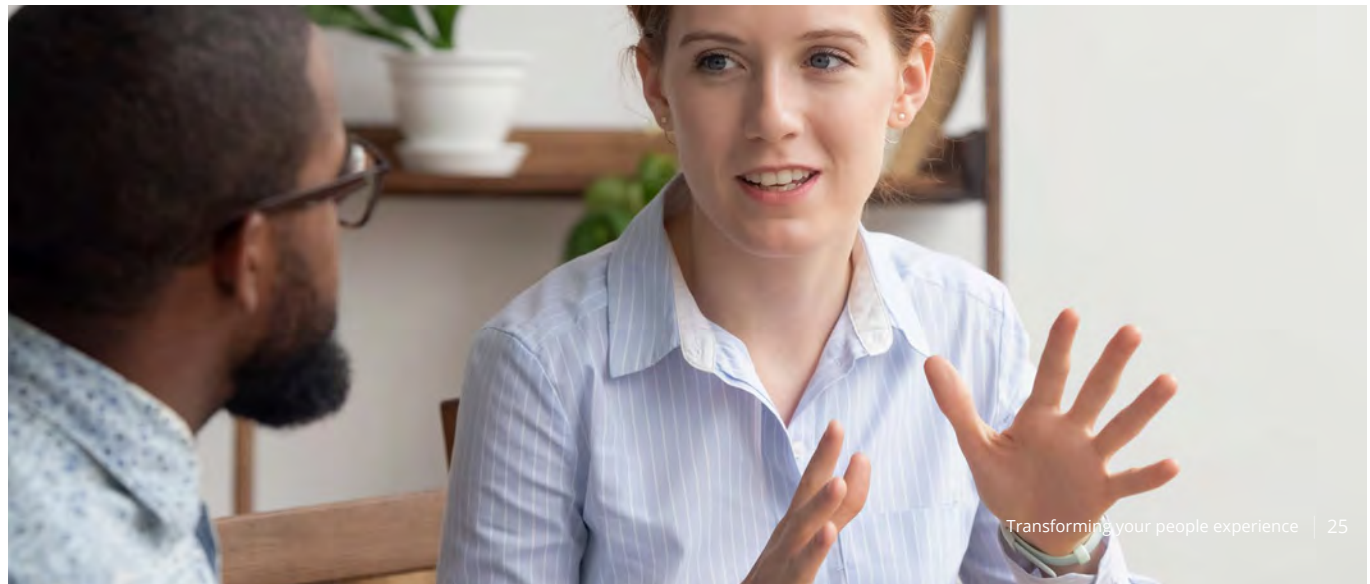
Unwell employees are not working at their best. This could encompass a range of things, burnout, mental health problems, physical health, and so on.

If a person does not feel they are able to speak to their manager or HR team about a well-being issue that is impacting on their work, they will continue to push themselves until it gets too much. This results in lengthy sick leave or even a resignation.

Communication is key here! Ensure managers are having regular, meaningful conversations, one on one, with their team members and are asking the right questions.

Train your managers to spot warning signs. Even if employees don't want to open up about their well-being struggles, managers can still help if they are equipped to do so. Invest in training for managers so they can spot and support their team.

Your organisation can also send out regular and anonymous well-being surveys, that give employees a chance to express how they feel things like burnout, work-life balance etc. is dealt with, and get suggestions on how you could do better.



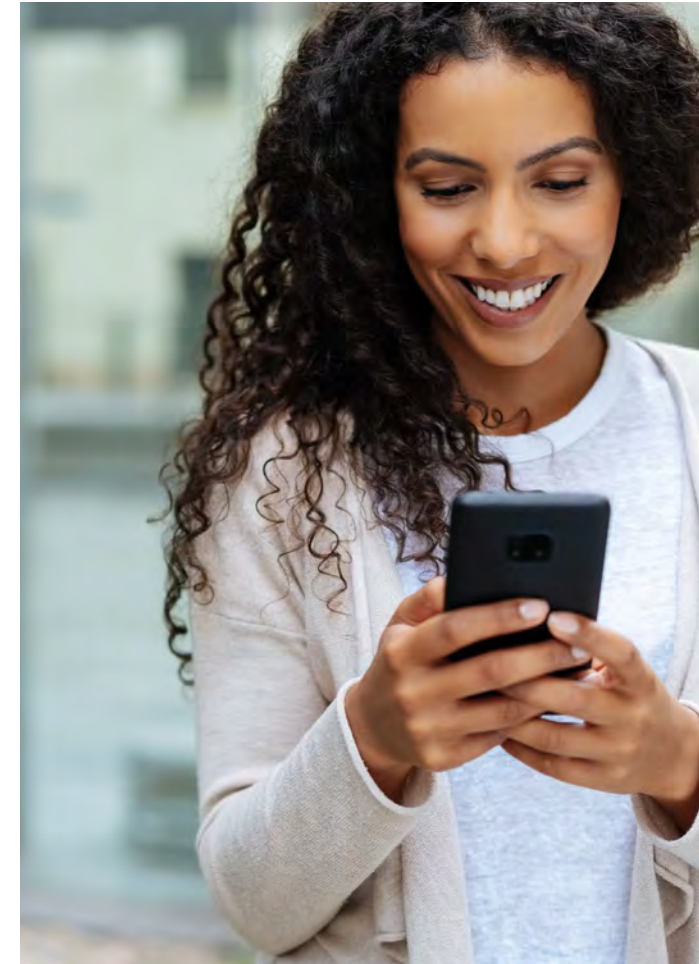
FINANCIAL WELL-BEING

Financial well-being also plays a big part in a workplace culture. Whilst we know money might not be the most important thing for everyone, if people are struggling financially their head isn't going to be on work. By installing a 'pay on demand' system, employees don't need to wait until payday; they can draw down pay when they need it.

With over one third of UK workers still living paycheque to paycheque, having a degree of flexibility in how they receive their wages will be of the utmost importance for people who want to stay in control of their finances and not be blindsided by unexpected costs.

With your employees able to draw pay when they need it, you can ensure that your people's financial well-being is supported, so that your employees can stay happy, engaged and productive.

You are more likely to recruit and retain top talent by implementing a pay on demand scheme. Empowering employees to take control of their own wage or salary will improve their employee experience.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE, AKA ESG.

ESG is a way to evaluate the extent to which an organisation works on behalf of social goals that go beyond the expected responsibilities of an organisation. This is often used to show stakeholders and potential investors the steps an organisation is taking to have a positive impact on the planet and in society.

It is also important to employees. Most people want to work at an organisation that is making a positive difference to the world around us. Whether that's reducing its carbon footprint, or being active in local charities etc.

So showcasing to your people the steps you are taking in terms of your ESG can have a positive impact on how your people view you as an employer, and can result in you becoming an organisation people are proud to work for.



“ YOU DON'T SAY!...”

According to Deloitte, **76%** of millennials view business as a source of powerful and positive social impact.

The office of national statistics tells us that among full time employees the gender pay gap in April 2021 was **7.9%**.



HOW'S YOUR INCLUSIVITY AND CULTURE?



A. Do you have an inclusive hiring process?

- 0 – We always ask for CVs and disregard anyone who doesn't have a lot of experience.
- 1 – We ask for CVs but we are more interested in potential than experience.
- 2 – We hire based on potential and relevant testing for the job only.

B. How do you look after well-being?

- 0 – We don't have a system in place to monitor or improve well-being.
- 1 – Managers are encouraged to ask staff if they are ok, and / or we send out well-being surveys from time to time.
- 2 – Managers have frequent check-ins with employees and are trained to spot warning signs and know how to act if needed.

C. Do you think your organisation clearly communicated its ESG goals and initiatives to your employees?

- 0 – Not clearly communicated (or we don't even have an ESG agenda!)
- 1 – We communicate to our employees on an ad-hoc basis.
- 2 – Our employees are well informed about our ESG plans and are even invited to take part in ESG initiatives.

TALENT MANAGEMENT:

Manage your talent efficiently

to say yes to an ocean of engaged employees.



Managing your talent correctly is essential for a highly productive and engaged workforce. You're never going to get the most from your employees if you simply leave them to get by on their own. Even the best workers can benefit from some guidance and support to get where they need to be. That's why we think you should make managing your talent pool a top priority at your organisation!

PERFORMANCE MANAGEMENT

Yes we know, we've covered this already! But, you can't talk about managing talent without mentioning performance management. Ensuring your performance management is up to scratch is the first key step to efficiently managing talent.

Good performance management allows you to identify and nurture top talent in your organisation, and spot those with the potential to become top talent too.

Performance management should be an integral part of an employee's work journey, starting with the onboarding process and guiding them to where they want to end up in the organisation.



INTERNAL MOBILITY AND TRAINING

A vital part of managing your talent is ensuring your people are being utilised to the best of their ability. This doesn't mean promoting someone before they are ready, but it does mean someone with a clear skill set should be given opportunities to grow into a role that suits them.

Training your talent is important. This could be done internally through mentoring and shadowing sessions, or it could include some external training sessions if this is the better option. This may be a little costly or time consuming, but ultimately your organisation is investing in its future, as well as that of its employees!

Once an employee is ready, progress them as soon as possible. This could be giving them a better job title and more responsibility, or ensuring they are top of the list to fill any upcoming positions that might open in the organisation. Filling jobs internally where possible is a great way to promote employee loyalty and engagement. If roles are always being filled externally, rather than the organisation nurturing people internally into roles, there will be little motivation for employees to stay somewhere they don't see a viable future.

After all, as much as the person with the flashy CV and loads of industry experience might seem like who you want at your organisation, stop and ask yourself if they can compare with someone within your workforce, who has years of experience with your products, customers, other employees etc? And as organisations who are willing to put in the time and resources to train, nurture and promote from within are more likely to see better retention, they will save money on expensive recruitment processes to fill staff that have left to seek a better career path elsewhere.

SUCCESSION PLANNING

When we think about internal mobility we should also think about succession planning. It is important for your organisations to identify those business critical roles and think about what the plan would be if the current role holder resigned or retired.

You may think that you'll have a notice period to prepare for this so why prepare in advance, but with important roles you don't want to be scrambling to find someone in a short amount of time. Instead identify a talent pipeline, and train and prepare employees further down the organisation ready for a promotion when the time comes.



HR ANALYTICS

Give the HR team in your organisation full visibility of employee performance, engagement and well-being. Using software in your organisation that tracks and records things like check-ins, feedback, development etc. means that your HR team can have a full view of how everything is going.

They can see that managers are putting in the face to face time they should be with their team, goals are being met, engagement isn't dropping, and if they are concerned they can take swift action before it impacts on the organisation. This means that HR have a good idea of how talent is being managed and is developing throughout the organisation, and gives them a good indication of who will soon be ready for promotion.



SKILLS MAPPING

Visually mapping out the skills which are required for roles within your organisation is a great way to find out which employees might fit well into it. It could be that someone has most of the skills required but is lacking in an area. This is a great opportunity for you to invest in upskilling them with training or mentor work.

These can also be used when a project needs to be carried out, to figure out which group of people would be best suited for the task. It could be you need someone who is a creative thinker, and another person who is data minded, but all participants need to have excellent communication skills.

In order to do this correctly you will also need an overview of the skills all of your employees have. You can send round a questionnaire to employees and their managers to fill in, and store this information for when it is needed, just ensure you keep it up to date, as people learn and grow every day!





HOW IS TALENT MANAGEMENT GOING FOR YOU?



A. Thinking about the career opportunities available within your organisation, which of the following best applies?

- 0 – It's very rare for people to change roles or move upwards through our organisation
- 1 – A fair amount of people do get promoted in this organisation, but it's not clear how this takes place and a lot of our hiring is done externally
- 2 – There is a widespread culture of internal mobility in our organisation, and being promoted is a very common experience

B. Do you hire from within the majority of the time?

- 0 – No, we mostly hire externally
- 1 – It's about 50/50
- 2 – Where possible we train and promote before looking externally

C. Does your HR team have access to employee performance and development data?

- 0 – HR does not have access to any data around performance or development
- 1 – HR have access to some data around performance and development
- 2 – We have systems in place that allow for the recording and viewing of data around performance checking, development conversation and feedback exchanged

PRODUCTIVITY:

Say yes to an agile,

productive workplace.



Boosting productivity within an organisation is important for the best end results, let's face it, when talking to stakeholders for your organisation you want to be able to show them that productivity is high all round. But great productivity doesn't just happen, you need to take steps to get the most from your employees, here are a few tips on how.

SAY NO TO UNNECESSARY ADMIN!

When it comes to productivity one department who will know a lot about lengthy and seemingly unnecessary admin work is HR! Lengthy and outdated processes really should be a thing of the past by now.

But some organisations are still doing performance evaluations with pen and paper and sending them to the HR team, some organisations are still putting responsibility of annual leave and illness onto HR.

Tasks such as these can and should be done via software systems that automate simple processes, so you can put responsibility back into the hands of managers and employees and allow for information to be stored and shared in a click of a button.

By taking some of the admin burden away from HR teams, you allow them to focus on what really matters, looking after the people in their organisations!



THE POWER OF DOING LESS

How many applications do you open in a day? 10? 20? 30? More? [Research by PEGA](#) shows us that most office workers switch between 35 applications, over 1100 times every day!

And it's not just at work, we all use a plethora of applications in our personal lives, for news updates, social media, shopping, streaming, banking, instant messaging, and the list goes on! Many of these applications even do the same thing, you can look at your phone and have a text, a WhatsApp and a Facebook IM sitting waiting to be read! And in 2020 a survey found that 55% of polled employees are using at least two collaboration tools, just adding to the amount of platforms staff need to open and check each day.

By integrating your tools into one easy to use platform you can cut down on the amount of time it takes to perform tasks, and make things like recording sickness, giving feedback and booking meetings easy and painless.



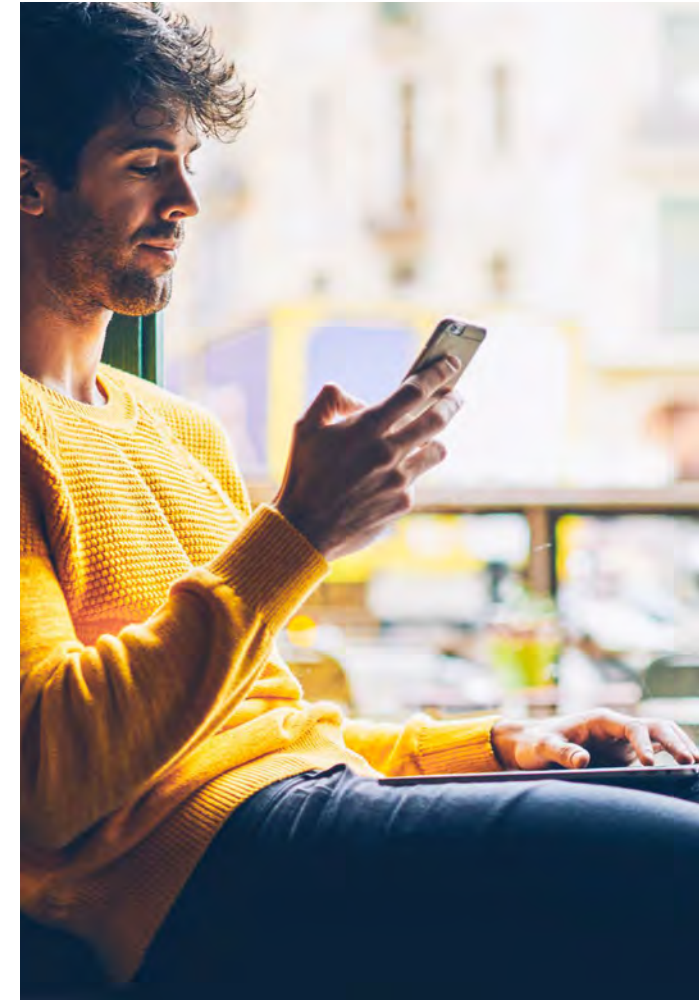
PUT THE POWER IN EMPLOYEES HANDS



Does your organisation ask people to get in touch with HR to book annual leave, or arrange travel, or record sickness, or check company policies? If so then you are probably wasting a fair amount of time!

This is creating an unnecessary middle man for simple tasks, putting a lot more work onto HR and making the process lengthier and more frustrating for employees. Instead think about setting up a system that allows employees to take responsibility for these actions.

Implementing an online HR portal that allows employees to carry out a multitude of tasks quickly and easily, from one space, with just a few clicks, takes pressure off HR and keeps employees happy.



IDENTIFY THE TOP 20%

Rating the performance of every member of staff in your organisation is time consuming and ultimately pointless.

The large majority of your workers (around 80%) will be performing well, even if they are not doing anything ground breaking that massively effects your organisation's outcomes. Trying to differentiate between a slightly better or worse performer amongst this 80% isn't going to give your organisation anything useful.

As long as all of these employees are having regular check-ins with their manager, who is making sure they are reaching goals, they are engaged with work and not struggling, then giving them a number rating is ultimately pointless.

So instead focus your efforts on identifying the very top talent, these are the people making a real difference in your organisation, and the people who should be nurtured into those leader roles if they're not already there. We recommend finding these by posing a set of simple and objective questions to managers that will bring to light those who go above and beyond.






DID YOU KNOW THAT... . . .

Flexible workers are more likely to be engaged which yield significant advantages for employers, potentially generating **43%** more revenue and improving performance by **20%**, compared to disengaged employees. [CIPD](#)

Research shows us that **37%** of employees think there are too many different digital apps to use, and it breaks their working flow.



ARE YOU BEING PRODUCTIVE?



A. Thinking about how your organisation manages the workplace, which of the following best describes your organisation's approach?

- 0 - Our organisation does not currently measure performance or productivity of our people
- 1 - We use a range of tools and/or metrics to measure the amount of time our people spend at work. The volume of work individuals do is the most important thing to our organisation
- 2 - When thinking about performance and productivity, our organisation is solely focussed on results and not on time.

B. How much do employees have to rely on the HR team to carry out HR related tasks?

- 0 - Employees have to go through HR for all tasks relating to annual leave, sickness, travel and so on.
- 1 - Employees have software to enable them to carry out some tasks on their own but they still have to go through HR for others.
- 2 - Employees have software that empowers them to book holidays, arrange travel, record sickness etc.

C. Has your organisation taken steps to reduce the amount of platforms / apps employees need to use every day?

- 0 - We have not integrated any of our platforms and have no plans to do so in the near future.
- 1 - We are taking steps to integrate some of our platforms onto one space.
- 2 - We have a solution that brings together many of our platforms / apps into one single sign on space.

MODERN WORKPLACE:

Say yes to building

the workplace of tomorrow

Out dated systems, slow software, processes still in place from 20 years ago. This does not make for a modern and effective workplace! To stay ahead of the curve you need to have your finger on the pulse and know what is changing, what new systems you can put in place at your organisation to ensure you are doing the very best for your employees and your organisation as a whole.



FLEXIBLE WORKING

For the most part, the idea that employees need to be sat at a desk 9-5 Monday to Friday is an outdated one that many organisations are dropping. However some organisations are still hanging onto office work simply because their software does not allow for all teams to work remotely.

Here at Advanced we are a big lover of the cloud! Having desktop systems in place is impractical for a number of reasons. It stops people from working remotely, this is not only frustrating for employees who would like to work away from the office sometimes, but also means if someone's car breaks down, or the weather is too bad to travel in, or they have a carer obligation, you are losing them for the day. But if they could log on at home they can work as normal!

Secondly, you are keeping important information on a hard drive that could be damaged in a flood, fire or other apocalyptic type situation. Meaning you could potentially lose business critical information without a way or recovering it.



BETTER CONNECTIVITY

With more and more people working from different offices, different countries and from home, being better connected is more important than ever! Platforms that allow for instant messaging, video calls, real time feedback, virtual check-ins and so on are vital in our new world of work.

Team dynamics play a big part in how an organisation functions. If colleagues don't communicate efficiently and work well together, problems begin to arise. Poor communication leads to mis-takes and delays, strained relationships lead to an unwillingness to ask for or offer help, which can lead to a poorer quality of work produced.

So strong team dynamics are important, but achieving this can be a challenge, especially when your team isn't all in one place. You can help this in a few ways.

Introduce weekly kick off sessions and weekly wind down sessions. If your teams don't already have a least a couple of regular meetings each week, now may be a good time to implement this. There might be a fear from those who are working at home whilst others are in an office

together that they are missing out on important information, either work related or not, so managers should make time to talk about personal life updates as well as work related subjects.

Ensure that meeting rooms are well equipped to accommodate virtual joiners. If there is a mix of people joining a meeting virtually and in person, ensure those joining virtually can hear, and be heard clearly by everyone.

Allow your staff to give and receive real time feedback. By giving your staff members a platform on which they can request, receive and give feedback with their co-workers, you are further opening the door to honest communication.

Finally ensure that all managers are regularly communicating with their team, both those who are in the office and remote workers, letting them know they are equally important and heard wherever they are. This can be best achieved by having set check-in session around once a month, this way any blockers / concerns can be addressed early.

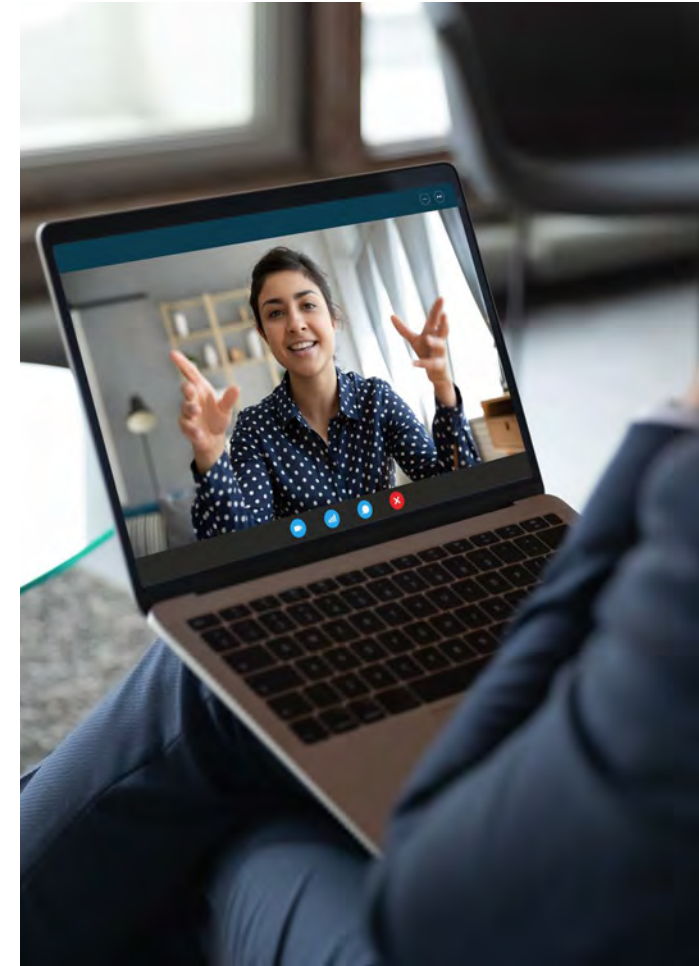
SMOOTHER WAYS OF WORKING

Take the pain out of lengthy and overly complicated processes with up to date software systems. Cutting edge software makes every day processes quicker and easier, reducing time and stress spent on tasks. And having a platform that brings together software systems in your organisation onto one simple to use virtual space makes monotonous and frustrating tasks quick and painless.

At Advance we strive to make annoying little tasks frustration free! We ask ourselves 'how can we make working easier and more pleasant for our users?' We think the answer is to simplify and streamline work flow as much as possible.

Find out about Advanced's one sign on platform My Workplace by clicking here.

[Find out more](#)





IS YOUR ORGANISATION FUTURE THINKING?



A. Thinking about flexible/remote working, which of the following best describes your organisation's current approach?

- 0 - Everyone in our organisation is expected to work in the office full-time
- 1 - Our organisation has implemented a policy which determines when our people should be in the office and when they can be at home. People are expected to spend more time in the office than at home
- 2 - People in our organisation are able to determine where and when they work, dependent on what drives the best outcome

B. What are communication platforms like in your organisation?

- 0 - The only way employees can communicate is via email, telephone or face to face.
- 1 - We have an instant messaging platform that allows people to video chat.
- 2 - We have a messaging platform and a dedicated platform that allows for giving a receiving feedback and of setting manager employee meetings.

C. How up to date is your software?

- 0 - We have little to no modern software, making do with older systems.
- 1 - We have some modern software but still a lot of platforms that are out of date.
- 2 - We are always looking to keep our software as up to date as possible to support our people.

QUIZ RESULTS!



0-10

Not ideal, but never fear, we're here to help!

11-10

Well it could be worse....
But could be better... You're doing something right, but your people experience could use some work!

21-30

Not bad! You know your stuff and you just need a bit of extra guidance in certain areas to become a people management expert!

30+

You're smashing it, but there is always room to learn more.

TALK TO US:

If you want to talk to a member of our team

about growing your people experience even further

you can find out more about our solution

by clicking here:

[Advanced Time and Attendance](#) >

[Advanced Performance Management](#) >

[Advanced Payroll](#) >

[Advanced HR](#) >

READY TO GET STARTED?

Print out this easy to follow worksheet on the next page to remember all the key steps to a great people experience!

Say yes to...

THE 6 PILLARS OF PEOPLE EXPERIENCE

TALENT ATTRACTION

- Review your recruitment processes
- Transform your Employer Value Proposition
- Think about your onboarding process
- Get up to date software
- Track your progress
- Highlight the benefits of working for you

PERFORMANCE MANAGEMENT

- Implement agile goal setting
- Look at the science behind engagement
- Give employees a path to development
- Get a full and fair view of performance
- Use performance management to boost productivity

CULTURE & INCLUSION

- Strive for inclusive recruitment
- What does your EVP say about your culture
- Reduce those pay gaps
- Power up engagement
- Work on your well-being
- Don't forget financial well-being
- Think Environmental, Social and Governance

TALENT MANAGEMENT

- Look back at performance management
- Improve internal mobility and training
- Get a succession plan
- Give HR access to analytics data
- Map out employee skills

PRODUCTIVITY

- Say no to unnecessary admin!
- Embrace the power of doing less
- Put the power into employee's hands
- Identify your top 20%

MODERN WORKPLACE

- Get systems that allow employees to work flexibly
- Get better connected
- Look for ways to work smoother

More Information

w oneadvanced.com

t +44(0) 330 343 8000

e hello@oneadvanced.com

Ditton Park, Riding Court Road, Datchet, SL3 9LL

Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at www.oneadvanced.com/legal-privacy.

