

UNCLASSIFIED

# Voice of the employee in workplace strategy

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# The big picture ...

# Employee value proposition – the vision, fast pace and one-off opportunity

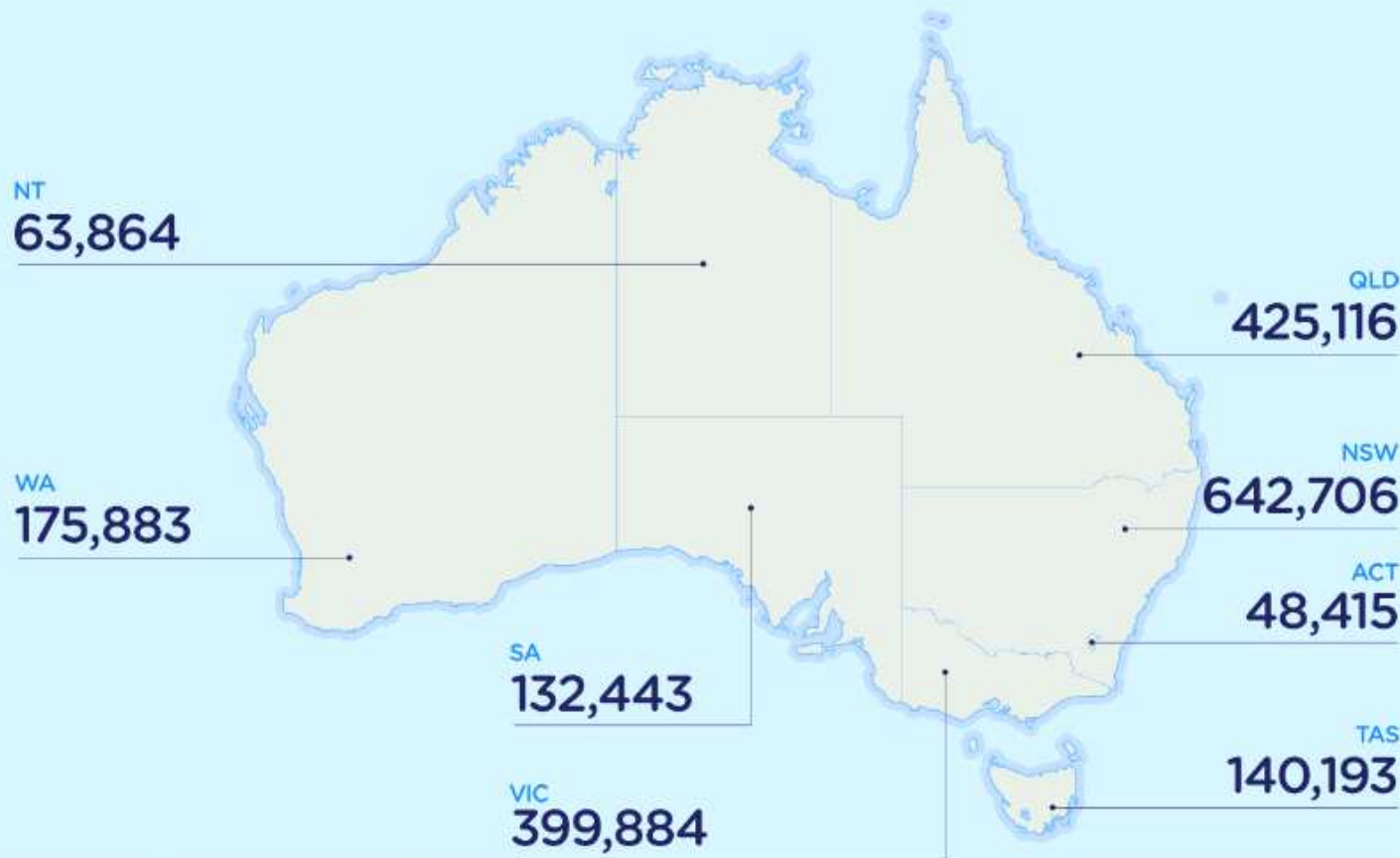


- Ranked 22 in companies Australians want to work for (*LinkedIn 2015*).
- The youngest company listed.
- A Government Start Up.
- Learning to run *and* fly *and* walk.



# Our progress so far\*

**2,028,504** premises ready for service†





# The small data ...

## WHAT'S THE STORY

Employees have told us:

Enabling Infrastructure = 2nd most critical driver of engagement at nbn



not satisfied with the tools and resources provided by nbn to make them productive

## BIGGEST ISSUES

processes, collaboration, communication, resourcing

Workplace Transformation:

Spoke to

In

Analysed



people

Across all grades and business areas



locations



comments from engagement survey

Our aim:

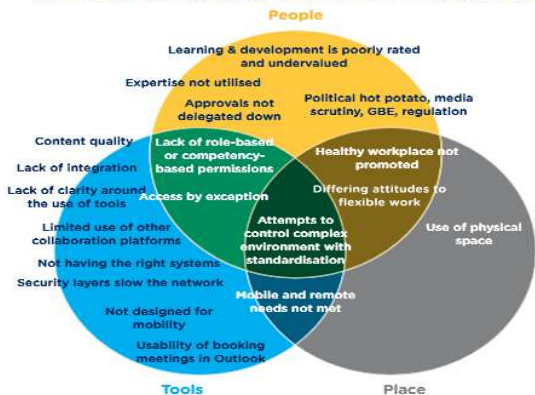


To understand how to improve employee productivity and scalability

Drive initiatives to improve our Connected Workplace

Engage and excite employees to do great work

## EMPLOYEES TOLD US THESE ARE PROBLEMS



## WE GROUPED ISSUES INTO FIVE AREAS



### Enable Me!

- Network speed and connectivity
- "Too many" systems
- Not having the "right" systems
- Lack of clarity - what do I use when
- Mobility / Devices



### Connect Me!

- Access and mobility
- Intranet
- Sharing ideas, knowledge and expertise
- Who can help me / who has the skills
- Having a voice - being heard



### Collaborate with Me!

- Email
- Meetings
- Poor communication
- Silos, transparency and visibility
- Physical space



### Red Tape vs "one form, once"

- Internal Processes
- Onboarding
- Access (systems, buildings)
- Travel and expenses
- Political reality / GBE



### Life and Career

- Flexibility and diversity
- Contractors vs FTE
- Progression - Syd/Mel vs rest
- Learning & development
- Wellbeing

HR STREAMS

## WHAT WE WILL DO



There is a combination of inhibitors/enablers in the design of future connected workplace:

- People and business processes
- Digital capabilities, technology configuration and management, and
- Physical space and flexibility.

For strategic success, these three areas need to be aligned in one approach.

- Integrated business plan for GPTW
- Identify and qualify quick wins for nbn
- Develop the long term vision for the workplace at nbn
- Consolidated budget and road map across business silos
- Cost benefit analysis
- Resourcing model
- Governance and reporting model
- Ongoing Employee Experience and Engagement activities

## HOLISTIC, AGILE APPROACH + VOICE OF THE EMPLOYEE OVERLAY

Voice of the Employee



Voice of the Employee

SCALING nbn



3 key streams



3 strategy horizons



A GREAT PLACE TO WORK IS A GREAT PLACE THAT WORKS

Our 'Connected Workplace' encompasses the processes and tools we work with, where we do our work and how we work together.



Dan Rutherford



Melinda Waters



Jason Ryan



Janine Anderson



Rowan Shastri



Andrew Chen



Bill Harris







Test and learn ... *then test again*





# It is not about the technology ...



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Less is more ...



17/07/2015 12:48 PM

Looking forward to my desk phone disappearing! I've found the phone via laptop overly complicated and my headset unreliable.



17/07/2015 1:57 PM

Can I get a mobile phone that doesn't lose battery after a few hours before losing my desk phone? [redacted] will be happy I won't be creaking my head anymore



17/07/2015 2:59 PM (in response to David Lannan)

But I've engaged the Innovations Lab to work on my "handset-to-head clamping device" concept. 😊



Daisy Hoffmann 17/07/2015 3:19 PM (in response to Belinda Power)

Belinda, I would love to see the prototype! 😊



17/07/2015 4:44 PM (in response to Daisy Hoffmann)

Still working on the wireless version, but there is prototype 0.1 in the mean time...





# Challenge assumptions ...



# OPEN ALL HOURS

The Connect Centre Store is organised by  
 The Fun Committee (So Please See Your  
 Team Rep For Feedback or Suggestions)  
 Honesty is the Best Policy And No 10's  
 Debit Your Money In The Connect  
 Thankyou ☺

- Price List
- |                    |                       |                      |
|--------------------|-----------------------|----------------------|
| CHIPS \$2          | Biscuits \$1          | Streaky Samos \$2    |
| Cruc Bars \$2      | Jamcream Snacks \$1   | Jammy Muffs \$2      |
| Popcorn \$2        | Prepacked Cookies \$1 | Tim Tams \$4         |
| PRINGLES \$3       | Streaky Samos \$1     | Noodle Snacks \$2.50 |
| Crunchy Tots \$2   | Recess Bar \$1.50     | Box of Cereals \$2   |
| Cup of Soup \$2    | PACKS OF TISSUES \$3  | Box of Noodles \$2   |
| Cup of Tea \$3     | CRACKERS \$2          | Box of Oats \$2.00   |
| SPC Fruit Tots \$1 | Easy Muffs \$2        | Box of Apples \$1.50 |
| CERN THINGS \$1    |                       |                      |
| CAT SACKETS \$1    |                       |                      |







It's a journey ...



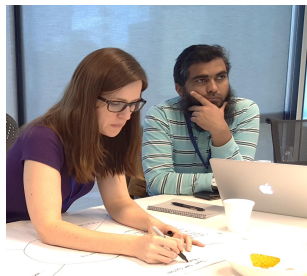
# Voice of the Employee program

Establish and integrate an employee feedback mechanism to ensure workplace initiatives are employee-focused



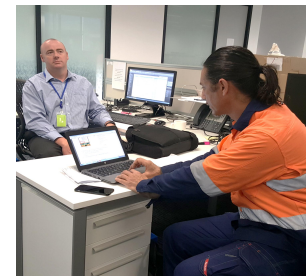
## Human-centred design

Understanding employee work styles, priorities and pain points through interviews and observations. Calendar of activities.



## Agile implementation

Targeted pilots and initiatives based on feedback and role type. Iterative approach to enhancements. Test and learn.



## Actionable insights

Insights to inform strategic, change and capability programs. Actionable insights into Connected Workplace streams.



## Measure and track

Integration of qualitative research into dashboard and reporting, as leading indicators for Engagement Metrics that Matter.



## Alignment

Streamlining employee feedback activities, such as surveys, to reduce employee distractions. Provide ongoing pulse points for insights.



## Coaching

Ongoing internal capability building for nbn leaders and decision makers on how to utilise approach, research and tools such as personas.



2015  
37%

2016  
58%

If I could leave you with one thought ...



**A desk is a  
dangerous place  
from which to view  
the world ...**



# Thank you



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