



PEOPLE ISSUES
THEATRE

Opening Keynote: Trends & horizons

- Kelly Irondo, Principal consultant, MGI Learning
- Kate Jungnitz, Director of customer service, Plus Dane Housing
- Chris Hall, Operations manager, John Lewis

www.sli.do **#CX2019People**

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA



mgilearning

CAPITA



PEOPLE ISSUES
THEATRE

Dramatically improving employee engagement and customer satisfaction by creating positive cultures

Kelly Iriondo,
Principal Consultant
MGI Learning



Brought to you by:

Sponsored by:

INSIDE
HOUSING



GATEONE



Hitachi Solutions



KIRONA™

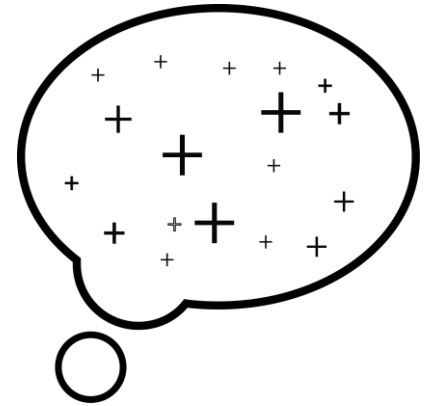
mgi|learning



PEOPLE ISSUES
THEATRE

How valuable would it be if....?

- Ownership & Responsibility
- Optimistic
- All feedback is invaluable
- I make the difference



Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions

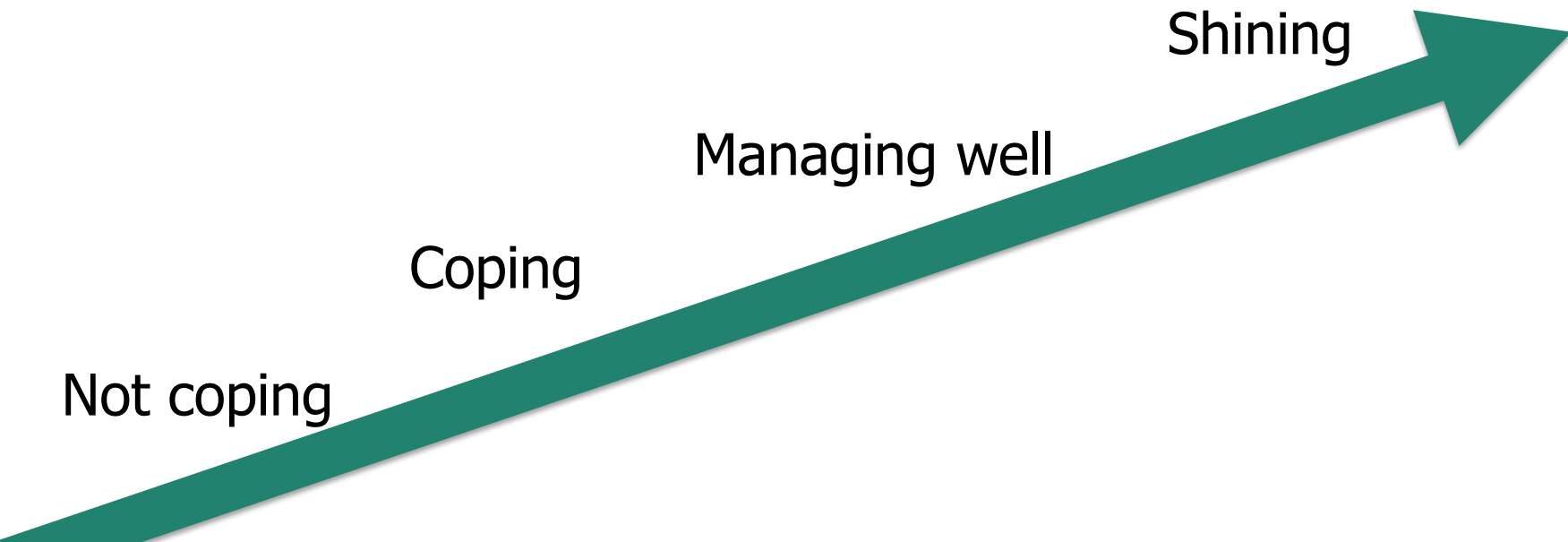


KIRONA





PEOPLE ISSUES
THEATRE



Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



KIRONA



mgillearning



PEOPLE ISSUES
THEATRE

Positive cultures

...are created by what
people think, feel,
say and do every day



Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Opposite culture

- Pass the buck
- Pessimistic
- Blaming / not listening
- Feel irrelevant

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Intervention to change

Move from...



...to



Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



KIRONA

mgillearning



PEOPLE ISSUES
THEATRE

The transformational change process

- Create a believable case for change
- Involve everyone – leaders promote
- Be clear on behaviours expected
- Measure the behaviours
- Positively manage barriers
- Reward and celebrate success

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

The outcome of a positive culture

- Employee engagement
- Customer satisfaction
- Operational effectiveness
- Benchmarked position
- Financial results

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Always remember to:

- Measure the enabler – the behaviours
- Create a culture to support behavioural change
- Check employee engagement first : it leads to customer satisfaction and other metric improvements
- Keep the faith and deliver the believable case for change

Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Dramatically improving employee engagement and customer satisfaction by creating positive cultures

Kelly Iriondo,
Principal Consultant
MGI Learning



Brought to you by:

Sponsored by:

INSIDE
HOUSING



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Staff Engagement Through Change

Kate Jungnitz
Director of Customer Service
Plus Dane Housing

Brought to you by:



Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

What are we changing?

- **New system that touches every part of the business**
- **Long term change project**
- **Issues with previous implementation**
- **Negative feelings towards existing**

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

Engage people from the beginning

- Explain what is happening and why
- Lay out top level time line
- Detail how they can be involved including demonstrations during the procurement
- Outline the periods of silence ...



Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



KIRONA





PEOPLE ISSUES
THEATRE

TED – transforming to efficient delivery



Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



KIRONA

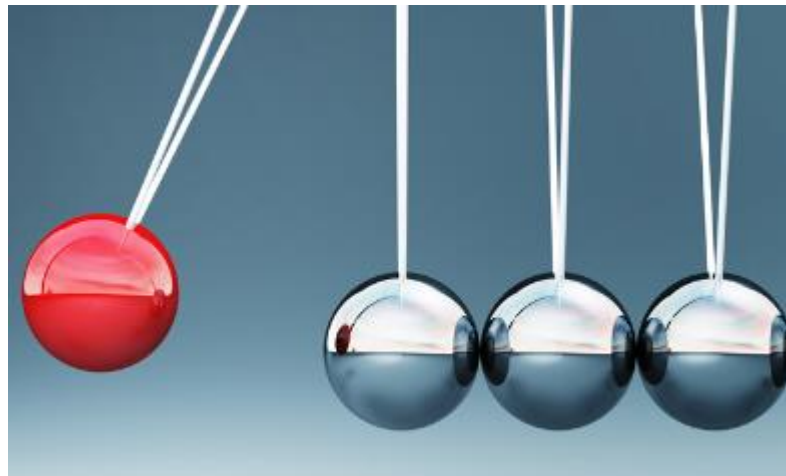
mgillearning



PEOPLE ISSUES
THEATRE

Keeping up the momentum for all learning styles

- **Super users**
- **Subject matter experts**
- **Drip drip comms**
- **10 minutes for TED**
- **Internal social media**



Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA



mgillearning



PEOPLE ISSUES
THEATRE

How do you know it is working?

- Language absorbed into organisation
- The TED test
- Referenced through other projects
- And

TED

Brought to you by:

Sponsored by:

**INSIDE
HOUSING**



GATEONE



Hitachi Solutions



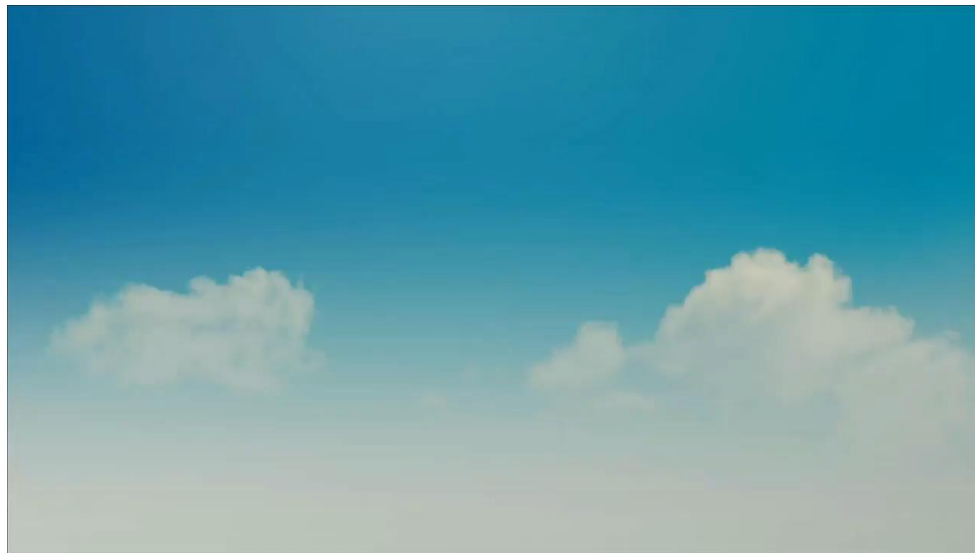
KIRONA





PEOPLE ISSUES
THEATRE

Winning awards!!



Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA

mgillearning



PEOPLE ISSUES
THEATRE

Chris Hall,
Operations Manager,
John Lewis

www.sli.do #CX2019People

Brought to you by:

**INSIDE
HOUSING**

Sponsored by:



GATEONE



Hitachi Solutions



KIRONA



learning

CAPITA