

Managing Change Whilst

# PUTTING PEOPLE FIRST





**LUCY GRALEY**

Exec Director of People & Business Services, RHP





Facilities

.....



Comms

.....



HR

.....

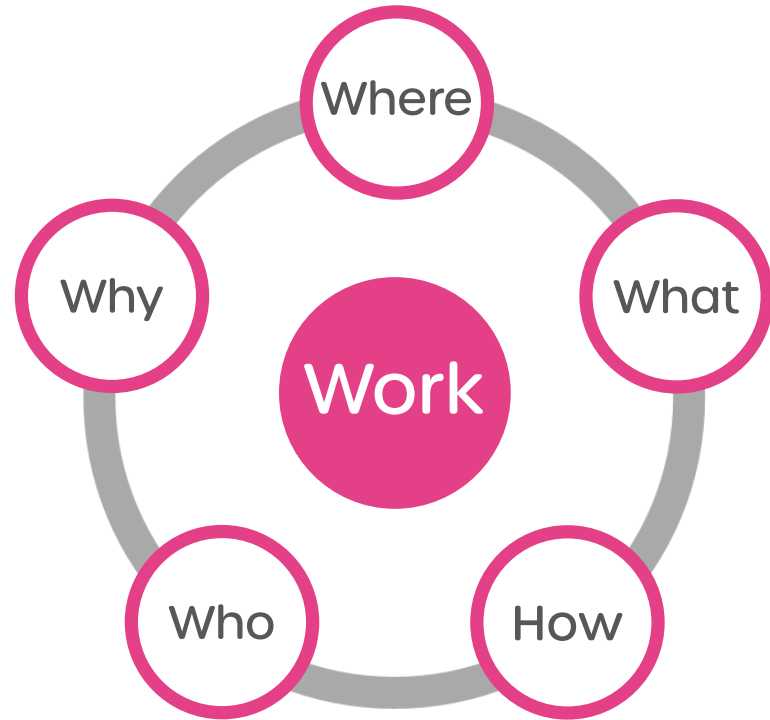


IT

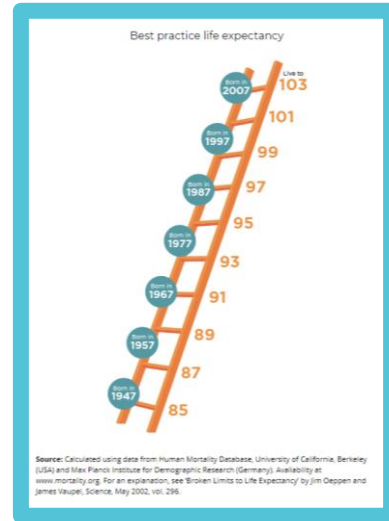
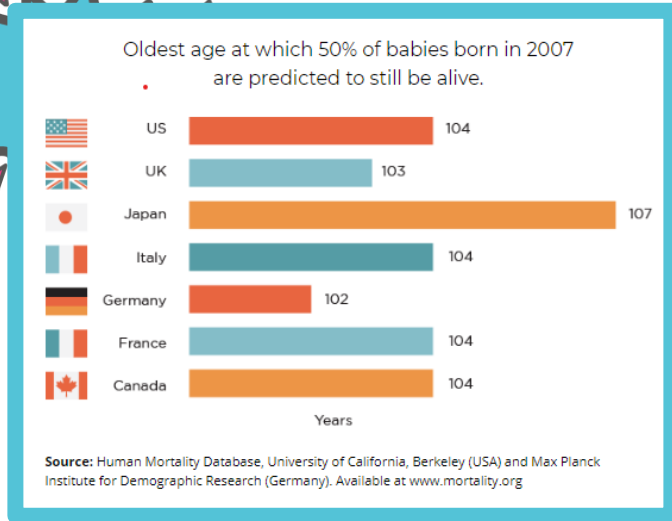
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H&S

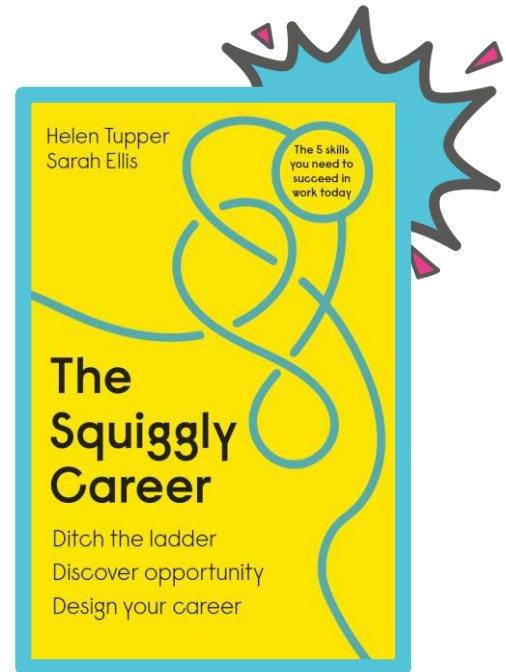
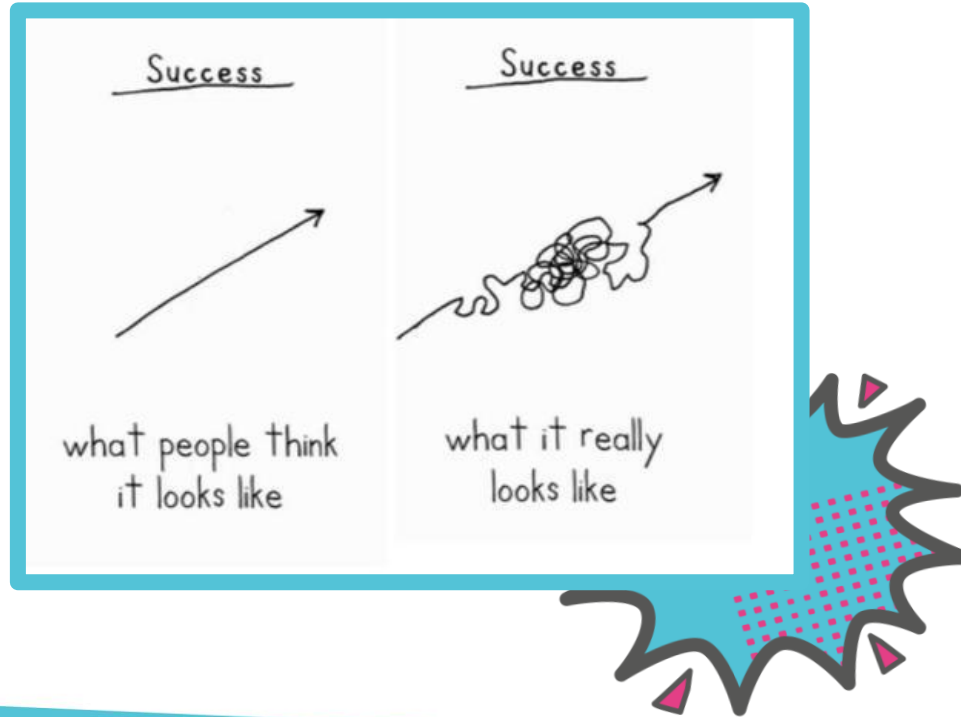


# Living to 100



Source <http://www.100yearlife.com/the-challenge/>

# Squiggly career



About 

Group Turnover  
**£58.2m** 

**7th**  
2018 

 **INVESTORS  
IN PEOPLE** | **Platinum**  
Until 2020

**10,000**  
homes 

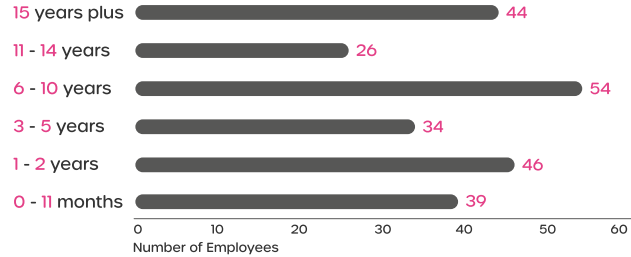


# People statistics

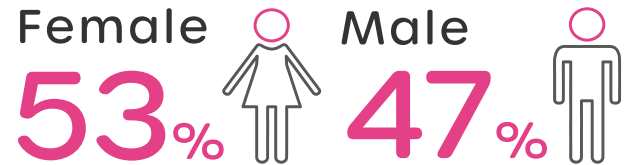
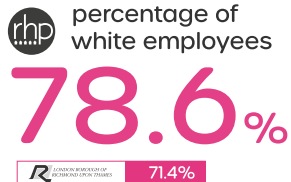


**42yr**   
Average age

**8yr**  
Average  
length of Service



Generational Categories	Count
<b>Gen Z</b> 1996 - Present	11
<b>Millennials</b> 1977 - 1995	109
<b>Gen X</b> 1965 - 1976	64
<b>Baby Boomers</b> 1946 - 1964	59



Source: [www.richmond.gov.uk](http://www.richmond.gov.uk)



Its all about **personalisation**

**WHAT**

**WHERE**

**HOW**

**BALANCED**



# Rethinking **work**

- Connect with purpose
- Know the difference you make
- Fun
- Individual, yet linked to the values and behaviours of the business

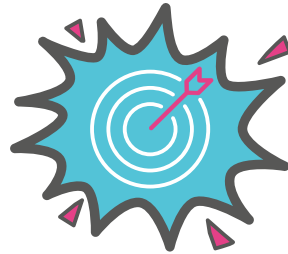


But **how**  
do we change  
**JOB DESIGN?**



Freedom within a framework

# OUTCOME FOCUSED



# #YourWorkYourWay

We want you to work *your way*.

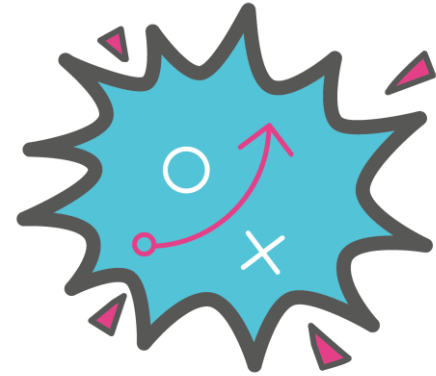
*Enabling* and *empowering* you to be the *best version* of yourself, get the *best out of your life* and achieve the *best outcome for our customers*.

It's about *what you do*, **NOT** *where* and *when you do it*.



# What's our **focus**

- ✓ Strengths based
- ✓ Using gamification to our advantage
- ✓ Making it simple
- ✓ Flexing to focus on the individual and the business
- ✓ Climbing Frames
- ✓ Projects
- ✓ Systems for people not tech experts
- ✓ **Digital training** - its not about using tech but the processes that sit behind and having a common way of doing things



# Mindset **change**



## HR policies

What we have grown up with, are not suitable for tomorrow. We've got to see work more holistically.



## The job for life has gone

So we now need to think differently



## There are no set answers

Curiosity and trying is going to be key

