



**WE MAKE BUSINESS BETTER**



# WHAT IS A **WELL**BUSINESS™?

A **WELL**BUSINESS™ is a place where customers and employees come first. It is a place where your employees are engaged and your customers experience high quality products and services. For CEOs and CFOs, this means more profit.



- 1 Save costs through reduced turnover, presenteeism, absenteeism and by increasing productivity.
- 2 Engage your people through an ethical and sustainable culture.
- 3 Attract and engage key stakeholders (clients, employees, shareholders).
- 4 Attract key talent through a **WELLBUSINESS™** accreditation.
- 5 Improve internal knowledge management, innovation and operational agility.



**MONEY**



**PEOPLE**



**GLOBAL**



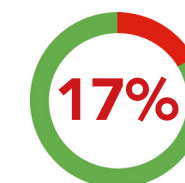
**PERFORMANCE**

**WHY CONSIDER A**  
**WELLBUSINESS™**

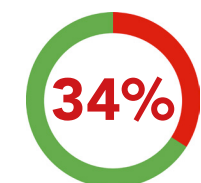


# THE COST OF DISENGAGEMENT

## THE COST OF DISENGAGEMENT








On average **17%** of staff are disengaged\*



The average loss in productivity of disengaged staff is **34%\***

## AN EXAMPLE MAY HELP

EMPLOYEES		AVG. COST	AVG. LOSS	TOTAL LOSS
				
<b>83%</b> 664	<b>17%</b> 136	<b>Per person</b> €60.000	<b>34%</b> €20.400	<b>€2.774.400</b>

\* Gallup Studies 2015



THE COST OF ABSENTEEISM  
(EU AVERAGE\*)

NUMBER OF SICK LEAVE DAYS

- 4,0 Engaged
- 6,0 Disengaged
- 8,0 Actively Disengaged

STAFF DISTRIBUTION (800 TOTAL)

- 80 Engaged (10%)
- 584 Disengaged (73%) Actively
- 136 Disengaged (17%)

AN EXAMPLE MAY HELP

EMPLOYEES



800

TOT. ABSENCE



5.860 Days

ABS. STAFF



26,6

AVG. COST



€60.000

TOTAL LOSS



€1.600.000






THE COST OF  
DISENGAGEMENT

\* Gallup Studies 2015



# THE COST OF TURNOVER

## THE COST OF TURNOVER

EMPLOYEES	TURNOVER	AVG. SALARY	AVG. FEE	TOTAL LOSS
				
800	160 x year 20%	Per person €50.000	Per person €12.500 20%	€2.000.000

## + HIDDEN COSTS

				
Delays, lost sales	Ripple effect	Customer loss	Morale	Drop in productivity

**TOTAL COST**

**COST OF  
DISENGAGEMENT**



€2.774.400

**COST OF  
ABSENTEEISM**



€1.600.000

**COST OF  
TURNOVER**



€2.000.000

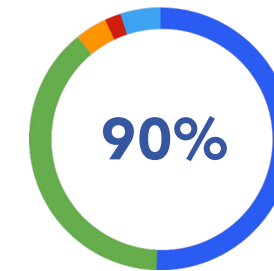
**TOTAL COST = €6,374.400**

**TOTAL COST OF  
DISENGAGEMENT**

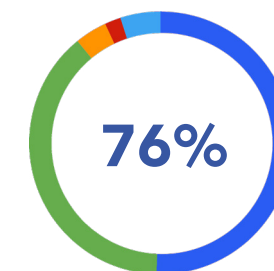


# STAFF BEHAVIOUR AND ASSOCIATED HIDDEN COST

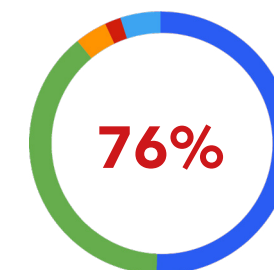
■ No plans to leave ■ Not looking but... ■ Actively searching  
■ Made plans ■ Plan retirement



90% of engaged staff have no plans to leave. Only 6% are planning to move.



76% of neutral staff (disengaged or not enrolled) have no plans to leave. 18% are considering the option.



**50% of disengaged** staff have **no plans to leave** (this kind of staff is often defined as those who "quit but stay").



**ORGANISATIONAL GOALS & STRUCTURE**

Clear mission / Vision / Values / Goals / Defined Behaviours / Roles & Responsibilities / Processes & Procedures

**LEADERSHIP**

- Aligned Leadership Team
- Collaborative & Authentic Leadership Style
- Succession Planning & High Potentials Programmes
- Leadership Induction & Development

**SOCIAL SUPPORT**

- Stress prevention & Stress Management
- Mentoring & Coaching Programmes
- Delegation
- Risk Management & Decision Making

**PERFORMANCE MANAGEMENT**

- Clear Objectives & Goals at all Levels
- Objectives Aligned with Organisational Goals
- Accountability
- Reward & Recognition

**COMMUNICATION**

- Communication Channels & Platforms
- Collaborative Communication & Authenticity
- Transparency & Consistency
- Cross-organisational Communication
- Feedback Culture

**INNOVATION**

- Experimentation & Learning Through Failure
- Cross-departmental Collaboration
- Change Management Concepts across departments, e.g. Design Thinking, Lean Startup

**TALENT MANAGEMENT**

- Induction Programmes
- Succession Planning
- Rewards Schemes
- Talent Development (Technical & Personal Skills)

**DIVERSITY**

- Gender Diversity – EDGE
- Diversity Champions
- Intergenerational & Intercultural Programmes & Initiative

**HEALTH & SAFETY**

- Health & Safety Management Programmes
- WorkWell Initiatives
- Flexible Working Structures & Mobility

**KNOWLEDGE MANAGEMENT**

- Knowledge Organisation & Storage
- Knowledge Sharing
- Knowledge Creation
- Cross-organisational Sharing

Trust Through Social Support / Open Feedback / Asking for help / Without fear



## HOW WE DO IT

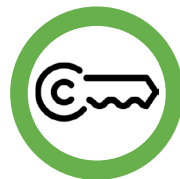
### DISCOVER & EXPLORE PHASE



Involvement of Senior Management.



Review of Strategy, Mission, and Values of the company.



Definition of Key Success Factors of the **WELLBUSINESS™** programme.

### ROOT CAUSE ANALYSIS

Understand and define your organisation's strengths and weaknesses.

# WELLBUSINESS™ METHODOLOGY

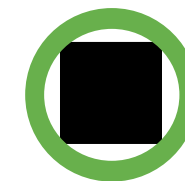


# WELLBUSINESS™ METHODOLOGY

## HOW WE DO IT

### LEARNING INTERVENTION PHASE

Develop a **WELLBUSINESS™** strategy to create a sustainable enterprise through Leadership, Communication and Culture.



**LEADERSHIP**



**COMMUNICATION**



**CULTURE**

Monitor and report on each of these actions based on the pre-defined Key Success Factors.



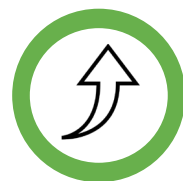
## HOW WE DO IT

### VERIFICATION PHASE



#### HIGHER BUSINESS RESULTS

- ✓ Motivation
- ✓ Accountability
- ✓ Agility
- ✓ Engagement



#### INCREASED

- ↳ Innovation
- ↳ Financial Results



#### REDUCED

- ↳ Turnover
- ↳ Absenteeism
- ↳ Presenteeism



**WELLBUSINESS™  
METHODOLOGY**





Contact a **WELLBUSINESS™** consultant today



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