



Building the best business environments for the future

Prepared for:

Physiotherapy NZ Symposium

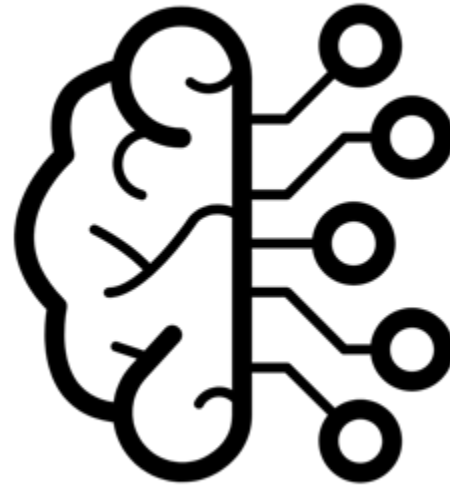
By:

Ilze Walton, People and Culture Director

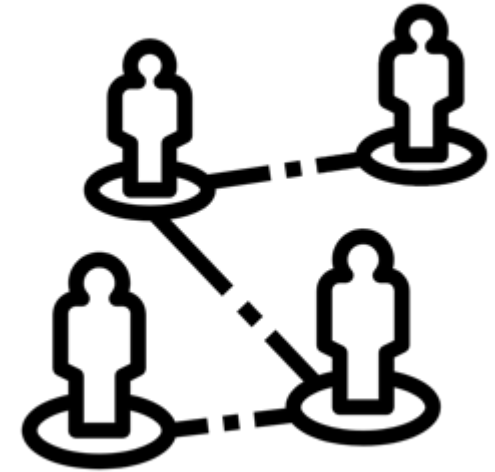
HUMANKIND



Human Centred Design approach to healthcare



Technological transformation



Changing demographics and chronic conditions



MANKIND

What is Employee Experience?



**The combined thoughts,
feelings, and interactions
that employees have at
work**

Employee Experience



Purpose

Experiences employees have related to a sense of meaning / purpose



Relationship

Experiences employees have related to their interactions with others



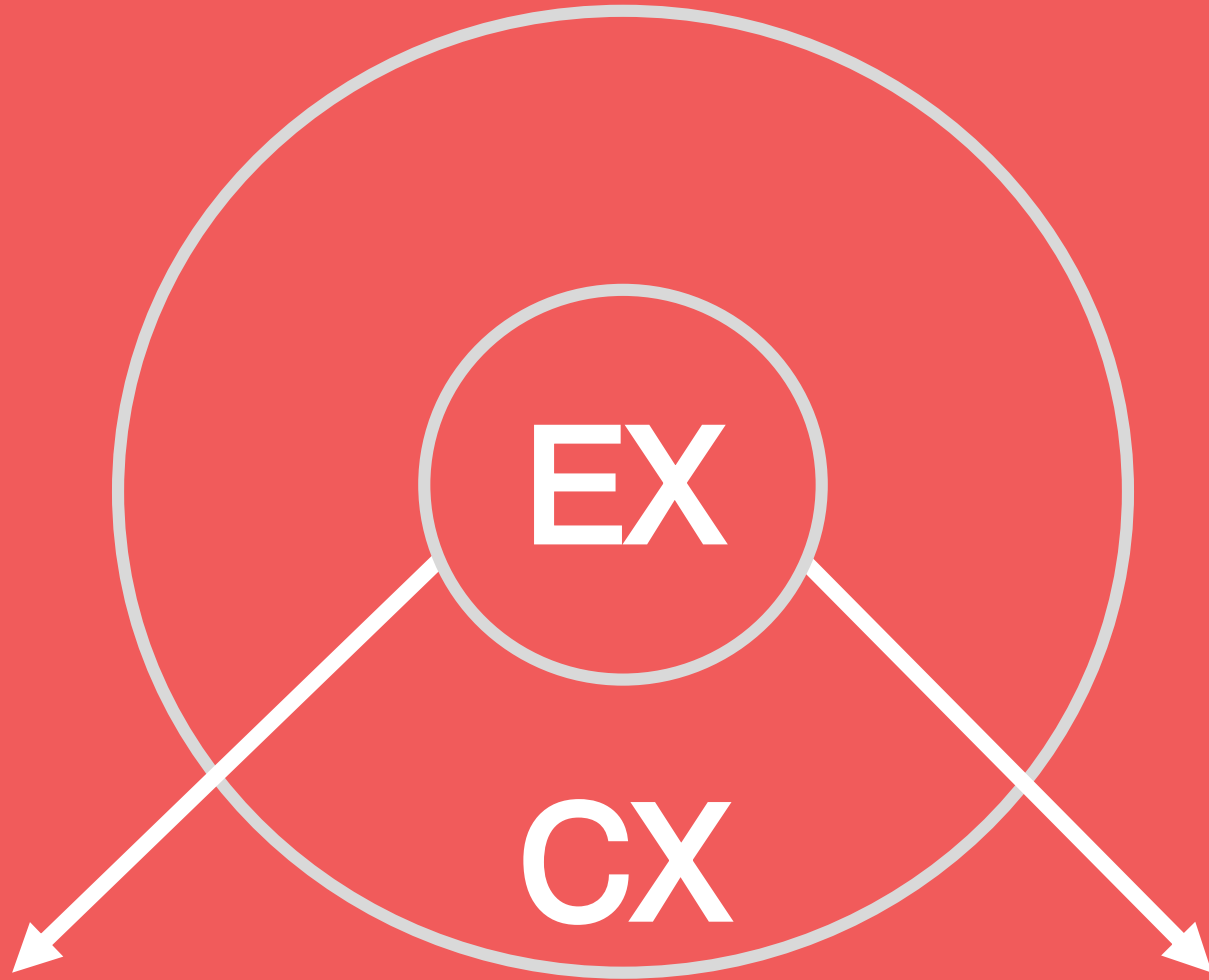
Enabling

Experiences employees have related to tools and the physical / digital work environment



Performance

Experiences employees have related to achievement in their role



ORGANISATION OBJECTIVES

Building the best businesses - What levers can we pull?

- What is required of leadership
- Creating meaning and purpose to work
- The employment relationship
- The ageing workforce
- Wellness
- Learning, mindsets and behaviours

The link between Leadership and Culture



Leadership mindsets and behaviours

**YOU CANNOT GET TO SUCCESS
WITHOUT BRAVE LEADERS
AND COURAGEOUS CULTURES**

Brene Brown

Leadership mindsets and behaviours



Growth mindset
Inclusive mindset
Agile mindset
Enterprise mindset

Get your team in alignment – creating meaning and purpose

- Why do we exist?
- How do we behave?
- How will we succeed?
- What is most important right now?
- Who must do what?

The employment relationship



Flexibility and agility
Moments that matter
Technology and systems
The design of your workspace

Predictable moments that matter

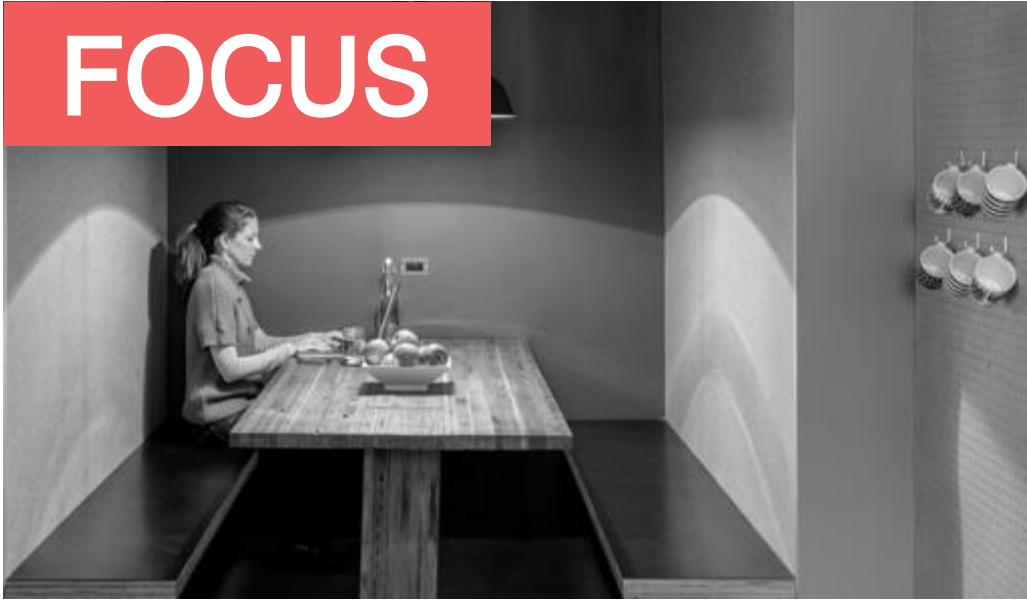


Unpredictable moments that matter



Environments to support ways of working

FOCUS



LEARN



COLLABORATE



SOCIALISE



Technology and Systems

- Not just the hardware
- Business process matters
- Access to information to make decisions
- Systems must enable great EX and therefore better CX

The ageing workforce



Wellness



Wellness

Humankind's Wellbeing pillars



Physical Health

Getting active, eating healthily and taking time away from your desk



Social Connectedness

Building and having great connections within our team through gatherings, workshops and open, honest conversations



Mental Health

Promoting ways to cope with stress, work productively and contribute to meaningful work



Work Wellbeing

Ensuring we all feel supported in our roles, can speak openly and honestly about our workloads and feel secure in our working environment

Wellness

Humankind Team Wellbeing commitments

What we Expect

1. Be supportive of wellbeing initiatives – make it a priority
2. Proactively lead/encourage wellbeing activities
3. Be flexible and open about what wellbeing means to us
4. Help us develop a common understanding about what behaviours support work wellbeing

What we Offer

1. Be proactive and responsible for my own wellbeing
2. Keep an eye out for my colleagues - check in and help out
3. Be involved in wellbeing activities and the benefits provided by HK
4. Be an champion for wellbeing both here and with my clients

Wellness

Some of the things we do in our 4 key pillars

Social Connectedness

- Daily quiz
- Informal slack channels
- Monthly celebrations
- Wellbeing workshops
- Friday Drinks
- Team initiated events:
Burger Welly, Friday drinks, Walks

Physical Wellbeing

- Walking meetings
- Different desk styles
- Wellbeing benefit
- Healthy Snacks
- Workstation Assessments
- Team events

Mental

- EAP
- Wellbeing benefit
- Duvet Day
- Mental Health Awareness Week

Work Wellbeing

- Flexible working arrangements
- Work Wellbeing Round Table, hints & tips
- Educate people on work etiquette and using our workspace
- Music and a supportive work environment

Learning, mindsets and behaviours



Mindsets and behaviours for the future

Operational excellence **Innovativeness** Resilience
Keeping it simple Customer centricity **Adaptability**
Flexibility **Growth mindset**
Unlearning **Perpetual learning** Experiment
Empathy
Speed Investment savvy **Design thinking**
Story telling Initiative **Collaborating**

Key takeaways for building better business environments

- Equip your leaders
- Ensure your people understand your organisation strategy
- Deliberately design employee experiences to truly set people up for success – moment that matters
- Engage your ageing workforce
- Ensure your technology and systems enable great experiences daily
- Prioritise relationships and connections in the workplace
- Wellness Strategy
- Focus on learning, mindsets and behaviours

Humankind's Employee Centred Design

The path to a great Employee Experience is one where the needs of **employees are kept front of mind** when solutions are developed.

Humankind's Employee Centred Design Mindset and Principles describe why and how to achieve this.

Employee Centred Design Mindset

Our ECD mindset is founded on two key beliefs:

1. **Employees represent one of the greatest sources of performance potential in an organisation. Great employee experiences inspire people to perform.**
2. **The solutions that you seek lie in the population you're serving. Employees are in the best position to tell you what's going on, and should be involved in solution design.**

Employee Centred Design Principles

Employee-Centred Design Principles guide us to develop great Employee Experiences:

Find the why

Listen to people, and look to understand why they think, feel, and act the way they do. Focus on the moments that matter, big and small.

Design with

Not for! Collaborate with a diverse range of people, doing things *with* them, not *to* them. We need to tap into collective wisdom and generate options. We don't know everything.

Build and test

Don't work towards a single big output – share progress, prototype and test ideas as you go. Course correct early.

Make it BASIC

Great solutions are Beautiful, Accessible, Simple, Intuitive, Consistent.

PREP for EX

The 4 Types of EX help you understand both what's happening now, and design for the future: experiences across the dimensions of Purpose, Relationships, Enablement, and Performance.



HUMANKIND

HUMANITY AT WORK