



The webinar will begin at 12:00



EMPLOYEE RELATIONS

**DURING
ORGANISATIONAL
CHANGE**





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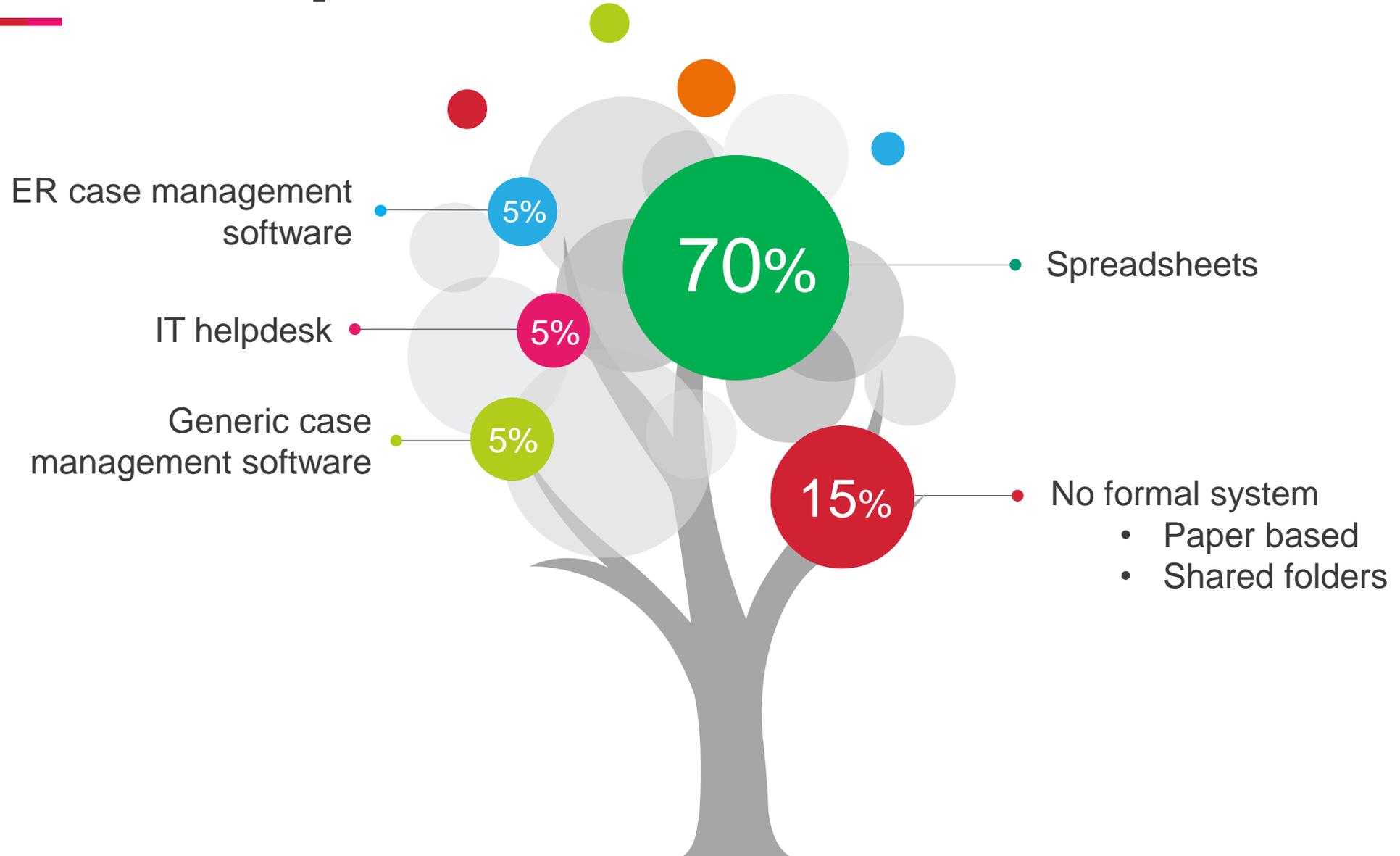
With over a decade of experience working with HR tech, I've a keen passion for improving workforces and processes through innovative technology.

Agenda

- ER case management landscape
- Current climate
- Business strategy
- Data driven approach to improvement

The ER Case Management Landscape

ER landscape

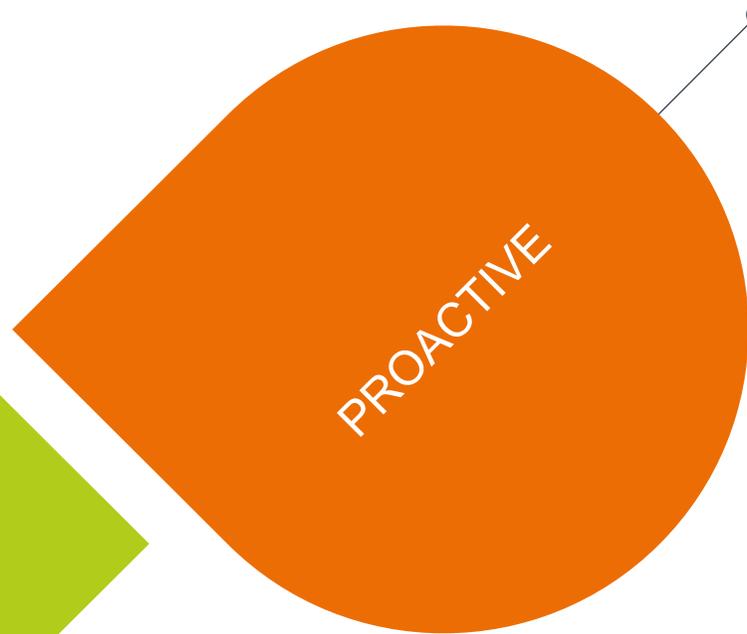
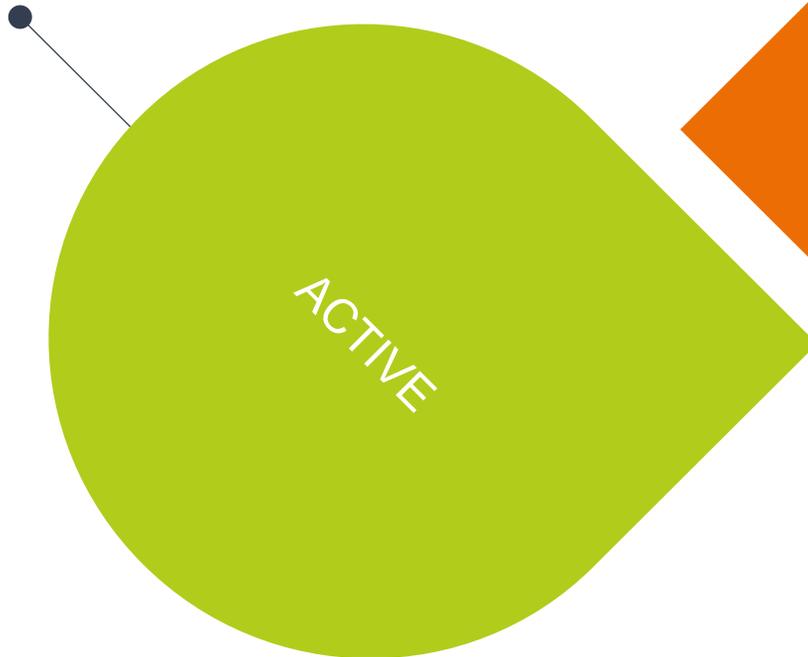


Proactive vs. active Case Management

Proactive vs. Active



- Managing / logging cases
- Look to 'actively' find



- Advise you to do something
- Automatic information



Flat vs. Multi Dimensional Case Management

Flat vs. Multi



Case
outcome

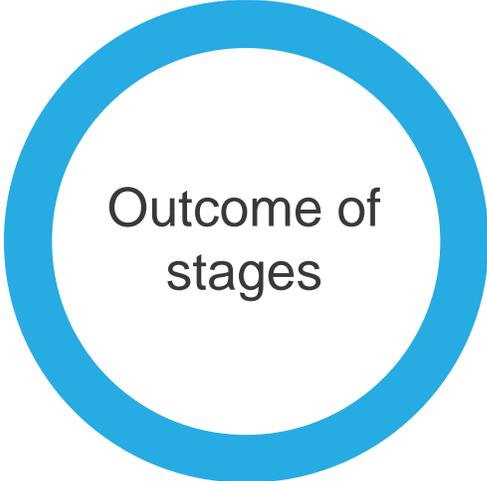


Employee
involved in
case

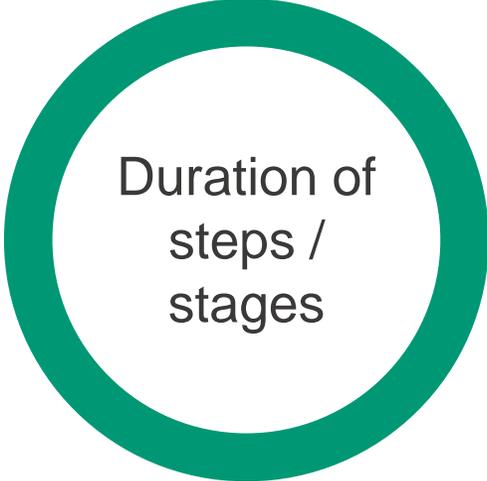


Start / end
date of case

Flat vs. Multi



Outcome of
stages



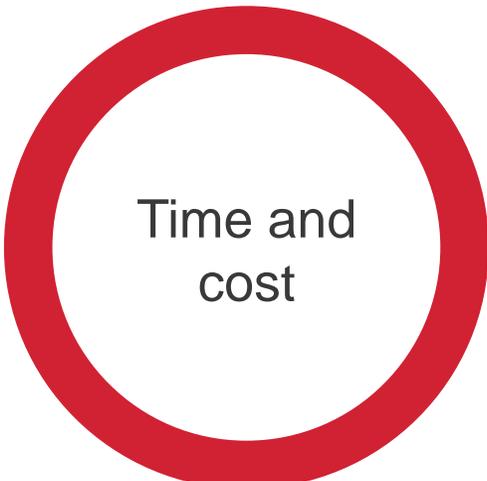
Duration of
steps /
stages



Reasons for
delay



Case
opening
reasons

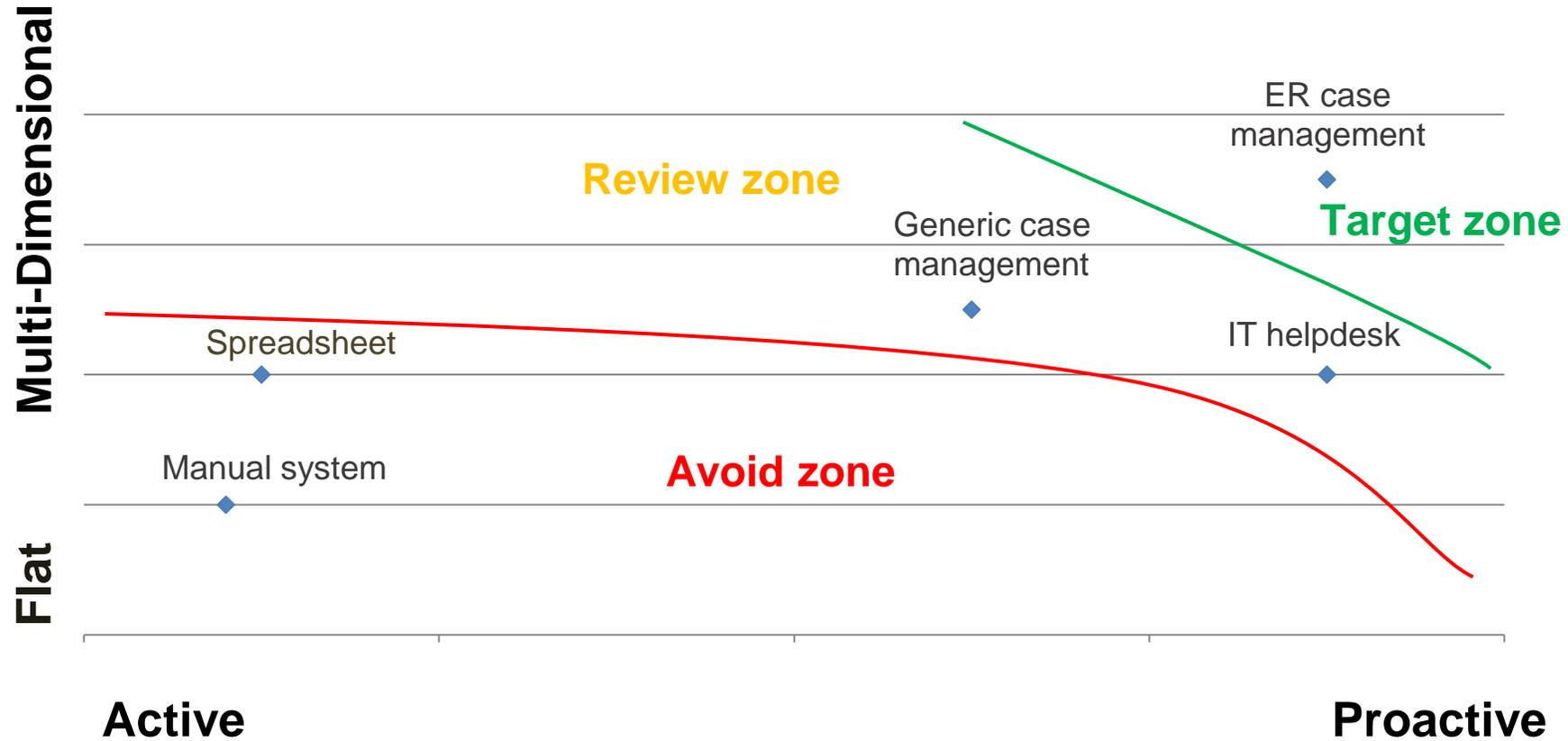


Time and
cost



Department
and emp.
demographics

Flat vs. Multi



Current Climate



However you track your case load we can't get away from the current climate everyone is faced with post Covid-19 and a possible second wave.

We are expecting that our customers will see a spike, potentially a large spike in their case load as the 'new normal' begins, covering four areas:

1. Cases that were postponed during the pandemic
2. Cases linked to how decisions were made during the pandemic
 1. How was furlough handled?
 2. How was reorganisation during the pandemic handled?
 3. PTSD / absence cases
3. Flexible working requests / working permanently at home
4. Reorganisation and restructure including downsizing departments to ensure organisations remain viable and delivering key public services



Business Strategy



How does employee relations case management feed in to business strategy?

At Selenity we work with customers across the public, private and charities sectors and often the initial decision to move to a ER case management system is triggered by an 'event' leading to a transformation:

- Poor controls for **absence** management – customers have had their business case approved just on the ROI from improved absence management
- Improving colleague (customer) **care** – colleagues expect a better level of service
- **Cultural** changes – perhaps where issues exist like a culture of bullying or harassment, increasing **transparency and consistency** is helping
- **Engagement** – are there pockets of disengaged employees? Where are these?
- Lack of **reporting** capabilities is probably the most common issue prospective customers face
- More recently, tracking **organisational changes** from consultation to redeployment



Data Driven Approach for Improvement



Often the information doesn't tell you what the problem is, but highlights areas for further analysis and review

- Pockets of engagement
- A particular business unit has higher sickness and performance related cases

Clients opting for lessons learnt – how can we become more efficient in HR while better serving our customers (employees)

- Sharing the lessons in HR feedback meetings, whether a simple case or complex case, there are always lessons to be learnt and sharing disseminated



Data Driven Approach for Improvement



- A big driver for improved case management is nearly always from a desire to have more information available.



Monthly board reports – what's going on in the business relating to people



CEOs wanting more people related info to inform decisions



Compare the ER information with company performance information

Summary



- Growing desire to provide improved colleague/customer care
- Often the information doesn't tell you what the problem is, but highlights areas for further analysis and review
- Evolve beyond crisis management and drive sustainable transformation



What's next?



For more information or to request a demonstration of Selenity ER Tracker visit:

www.selenity.com/ppma

A member of our team will be in touch to obtain feedback following the webinar.

For more information in the meantime visit:

selenity.com/case-management

