

Richard Davies

Director, I Like Mondays

Do your employees like Mondays?



Do your employees like Mondays?

- In the UK
 - 35% of sick leave is taken on a Monday
 - 20% of higher risk of a heart attack on a Monday
 - 25% of people say their weekend is ruined by the thinking about Monday

My mission...

To combat *Mondayphobia*
[Fear of Mondays]

Would you work if you didn't have to?



Movember – my latest inspiration



Engage for success

UK engagement deficit

- Only 1/3rd UK employees say they are actively engaged at work
- 64% said they have more to offer in skills and talent



Business case for engagement

- Companies with top quartile engagement scores had:
 - twice net profit
 - 2.5 times higher revenue growth
 - 18% higher productivity
 - 12% higher customer advocacy
 - 20X more creative ideas from employees
 - 40% lower turnover

Compared to companies in bottom quartile!!

4 strategic enablers

- A strong strategic narrative
- Engaging managers
- Employee voice
- Organisational integrity

A model of inspirational leadership

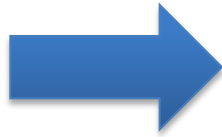
- Reveal your weaknesses
- Become a sensor
- Practice tough empathy
- Dare to be different



CASE STUDY 1: EBAY EUROPE

2008 eBay Europe restructure

**Country
based
structure**



**Regional
structure**

**Challenge: how to connect
employees with their new leaders
and business strategy?**

Strategic vision

- Customer centricity
- Friendly fellowship
- Innovative by instinct

European Team Brief



- Weekly live video conference
- Every Monday 09:00-10:00
- Over 1000 employees in 14 countries
- Hosted by leadership team
- Monthly rhythm based on key strategic themes
- Financial & business transparency

Technical evolution



1.0
Weekly e-mail newsletter
with video clips



2.0
Weekly
webconference



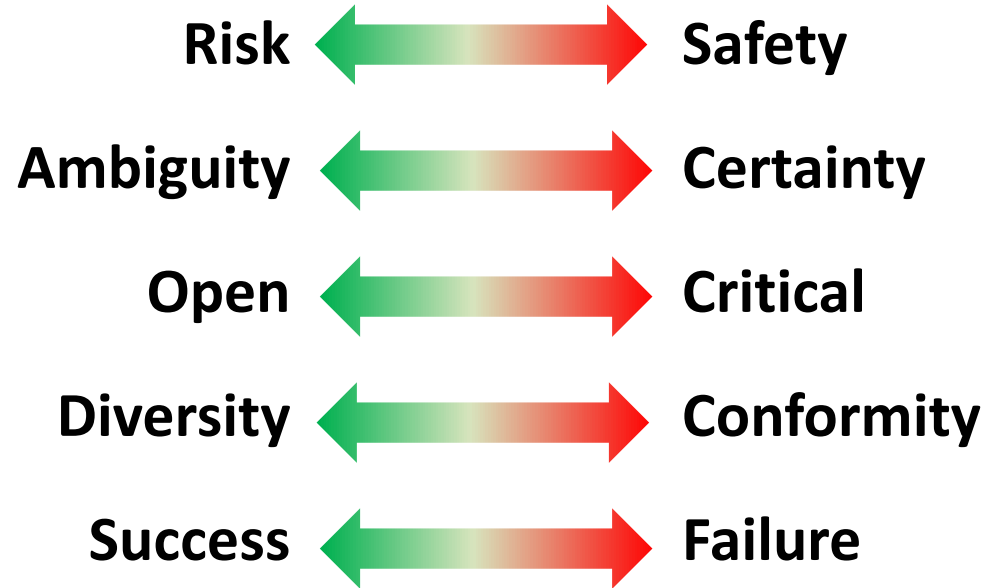
3.0
Weekly HD
videoconference

“Start small – launch fast – iterate often!”



Eurorally

Creating an innovation culture



European Team Brief Feedback

Keeps me in touch with business strategy	99%
Keeps me in touch with leadership	85%
Informs me about what's happening in the business	97%
Keeps me in touch with other teams and functions	82%
An important part of the culture	81%

Employee survey

Pulse questions	Change over previous year (2010)	Change over previous year (2011)
I trust top executives to make sound decisions regarding business	+29%	+9%
Senior management gives employees a clear picture of business direction	+11%	+5%

CASE STUDY 2:CROSSRAIL

**Delivering a world class railway that
fast tracks the progress of London**

A complex organisation

Shared vision and values



SAFETY

WE PUT
SAFETY
FIRST

INSPIRATION

WE BELIEVE
IT'S IN OUR
POWER TO
CHANGE
THINGS FOR
THE BETTER

COLLABORATION

WE'RE
STRONGER
TOGETHER

INTEGRITY

WE KEEP
OUR
PROMISES

RESPECT

WE TREAT
PEOPLE
AS WE'D
LIKE TO BE
TREATED

Values built into performance management

For employees
For people managers
For leaders



**Creating an innovation
legacy**

250
IDEAS

...in first 6 months!

Celebrating values champions

Engaging employees

SOME QUESTIONS FOR YOU...

**Do your employees
understand where your
business is going?**

**Do your leaders have
followers?**

**Do you involve your
employees in creating the
future?**

**Do your employees know
what you stand for?**



THANK YOU
TEŞEKKÜR EDERİM

I LIKE MONDAYS – DO YOU?