

How do we know our environment and culture better so that we strengthen our positives and take additional steps in the right direction to make this organization a Great place to work?

The Client – The India Country Office of a specialized agency of the UN, responsible for providing leadership on global health matters.

Brief

The India Office of this global organization is a strong entity, with extensive achievements that are well documented and acknowledged. The leadership team believed that there was further scope for energizing and enhancing the work environment. They wanted to achieve a deep understanding of the work environment and views of employees across hierarchies. To this end, they invited us as an independent, unbiased entity to conduct a custom designed diagnostic Culture Survey, and suggest recommended solutions.

The Need

- To understanding the voice of the people in the areas that most affect them
- Seek solutions that would build a strong organization.
- Understand how people perceived the organization and their roles in it
- Find ways to energize and enhance the work environment
- Seek ways to retain new and young talent, carefully selected and groomed for their roles
- Reduce resistance to change
- Find ways to develop a positive mindset and positive attitude toward their work
- Foster ownership and accountability
- Strengthen Interpersonal relationships, reduce 'silo' thinking
- Bolster the sense of pride and honor in being associated with the organization

What We Did:

Always – Client First

- Identified the key themes that were important to the people working in the organization through interviews
- Identified emerging themes – both positive and areas of concern
- Interacted with representatives from all participating functions & teams, taking their inputs so that the survey was relevant, useful, easily understood and relatable for the participants
- Established the value of the exercise in interactions with the stakeholders

The Intervention

- Designed and rolled out a unique, customized Culture Climate Survey
- Multiple choice questionnaire of 50 questions, covering 11 focus areas
- Conducted small group test survey and incorporated their feedback
- Conducted survey for 150 individuals across multiple locations
- Collated surveys and tabulated of scores
- Presented final report on findings, suggestions, action items

And that's not all

- After the survey, created 5 randomly selected focus groups covering approximately 30% of the survey participants
- Conducted 5 Focus group discussions to seek further clarity on the responses and feedback/suggestions on specific matters

The Game Changers

- Independent, neutral interactions that made employees trusting & participative
- Pre survey interviews & post survey focus group session to gain buy in

The Results

- Survey results accepted by the client
- Clear indicators of strengths, areas of future focus, needs and expectations of the participants
- Clear action items to further strengthen and develop the organization
- Smooth conduct of the survey, overcoming the concerns that employees tend to feel about surveys
- Buy-in from participants
- Based on success of this project, survey to be extended to a larger audience