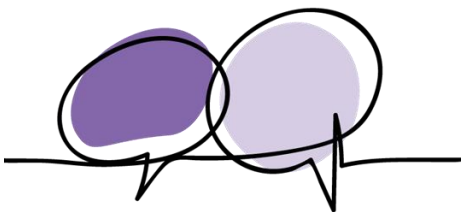


# Driving Staff Engagement

Rob Fordham, Head of Staff Experience



*People Promise*

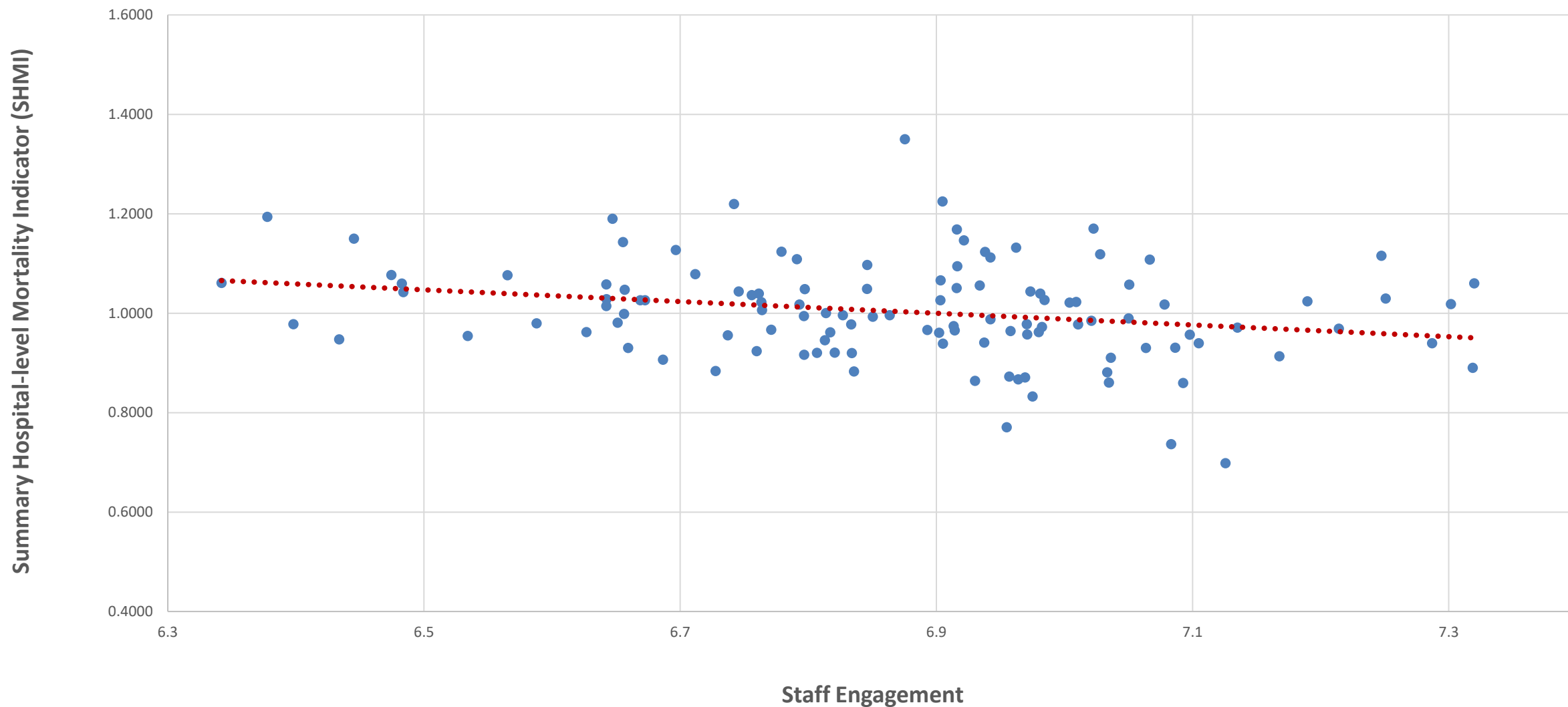
# Correlation mapping

1.00	0.95	0.85	0.85	0.83	0.83	0.83	0.82	0.82	0.81
0.81	0.80	0.75	0.75	0.74	0.74	0.74	0.73	0.72	0.72
0.72	0.71	0.71	0.71	0.70	0.70	0.69	0.69	0.69	0.69
0.68	0.68	0.68	0.68	0.68	0.67	0.66	0.66	0.65	0.65
0.65	0.65	0.64	0.64	0.64	0.64	0.63	0.63	0.62	0.62
0.61	0.61	0.61	0.60	0.60	0.60	0.60	0.59	0.58	0.58
0.57	0.56	0.54	0.54	0.54	0.53	0.53	0.53	0.52	0.51
0.50	0.49	0.49	0.48	0.48	0.47	0.47	0.47	0.46	0.46
0.45	0.45	0.44	0.43	0.41	0.40	0.39	0.36	0.36	0.36
0.35	0.35	0.35	0.33	0.32	0.31	0.30	0.30	0.29	0.28
0.24	0.24	0.23	0.22	0.22	0.21	0.21	0.19	0.15	0.14
0.13	0.09	0.09	0.08	0.06	0.05	-0.03	-0.05	-0.12	-0.14
-0.36									

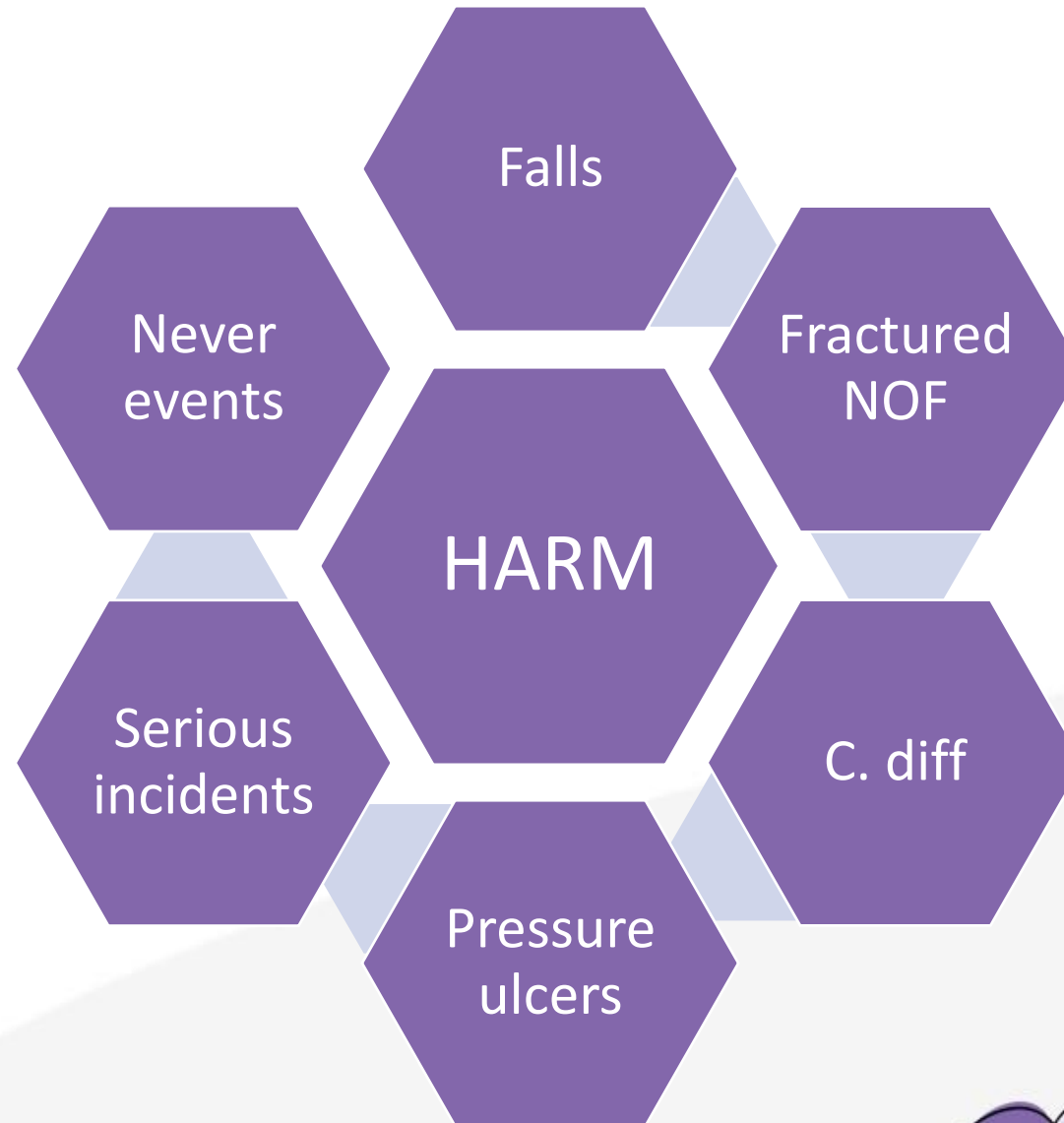
# Start with why...

'Higher levels of staff engagement are associated with lower patient mortality rates'

(West & Dawson, 2011)



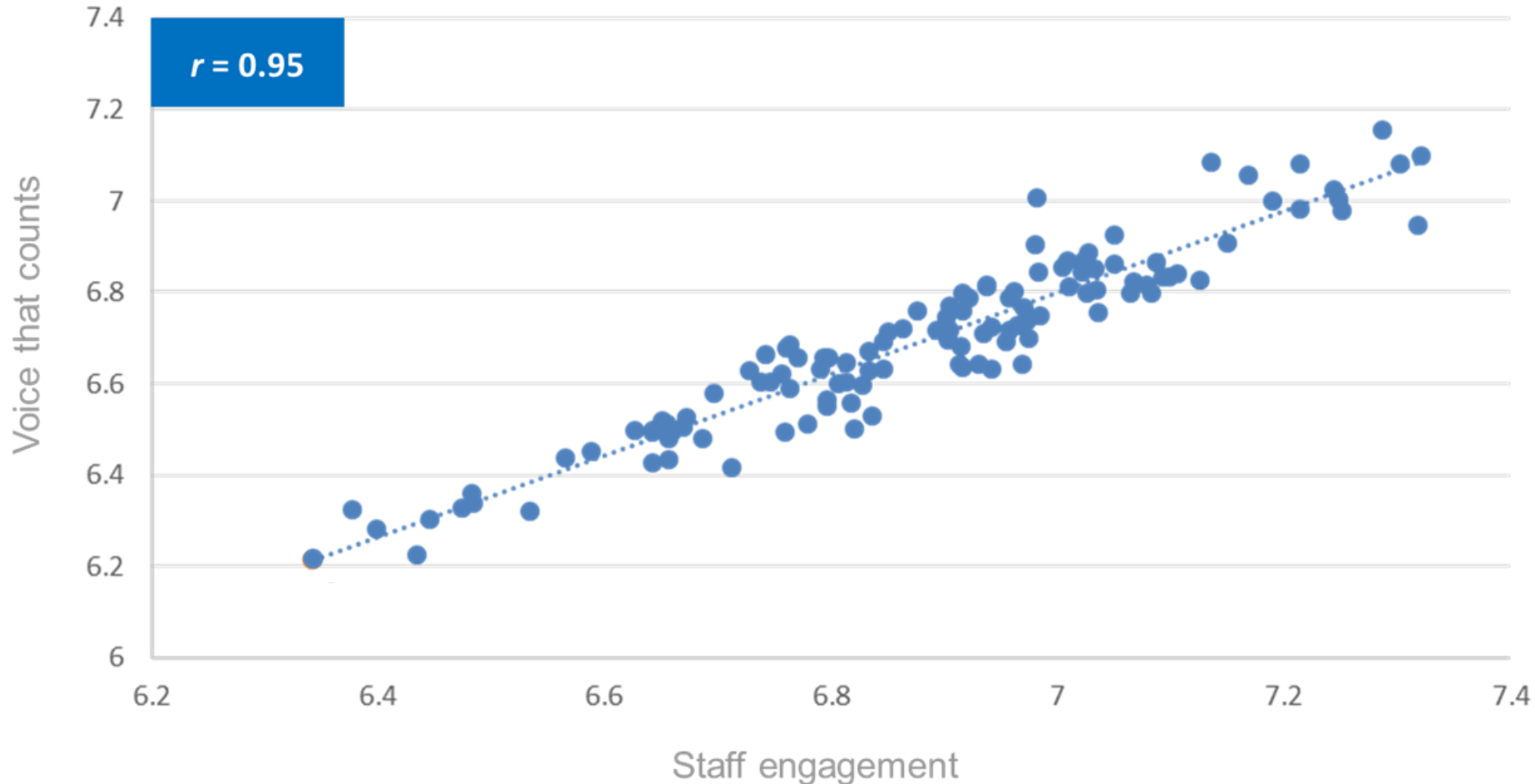
# Root Cause Analysis of HARM



# National findings: staff engagement & the People Promise



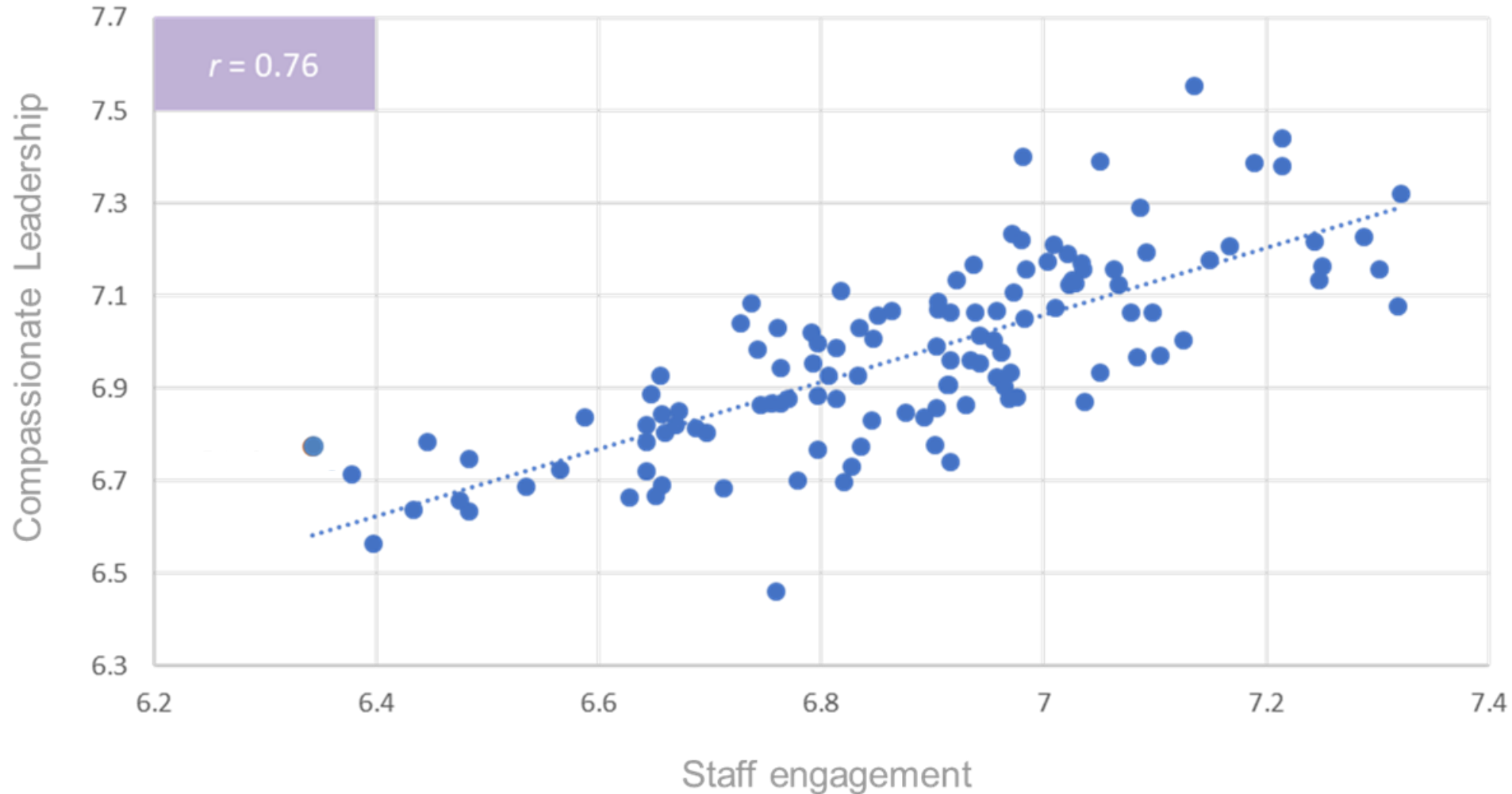
# Staff engagement & voice



Giving staff a voice and showing that it counts is the single greatest thing we can do to improve staff engagement.

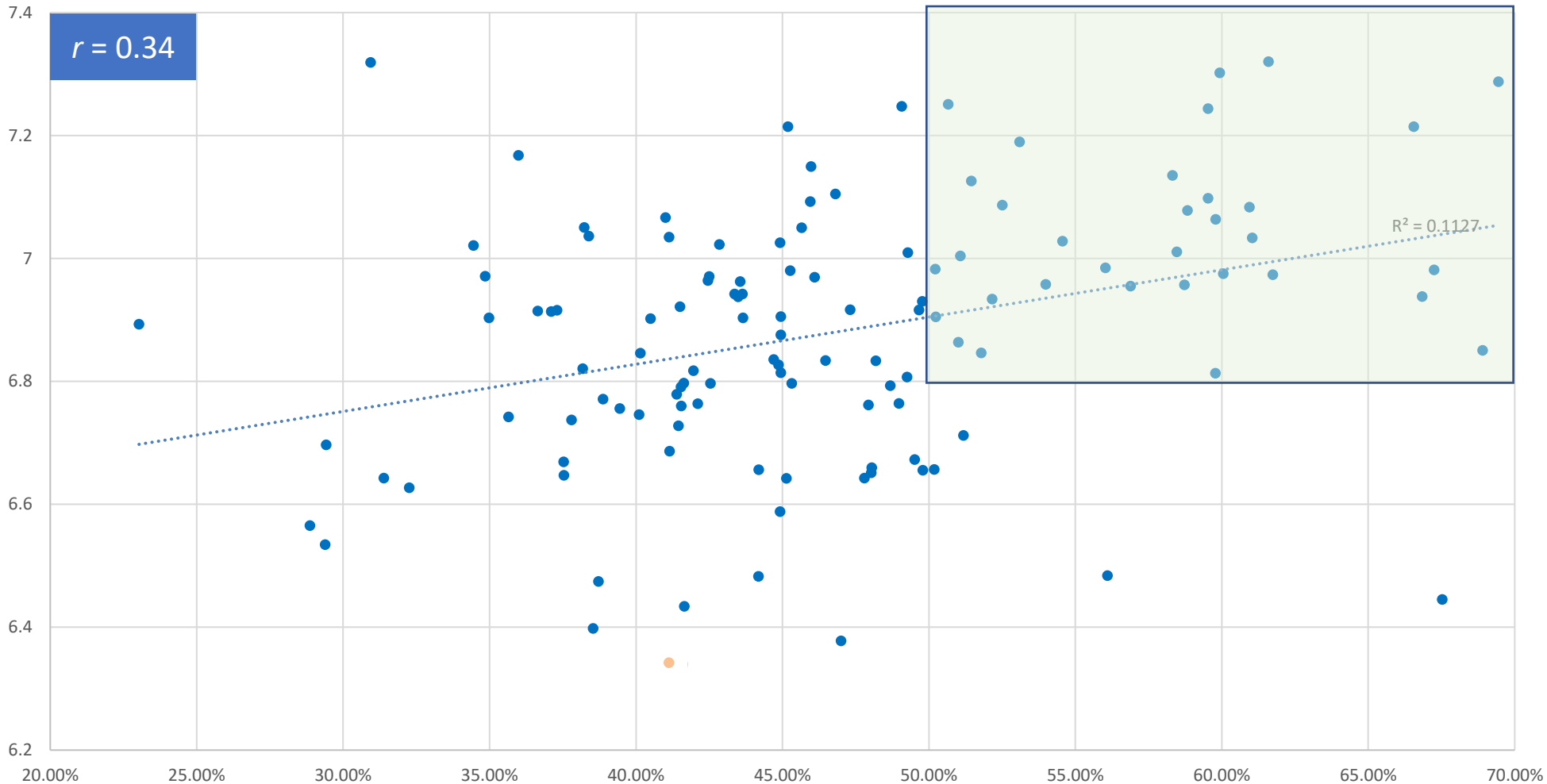
It is also one of the four enablers of engagement (EFS).

# Staff engagement & compassionate leadership



Managers are the single greatest driver of engagement & account for 70% of the variance in team engagement levels

# Relationship between RR & Staff Engagement



Response rate accounts for approximately 1/8<sup>th</sup> of the variance in staff engagement scores.

The correlation ( $r=0.34$ ) is comparatively weak.

Attention ought therefore to be paid to the actions that can drive engagement.



# Staff Engagement Framework



# 12 lessons or Dozen Do's

Voice that counts

Increase  
involvement

Visibility of senior  
leaders

Reduce pressures

Compassionate  
culture

Autonomy, agency  
& control

Psychological  
safety

Health & wellbeing  
support

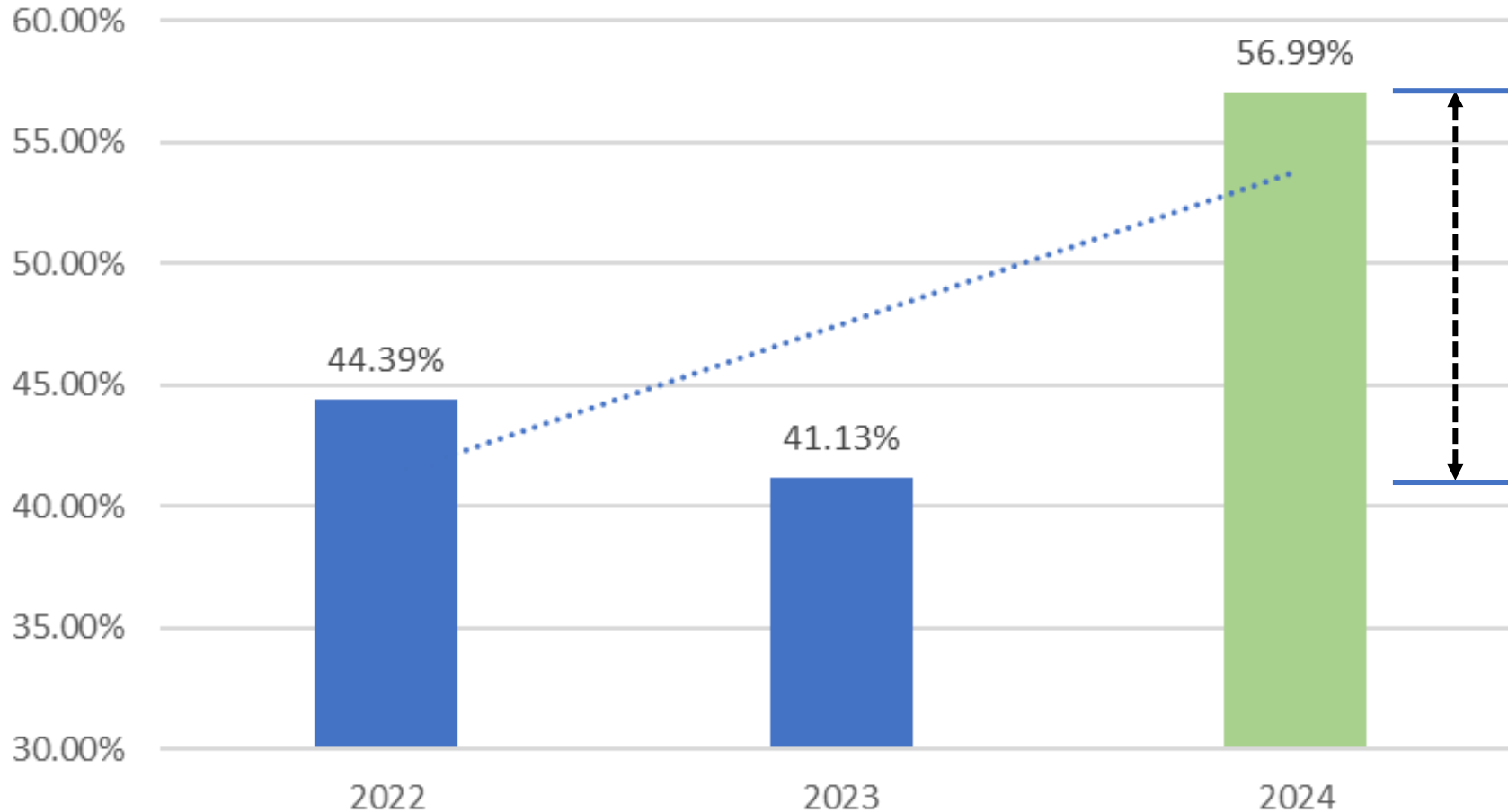
Line manager  
behaviour (support)

Support with career  
progression

Value, recognise &  
celebrate

Partner with staff  
side

# Maximising staff voice (over time!)



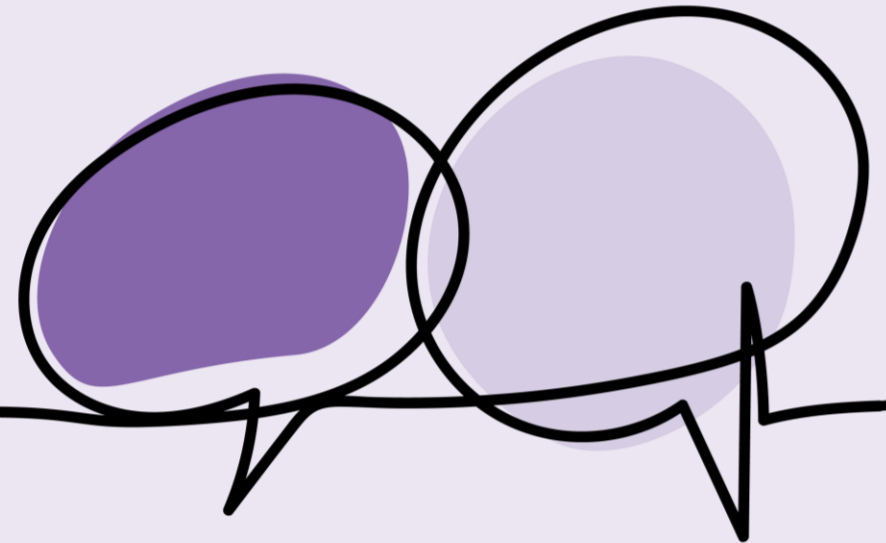
- Increased by circa 1650 responses year-on-year
- Response rate improvement of >16%
- Important given voice ( $r = 0.95$ ) is greatest driver of engagement



East Kent  
Hospitals University  
NHS Foundation Trust

# Thank you

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