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A Webinar on
**Engage for Success: Improve
Workforce Engagement with Open
Communication and Continuous
Feedback**

Sept 27th, 2016



Question and Answers

Q: Why did you create your own application for continuous feedback, and did not go for any external solutions?

Here we are using an external HCM tool in our organization and the tool is great in every aspect, except its continuous feedback mechanism is not matured enough, and that is why we decided to go with our own-built continuous feedback system; and at some point of time we definitely are going to integrate it with the conventional HCM system.

To add to this, since we have the expertise in terms of domain knowledge and in terms of technology, we could exactly pin-point what our needs were and every organization have their own specific needs and wants. And looking at this, we were able to lock down on exactly what we wanted and decided what we want to look at. Unfortunately, we didn't find any tool we evaluated in the market that was as customizable as what we would have had liked to buy. So, we did leverage the power of technology and built our own application and its pretty customizable. The questions that you saw in our O3 application are all customized to the needs of our organization and that brings the flexibility flavor to the app, coz many company wants their own specific questions.

Q: What are the different types of analysis one can perform on the data received/generated from the continuous feedback channels?

In our O3 app, one can choose to look at the managers front to check whether the quantity and regularity is good enough as per the norms. You can also look at the people who are having their O3 meetings, i.e., the directs, how are they feeling; are they getting enough attention, are they getting proper feedbacks. This is all about collecting the data and then one can drill down to any level concerning the type of information they require.

Q: How do you ensure privacy during analysis of the employee data?

we have ensured that the security be handled very effectively. At the database level, all the data is stored in encrypted format, so no one can go and take a look at it. On the application level, the role-based access is what we ensured to have, so the data is accessible to only the concerned people. Another security aspect is hierarchy-based that who can see whose data and to which hierarchy-level it will be accessible.

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The third aspect is on analytics where we are doing a lot of data science techniques implementations to ensure the privacy of individual. The analysis is done at the organizational level, or the team level, or to check the trend, and all the data delivered from the tool to anyone is without the identity of an individual.

Q: Are there any pre-built solutions/modules that we can plug and play?

No, there are no modules as such. Every organization is unique in its needs and priorities and requires a tailor-made solution. As such, implementing analytics can mean creating unique data models, OLAP databases, data streaming architectures, algorithms, dashboards and so on. Because of this, no solution can simply fulfill the needs of the company without proper integration and implementation. In some ways, this is similar to the process of integrating an existing HR systems.

Q. Apart from continuous feedback, what are the various steps/techniques one can take for improving employee engagement?

Employee engagement is such a huge and vast term. Continuous feedback is one of the success indicators for engagement. But apart from this, there are other ways in which Managers can engage with their team

- Having trust in the team and demonstrating this,
- Giving flexibility to people
- Giving the right kind of work to people that they enjoy
- Recognizing the good work that people do and helping them work on their weaknesses
- Knowing and understanding more about the team members and supporting them in good times and bad
- The above point also means engaging with them beyond work – through employee assistance programs, health and wellbeing programs, contribution to society, etc
- Building a vibrant and positive workplace that facilitates collaboration and learning

Q. Like the O3 application, how do you make the Direct comfortable when the manager needs to type and record the O3?

- Firstly, it is important to let the direct know upfront that you are entering data into the O3 applications and not checking your email or Facebook. It is also important to share that the reason for entering this down now is because the information and observations would be fresh in the Manager's mind and if entered later, some information could get missed. (Remember in our webinar, we mentioned that Managers are busy people!)
- It is good to use words like "Yes, that's an interesting point you've brought out, I must enter it down so that I don't miss it"
- It is also a good idea to summarize what you are writing in the O3 app, so that your Direct is on the same page with you

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Q. Will you post the recording or presentation slides of this webinar?

Yes, you can view the recording and presentation slides of the webinar by visiting this link:

<https://www.harbinger-systems.com/resources/webinar/improve-workforce-engagement-with-open-communication-and-continuous-feedback>

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