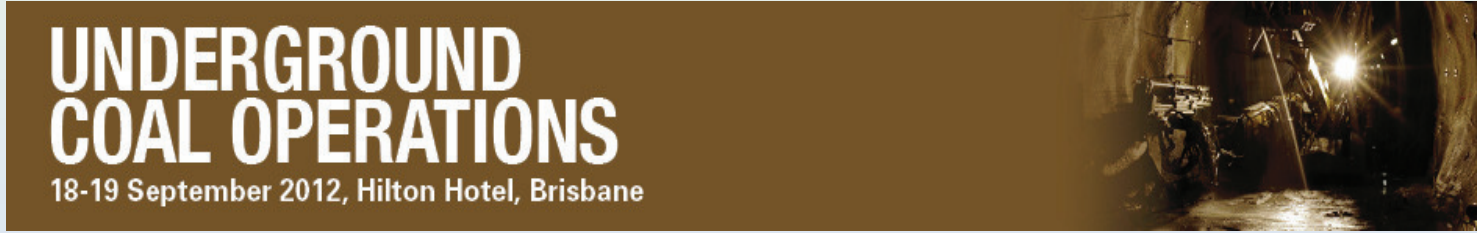


UNDERGROUND COAL OPERATIONS

18-19 September 2012, Hilton Hotel, Brisbane



Conference Presentation

Improving workforce engagement through an effective employment strategy plan

Wednesday 19th September 2012: 3.20pm

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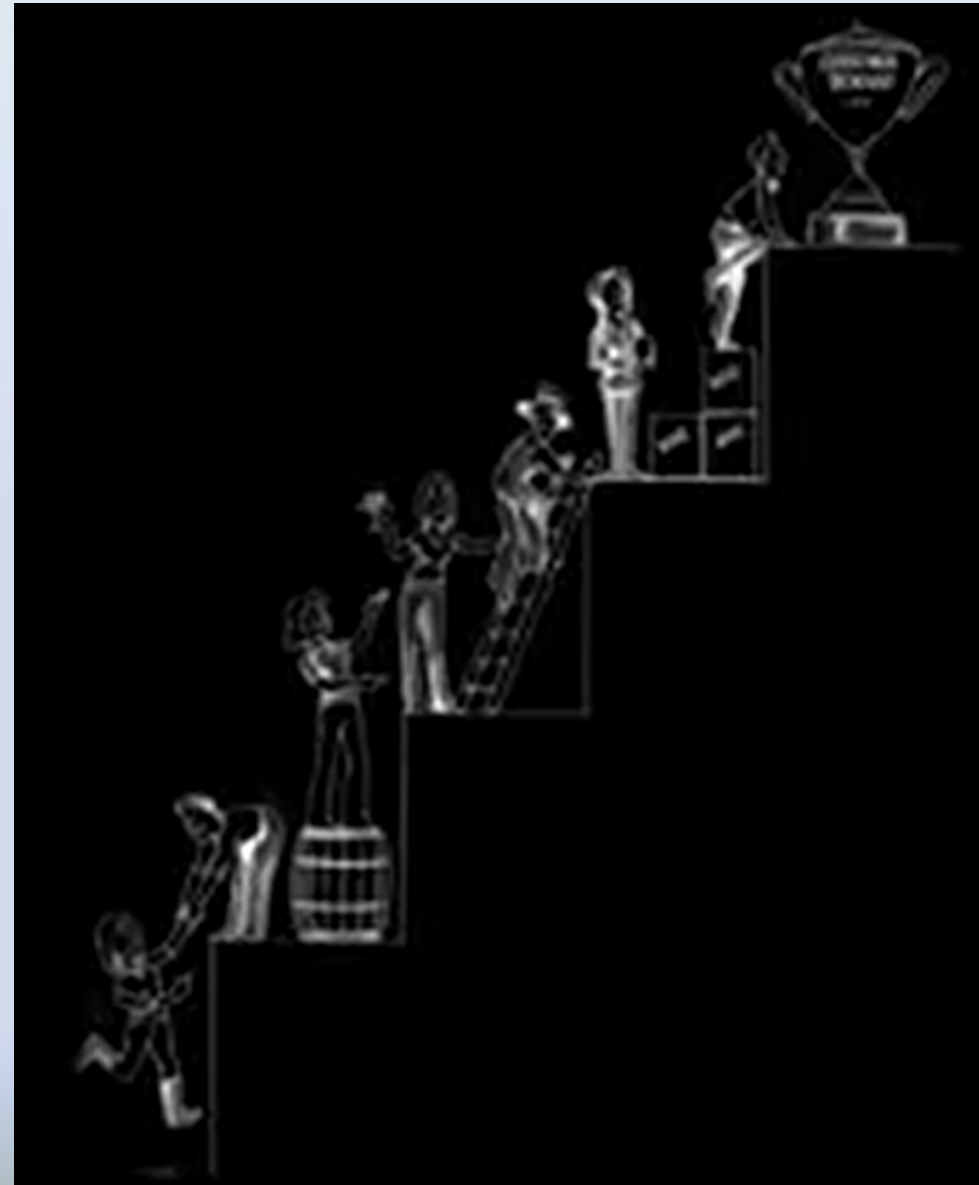


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Presentation Summary

- Establishing and benefiting from cultures and values throughout the business
- Measuring the benefits of workforce engagement
- Linking employee engagement to productivity, satisfaction and retention
- Communicating with your workforce and gaining buy-in



Presentation Summary (cont)

- Implementing learning outcomes from your workforce feedback program
- Breaking the barriers to effective workplace training and assessment
- Identifying the gaps between the talent you have and the talent required



Establishing cultures and values

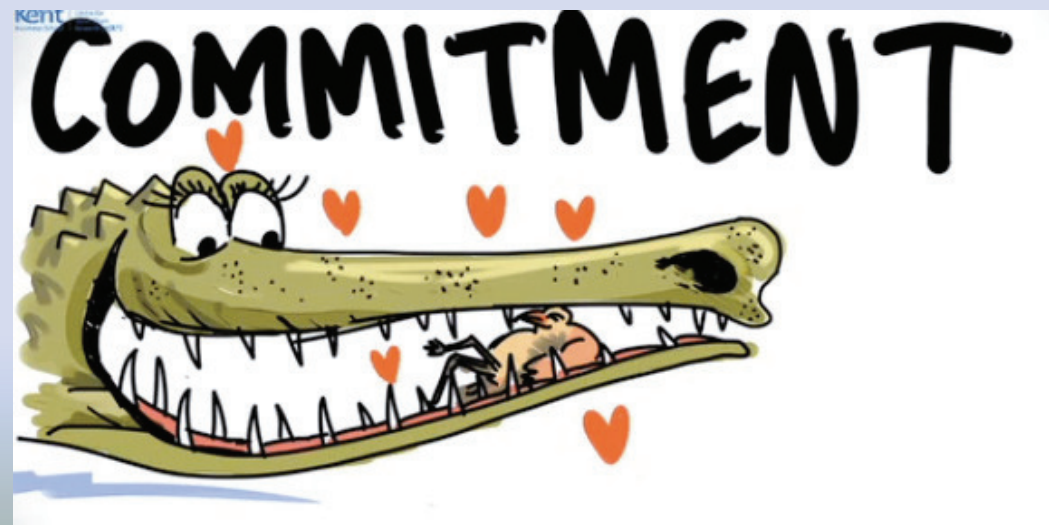
- Board and executive commitment and support
- Integrated strategy, structure and policies
- Consistent internal communication
- Meaningful information, metrics and reporting



Establishing cultures and values

-Behaviours

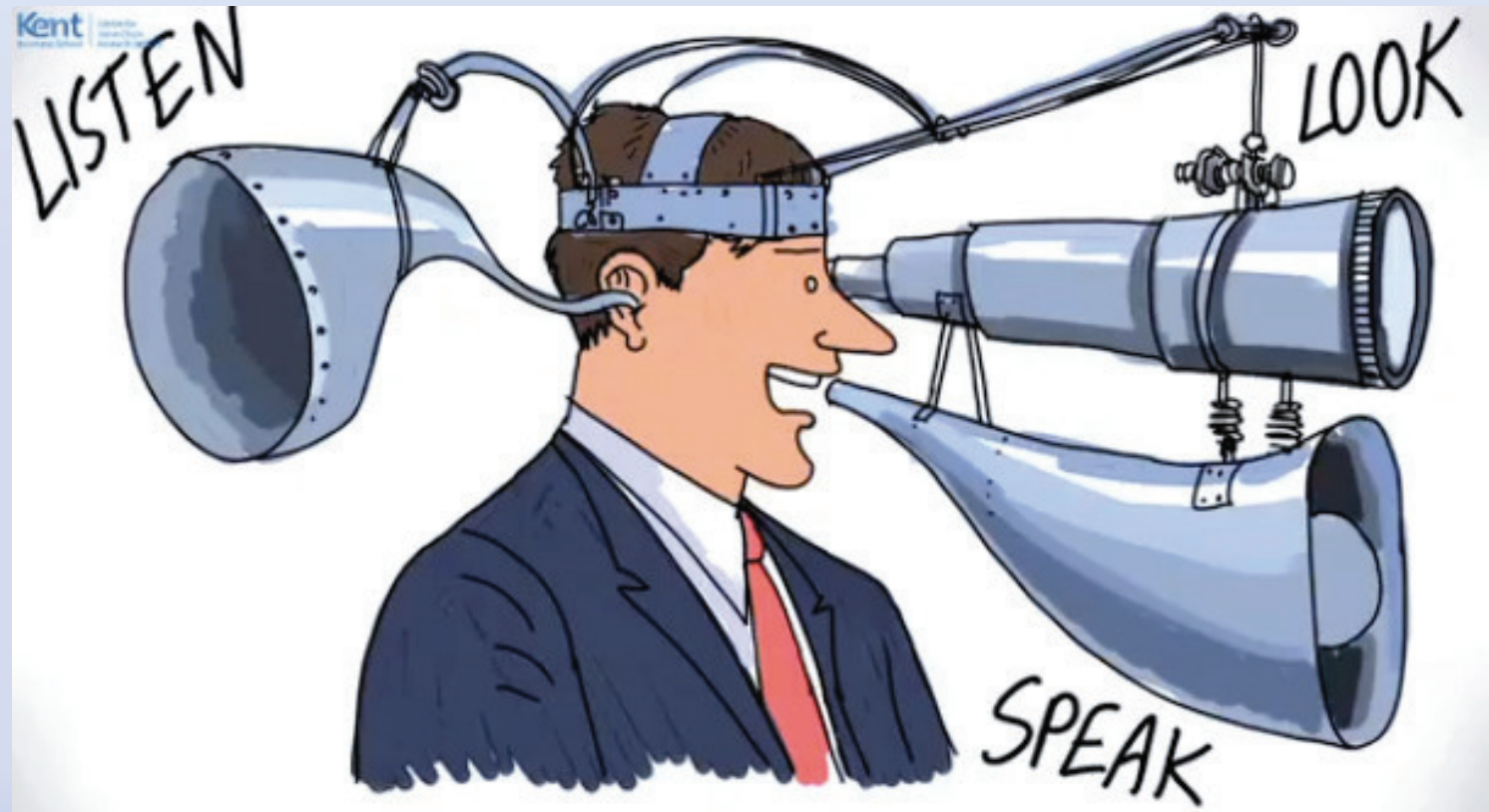
- Individual behaviour
- Individual accountability
- Definition of best practice behaviours



Establishing cultures and values

- Behaviours

- Promoting individual empowerment
- Building individual expertise and capacity
- Discretionary behaviour



Establishing cultures and values

- Enablers

- Executive Support
- Central information management
- Staff rotation and expertise building
- Structure
- Clear and consistent communication
- Long term relationships



Benefits of cultures and values

- Connection between working conditions and quality
- Benefits and challenges of a decentralised system



Measuring benefits of workforce engagement

- Point in time measures
- Continuous measures
- What do you want out of it
- Customise measures to the team



Measuring benefits of workforce

- Steps

➤ Plan

- Look at the Aim Statement
- Look at the cause and effect output
- Look at the measure for success

➤ Do

- Look at solutions



Measuring benefits of workforce (cont)

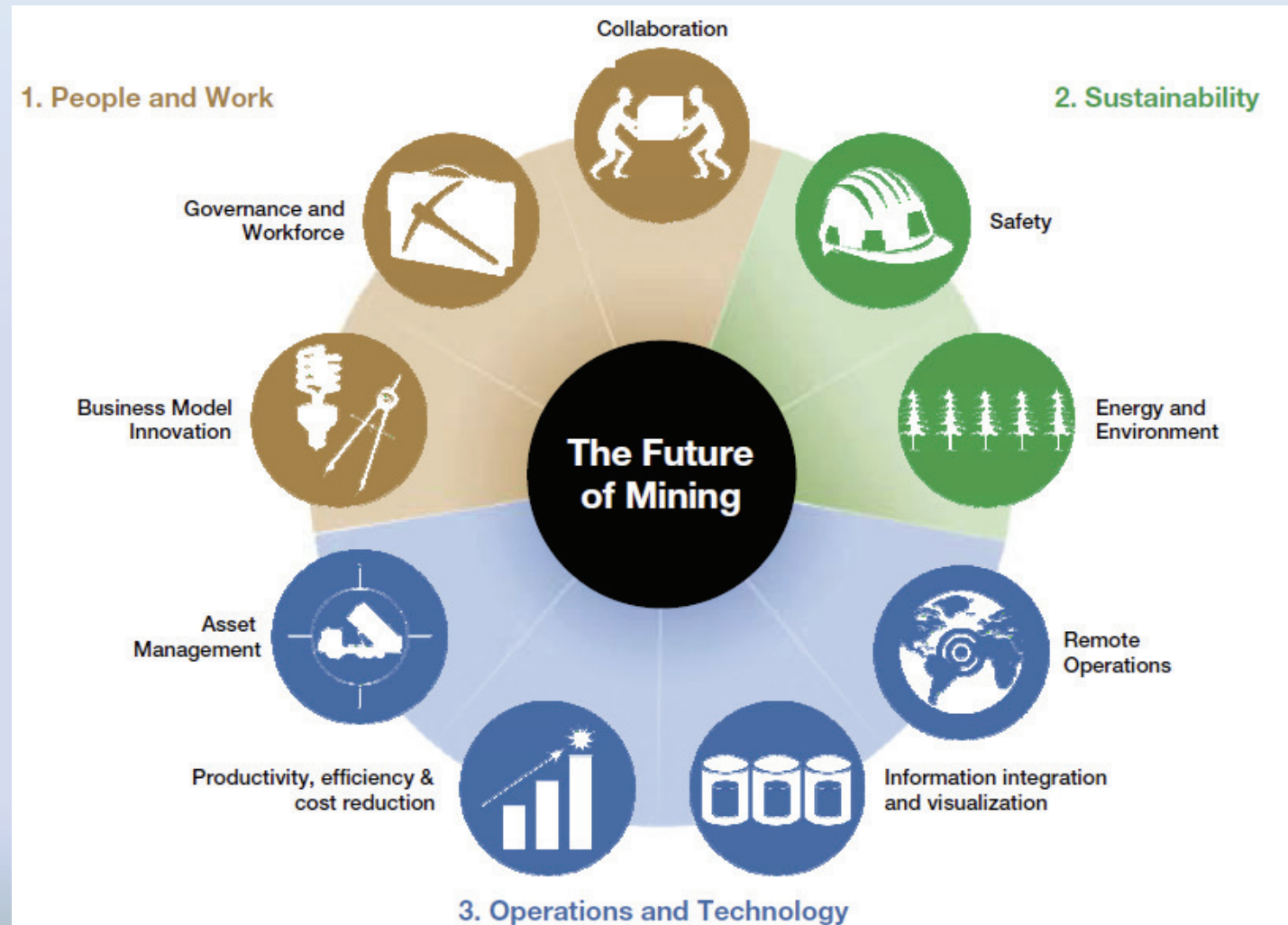
- Steps

➤ Check

- Look at the success

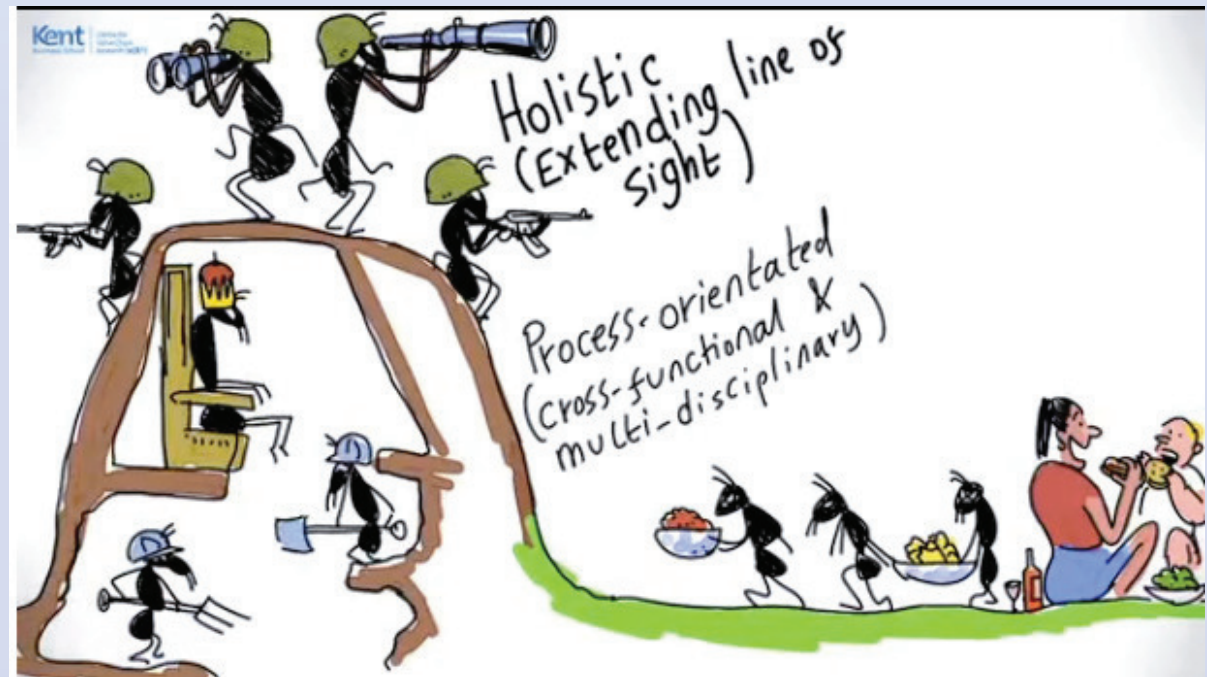
➤ Act

- Look at sustainability



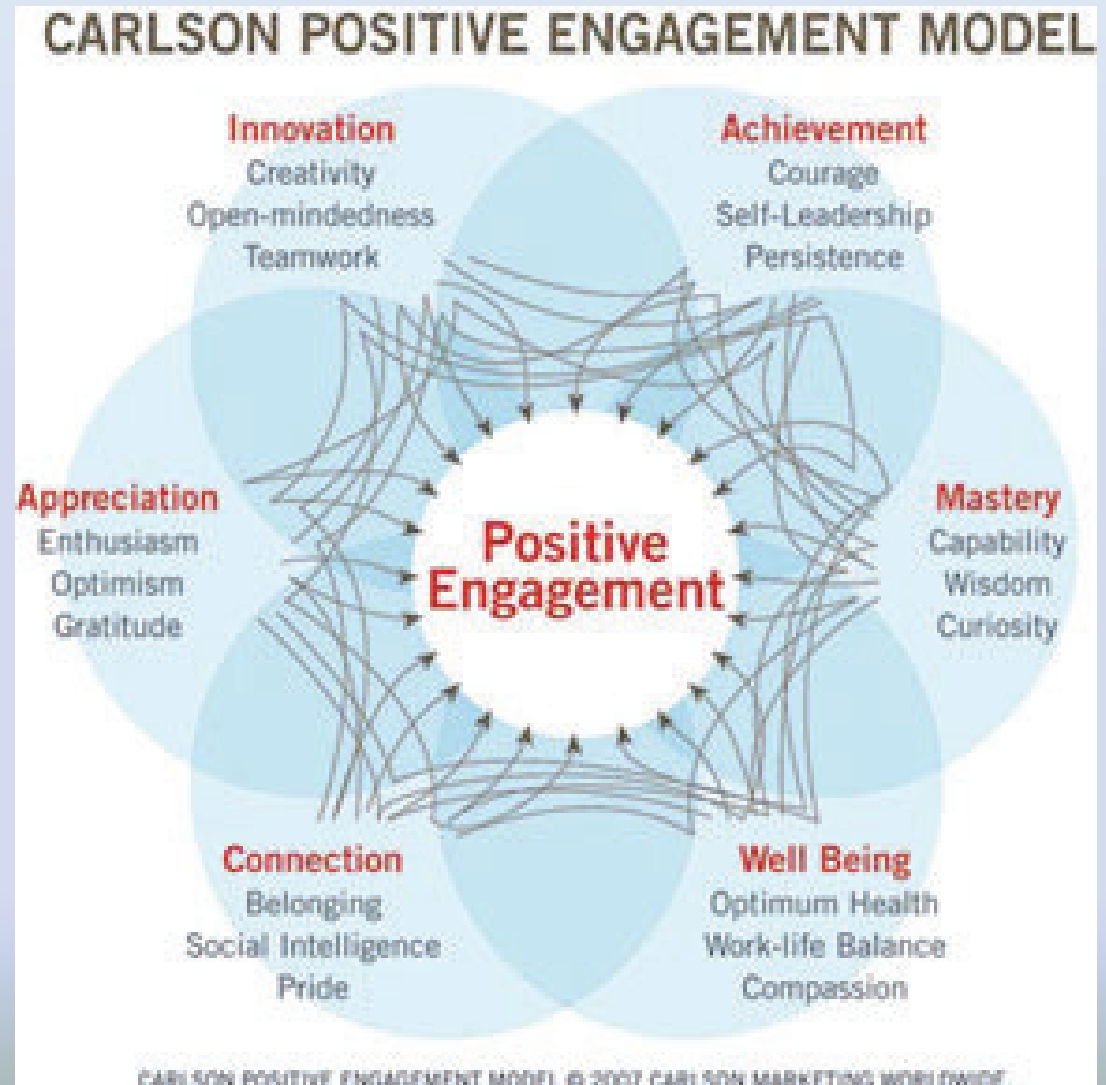
Linking personnel engagement to productivity, satisfaction and retention

- Increase personnel satisfaction 20% => increase financial performance 42%
- 27% less absenteeism
- Safer
- Higher personnel retention
- 27% higher profits
- 50% higher sales
- 50% higher customer loyalty
- 38% above average productivity



Communicating with your workforce and gaining buy-in

- Obtain individual buy-in
- Obtain commitment to the change
- Minimise resistance
- Reduce personal anxiety
- Ensure clarity of objectives
- Share information/vision
- Challenge the status quo
- Obtain clarity
- Minimise uncertainty



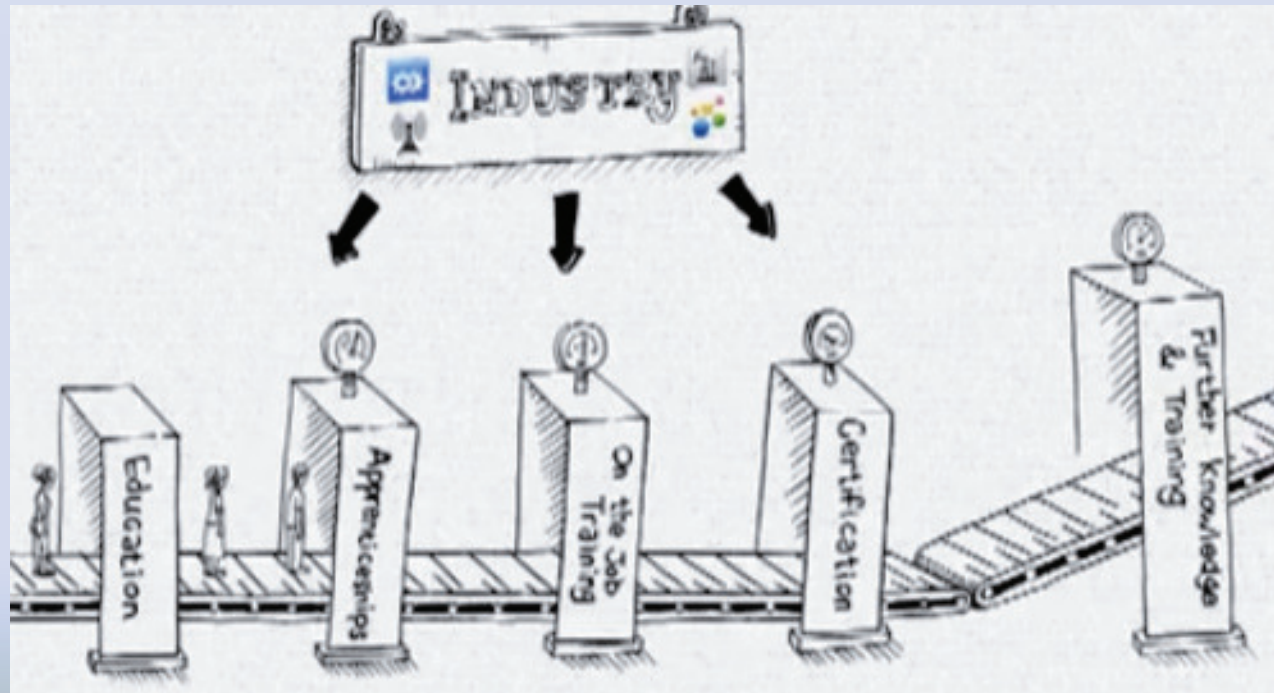
Implementing learning outcomes from your workforce feedback program

- Input from staff aids solution acceptance
- Staff offer input, but it is the team and management that set final solution
- Make it easy
 - Suggestion boxes
 - Feedback hotline or email address
 - Empower managers to remove roadblocks
 - Offer incentives
- Use careful language/Empathise
- Prepare for difficult situations



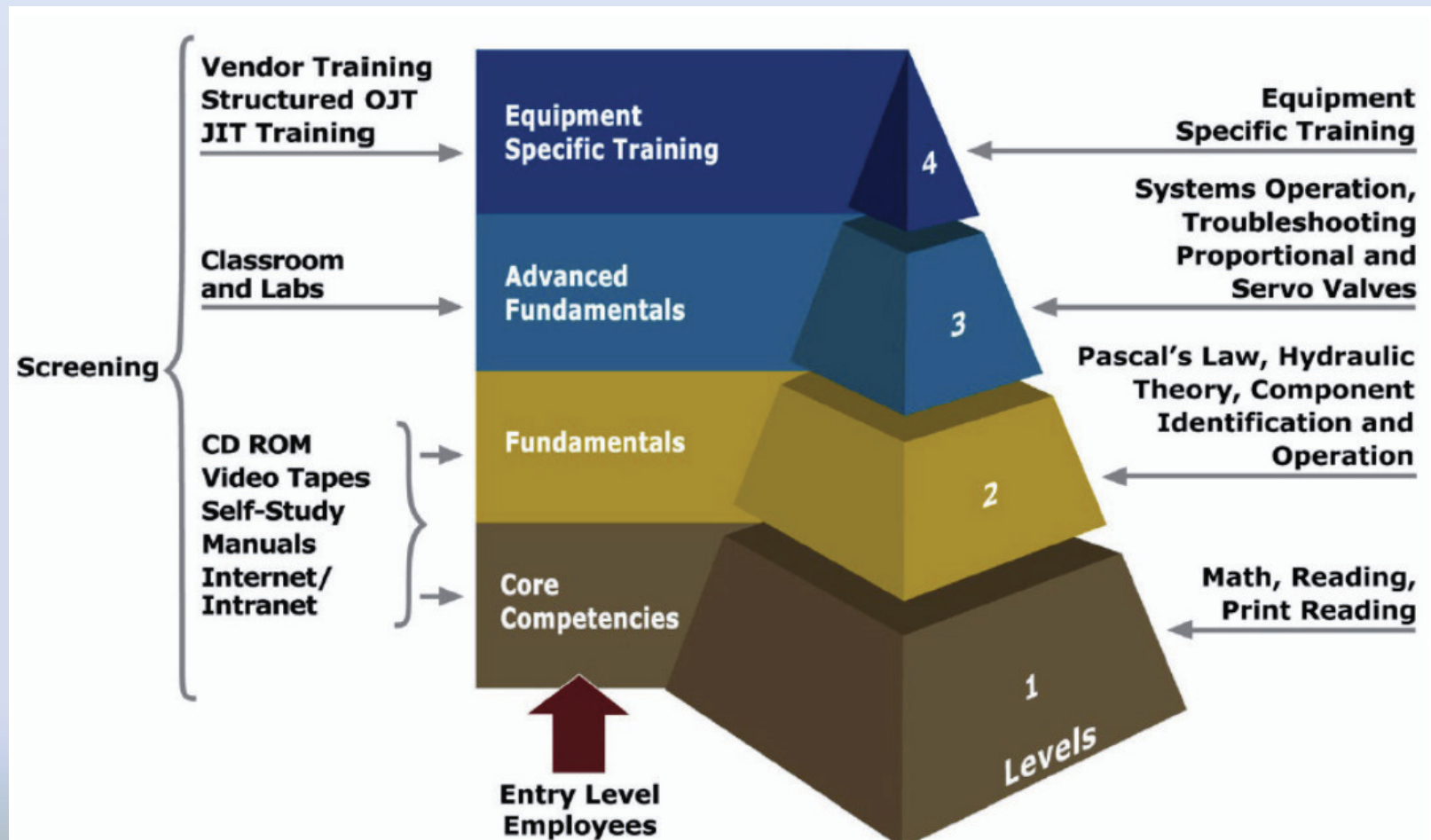
Breaking the barriers to effective workplace training and assessment

- Resources - Time, money, resources, manpower
- Direction
- Data
- Language, literacy, numeracy
- Communication
- Mentoring and coaching
- Diversity



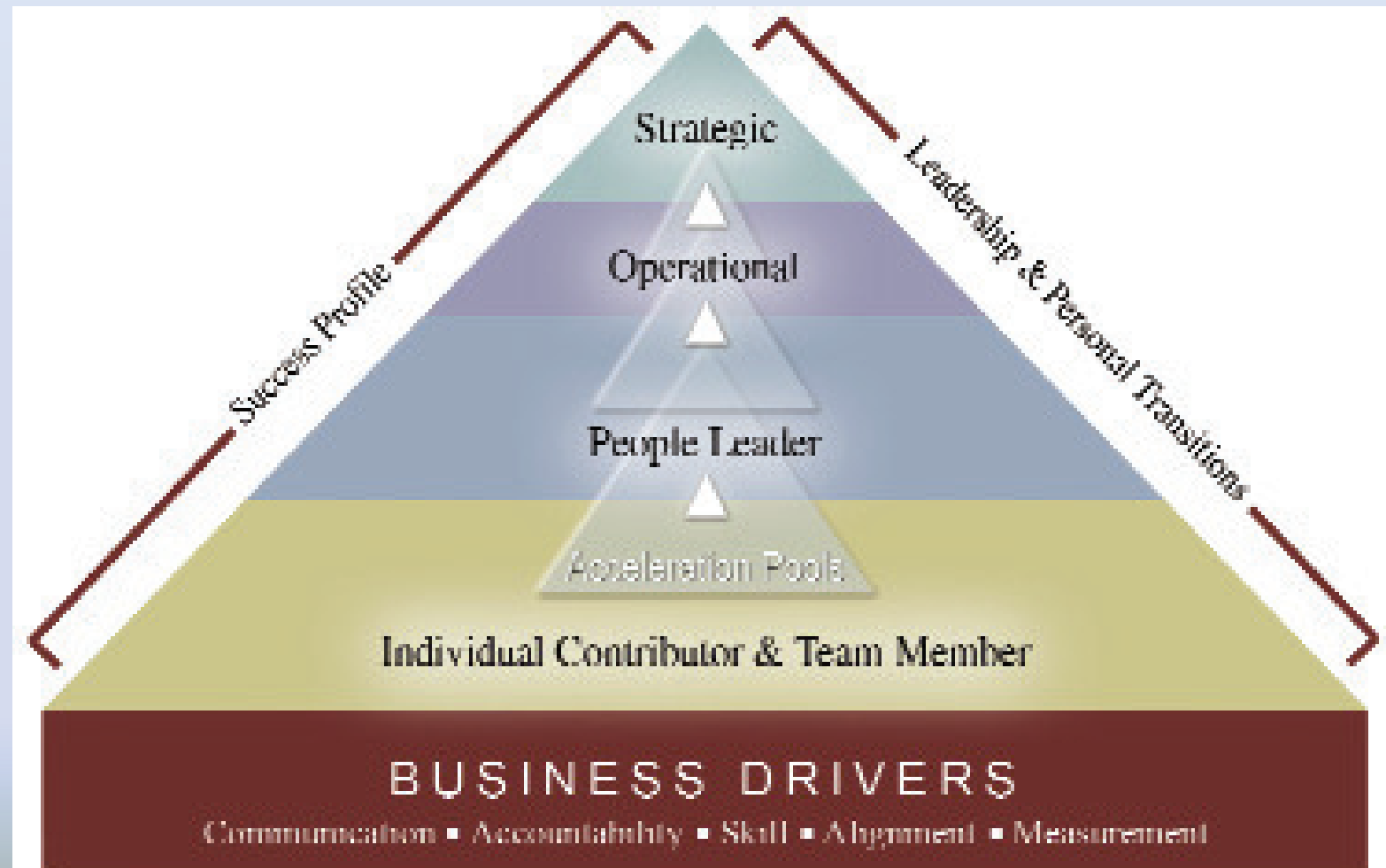
Identifying the gaps between the talent in place and the talent required

- Aligned with business strategy
- Software does not equal management



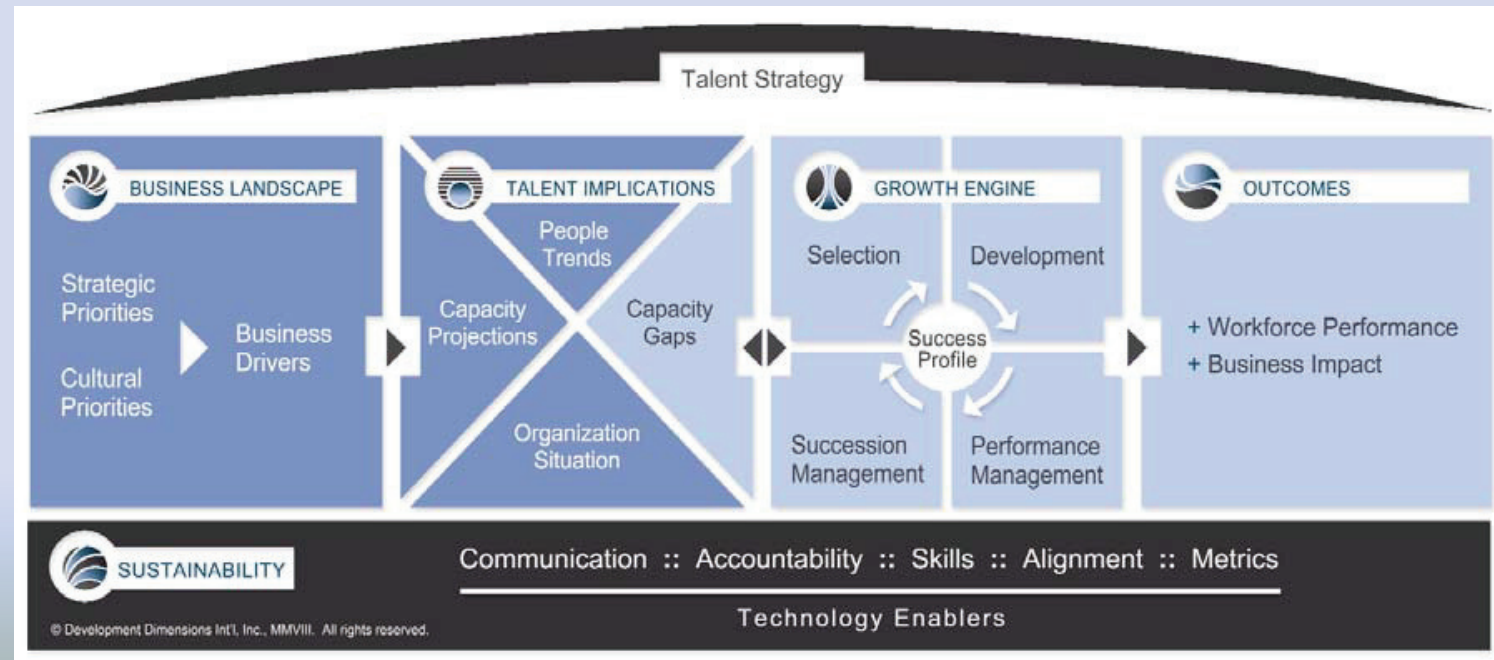
Identifying the gaps between the talent in place and the talent required

- Strong talent pipeline
- Potential vs performance vs readiness
- Right people in the right place



Identifying the gaps between the talent in place and the talent required

- How vs what
 - Communication
 - Accountability
 - Measurement
 - Alignment
 - Skill



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Thank you.

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Any Questions?

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