



Coffee with Aon  
Webinar series

## 2018 Trends in Employee Engagement: Invest in the Future



# Welcome

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Throughout today's (recorded) presentation, all participants will be in a listen only mode.



If you would like to ask a question via the web interface, simply type your question in the "Ask a Question" box and click send.



If any participant has difficulty hearing the presentation, please submit your question via the same tool.



The session will be recorded. We will share the recording and the deck out of the today's webinar with all registered.

## Speakers of today

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**Dan Riley**  
Global & EMEA Talent Practice Leader



**Magdalena Warzybok**  
Talent Practice Director from Poland



**Jake Outram**  
Senior Consultant from the UK

# Agenda

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## INTRODUCTION

### 2018 Trends in Employee Engagement: Invest in the Future

- Engagement Defined Engagement Model
- The Global Stand of Engagement and Spotlight on Europe

### CHANGE IS THE NEW CONSTANT

External Forces of Change Companies Face:

- Growth in midst of disruption, rapid technological advancement
- Digitization
- Political unrest
- Social change

### Poll 1

## ENGAGEMENT TRENDS IN EUROPE

## MANIACAL TALENT FOCUS

Employee experience across the lifecycle

- Engaging Leadership
- Talent Focus
- The Work
- The Basic
- Agility

### AGILITY

- What does it mean to be agile?
- Change is accelerating and people feel it.
- How can you help employees manage the change and be more agile?

### Poll 2

## TAKING ACTION

Connecting the dots – from listening to continuous dialogue and *Work different*

### Q&A

The background of the slide is a dark teal color with a complex network of glowing blue lines and nodes, resembling a molecular structure or a digital network. The nodes are small, bright blue spheres, and the lines are thin, connecting them in a web-like pattern.

# **2018 Trends in Employee Engagement: Invest in the Future**

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## Aon Measures Engagement Comprehensively



**8m**

employee responses



**1,000**

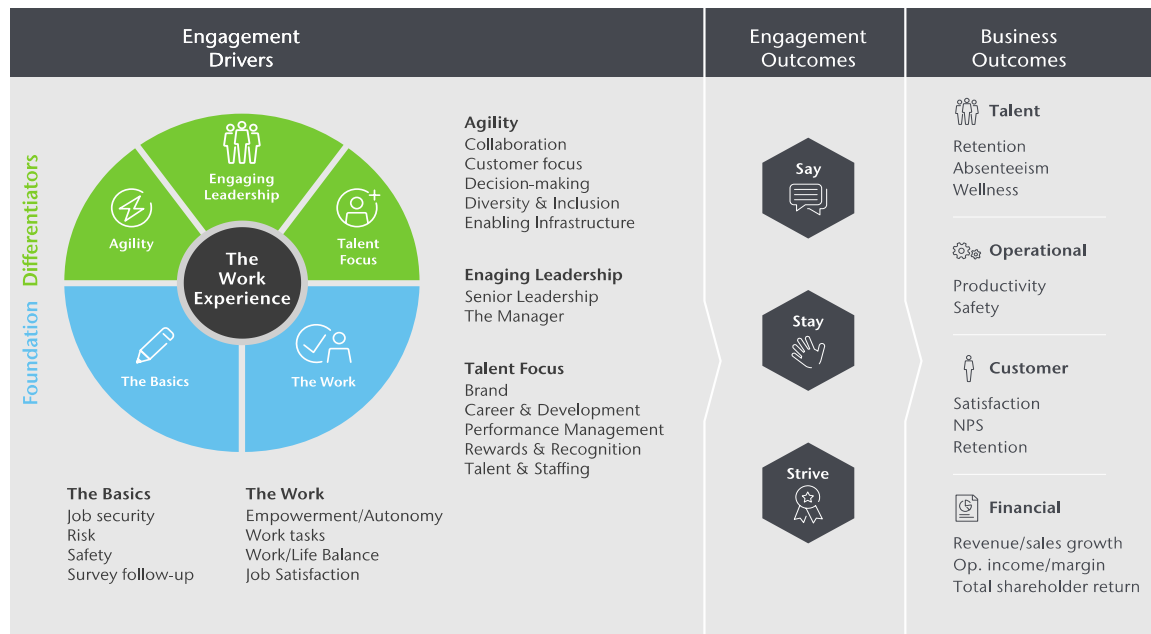
companies globally



**60+**

industries

**Engagement** is defined as “the level of an employee’s psychological investment in their organisation



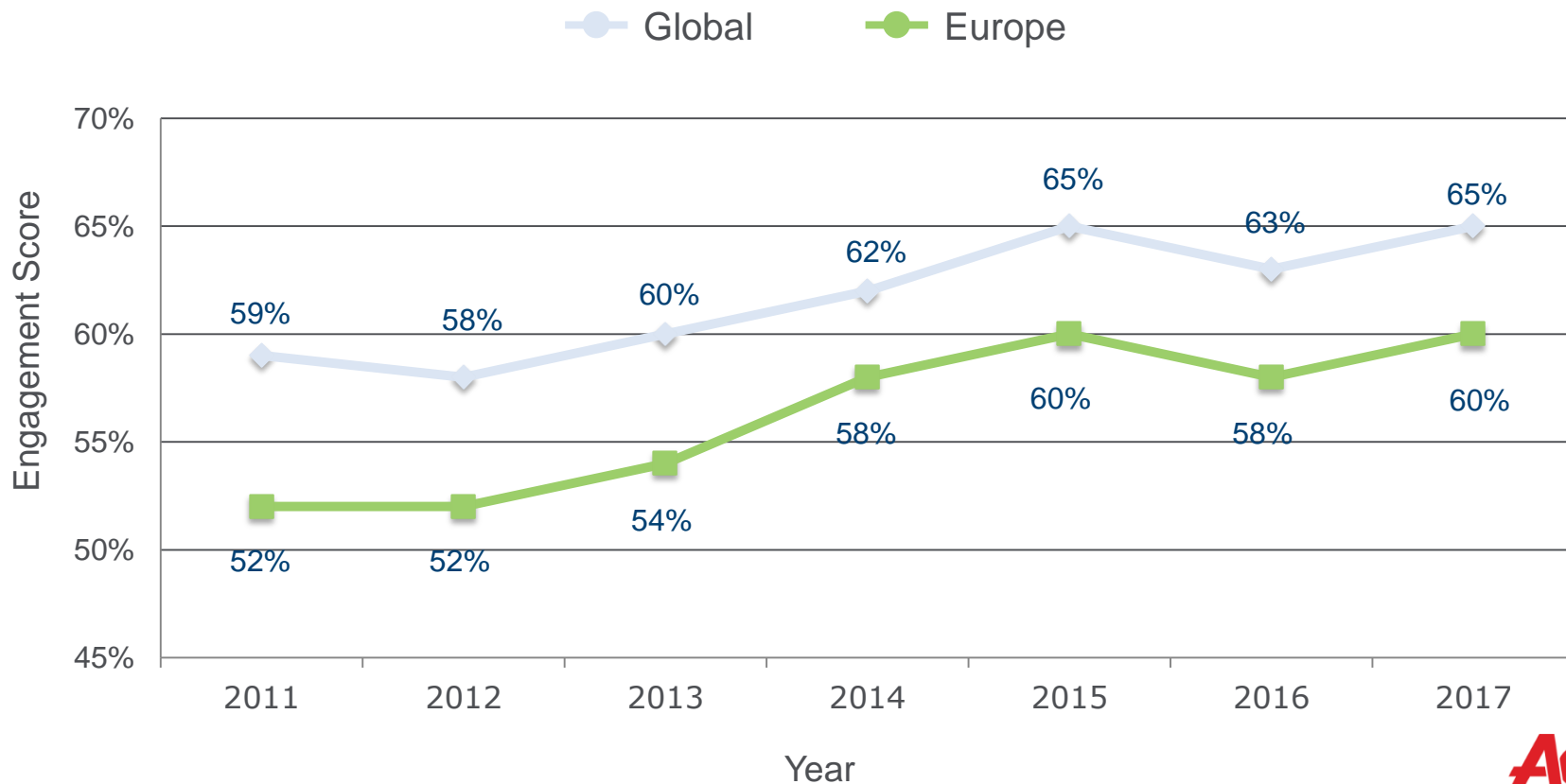


The background is a dark teal color with a complex network of glowing blue lines and nodes. The nodes are small, semi-transparent spheres, and the lines are thin, creating a web-like structure that suggests global connectivity and data flow.

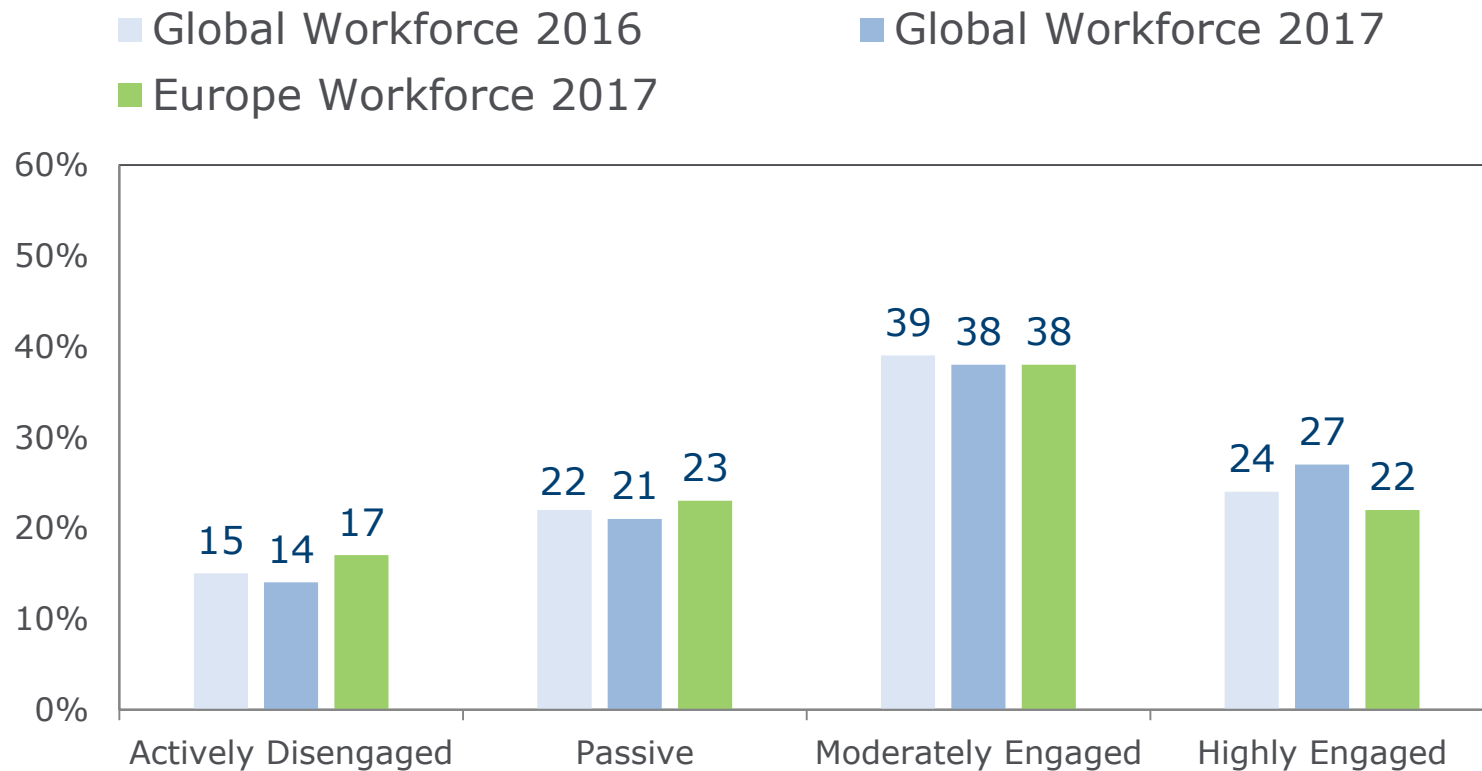
# **The Global State of Engagement**



## Global Engagement Over Time



## Global State of Engagement



The background of the slide is a dark teal color with a complex network of glowing white lines and nodes. The nodes are small, spherical, and have a bright white center with a blueish glow. They are connected by thin, white lines that crisscross the entire frame, creating a sense of interconnectedness and digital complexity.

# **External Forces of Change Companies Face**

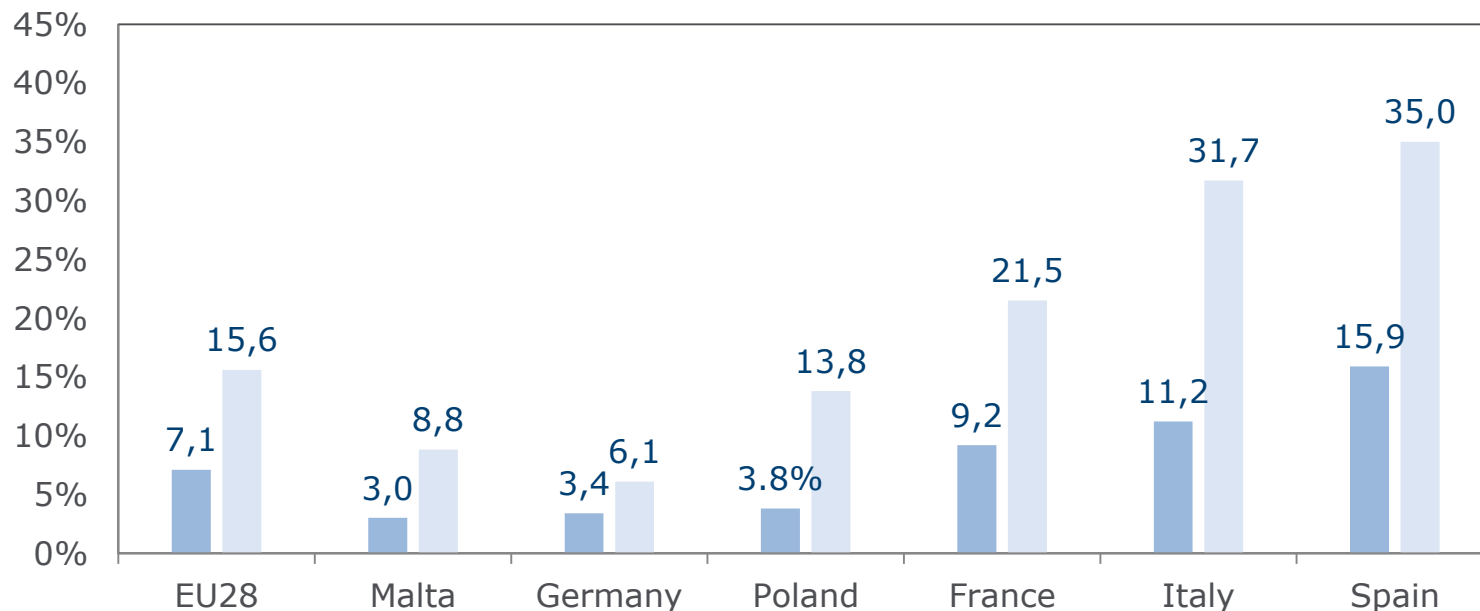
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# External Forces of Change Companies Face



## EU unemployment rates

- Unemployment rates in April 2018
- Youth unemployment rate in EU in March 2018



Sources:

1. [ec.europa.eu/eurostat](http://ec.europa.eu/eurostat)
2. The Statistics Portal

## Polling Question 1

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### What are your most pressing business-driven people priorities?

- Managing Organisational Transformation/Digitization
- Culture change
- Leadership development
- Integrated people analytics
- Employee experience/lifecycle management
- HR Function transformation to address new work methods
- Selecting the right talent
- Retaining the right talent

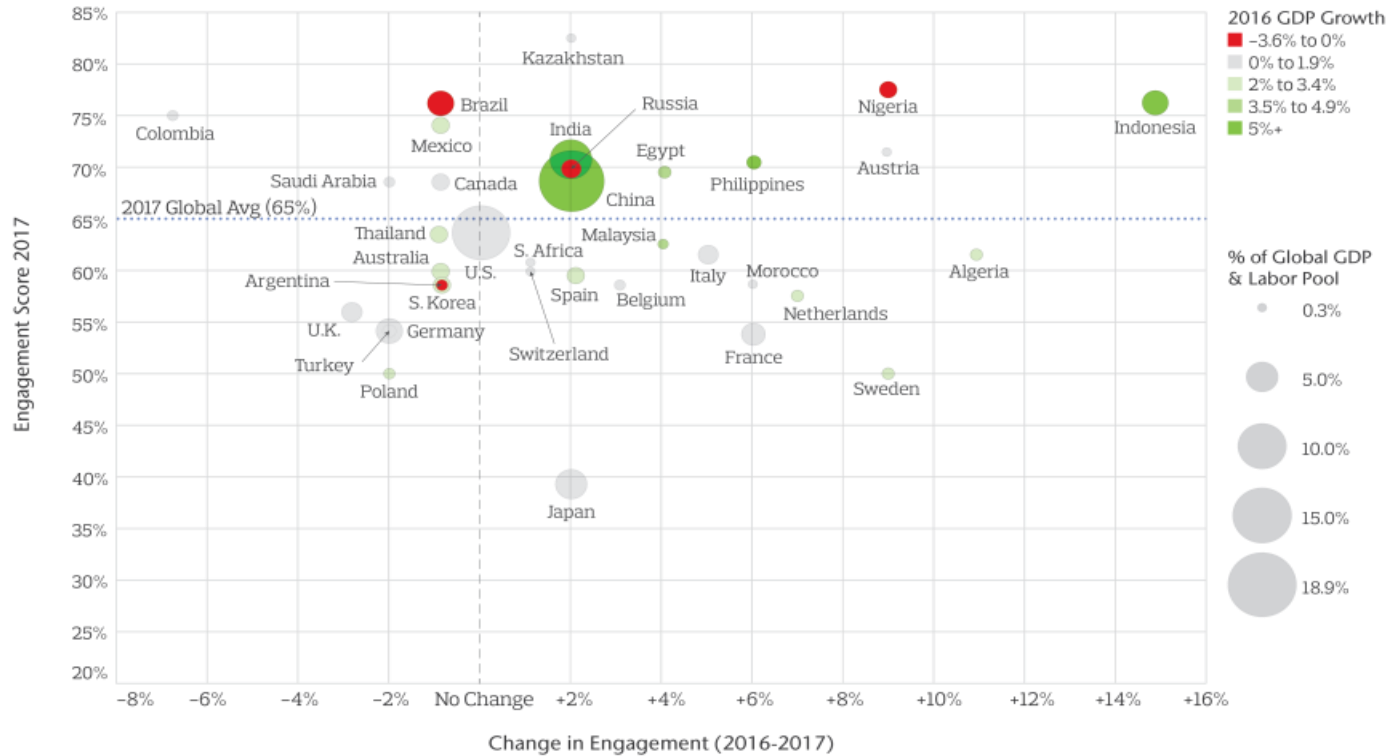


# **Engagement Trends in Europe**

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## A Closer Look



## Trends in Top Opportunities Within Western Europe

Dimensions	Europe	France	Germany	Spain	UK
Senior Leadership	1	3	2	1	1
Rewards & Recognition	2	2	1	2	3
Career & Development	3	5	3	3	5
EVP	4		5	4	4
Enabling Infrastructure	5	4	4		2
Talent & Staffing		1			
Collaboration				5	

## Trends in Top Opportunities Within CEE

Dimensions	Europe	Poland	Hungary	Russia	Czech Republic
Senior Leadership	1	3	2	2	4
Rewards & Recognition	2	2	1	1	2
Career & Development	3		3		3
EVP	4	4	5	3	
Enabling Infrastructure	5	5	4	4	5
Talent & Staffing		1			1
Work/Life Balance				5	

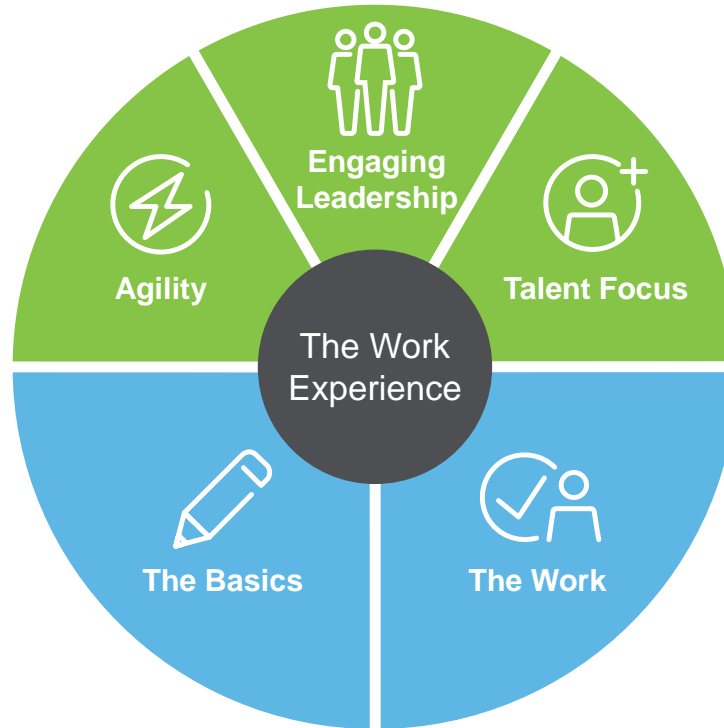


# **Maniacal Talent Focus**

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# How the implications of global volatility are expressed in Aon's Model of Employee Engagement

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# Agility

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# How agile work will impact the continuous dialogue strategies



**Cross functional teams:** who is more important – PO/PM or manager?  
Who is responsible for engagement building in the team?  
Different approach towards organisational structure needed.



**Remote job** – an advantage or an obstacle for managers?  
How can managers motivate employees using slack?



**Weekly sprints, ongoing feedback** from the client – how to be in a contact with the employer in this environment? How to develop continuous dialogue in such dynamic structure?



**New forms of employment** – should the company motivate contractors, sub-contractors, etc.?  
How to motivate those employees?



## Polling Question 2

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### **What are your greatest challenges showing value for pulsing/continuous listening?**

- Leadership and organisational support/readiness
- Clear objectives and business strategy
- Authoring quality surveys
- Getting the frequency right
- Pulsing/data analytics coordination across teams
- HR/Manager capability limitations to take action
- Data privacy concerns

The background is a dark teal color with a complex network of thin, light blue lines connecting various glowing blue spheres of different sizes. The spheres are scattered across the frame, with some appearing more prominent than others. The lines create a sense of depth and connectivity, resembling a molecular structure or a digital network.

# **Taking Action**

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Continuous listening is misleading  
Avoid passive observations



**Surveys &  
Software**

+



**Data &  
Analysis**

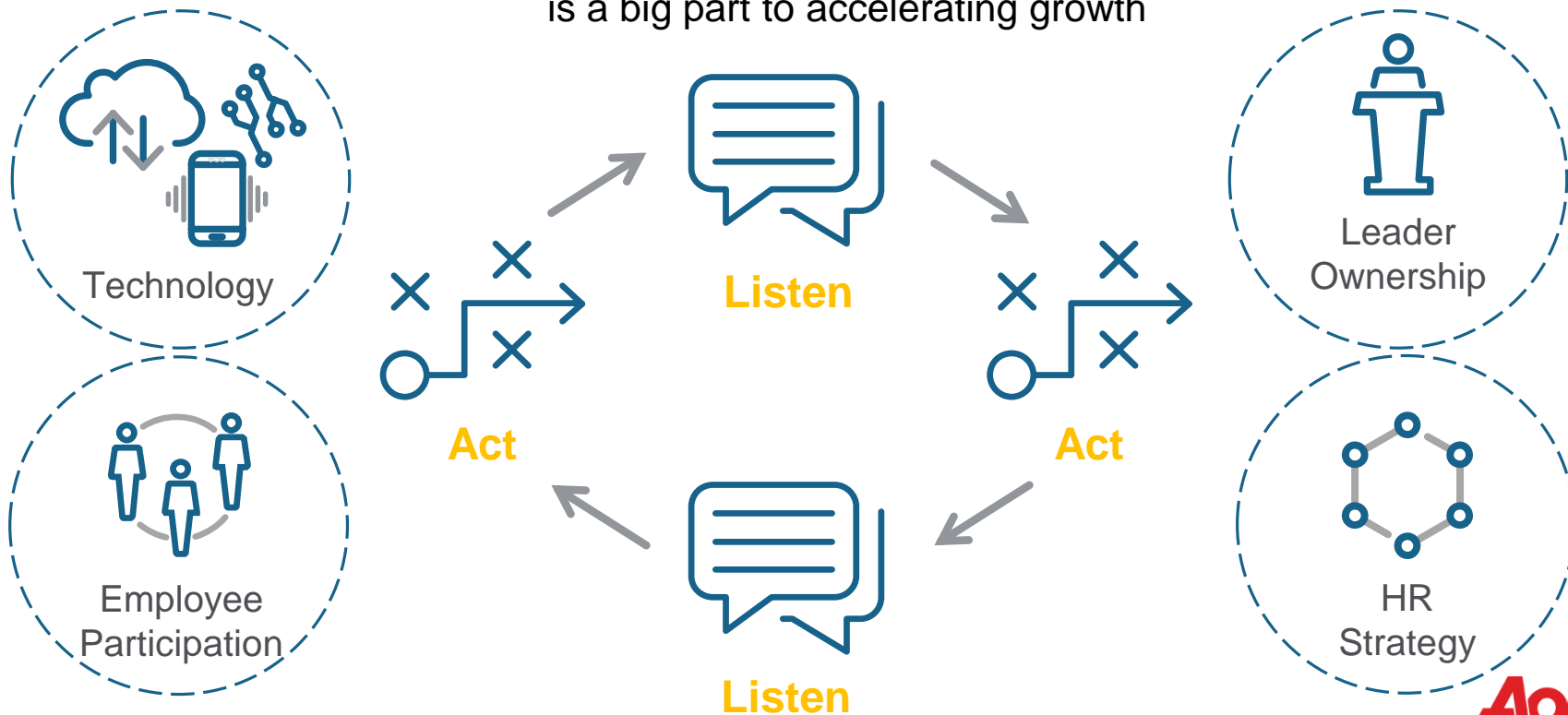
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**Inactive  
& One-Way**

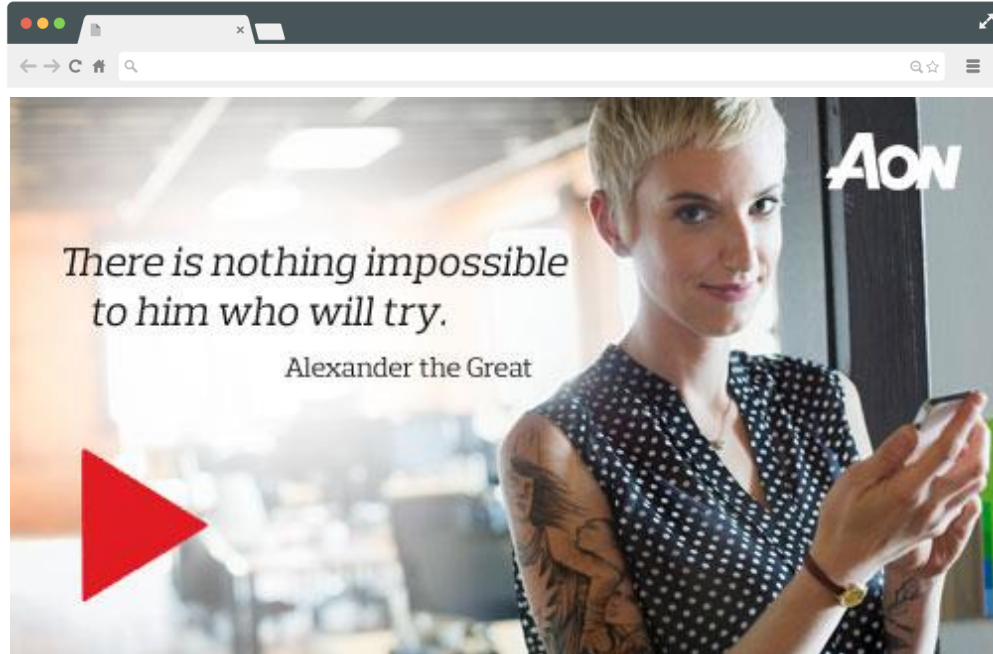
## Taking Action

Getting your people on board  
is a big part to accelerating growth



## Work different

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# Questions?

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Thank you for participating!

Contact us!



**Dan Riley**  
Global & EMEA Talent Practice Leader  
[daniel.riley@aon.com](mailto:daniel.riley@aon.com)



**Magdalena Warzybok**  
Talent Practice Director from Poland  
[magdalena.warzybok@aon.com](mailto:magdalena.warzybok@aon.com)



**Jake Outram**  
Senior Consultant from the UK  
[jake.outram@aon.com](mailto:jake.outram@aon.com)