

LEADERS 2 LEADERS

Lessons from The Network

HOW TO INCREASE EMPLOYEE ENGAGEMENT

Intelex holds regular sessions to help today's health and safety professionals share their knowledge and experience of making the most of our health and safety platform.

A recent event focused on how to increase employee engagement. We were joined by Camilla Suhr and Natalija Manylo from FLSmidth, Jordi Renedo from Sulzer and Miia Talvitie from Konecranes to offer their insights.

Here are the five key lessons they shared during the session:



Lesson 01: Keep it simple

While many companies now allow any employee to submit records to Intelex, it's important to remember that most people aren't health, safety, quality or sustainability experts. This makes it vital to ensure the task is both simple and intuitive. Enable mobile record submission for your end users to make this easy. Get people up to speed with quick, engaging training videos. And have a simple homepage to accelerate access to reporting modules.

01

Pro tip: Use your own employees in the training videos and make them fun.



Lesson 02: Bring everything together in a training portal

To increase engagement, it's important that everyone knows what they're doing. This will remove friction from the entire process. To help achieve this, document and store training materials on a shared portal using a tool that's easy to update. Answer the 'why' – why are we doing this in the first place? Make employees' lives easier with easy to find links to procedures, user guides and training. And write and regularly update common FAQs.

02

Pro tip: Have your executive sponsor demonstrate the 'why' in a short video.



Lesson 03: Create a support network

Everyone needs some support now and then. So consider where employees should go when they need help. You can use email or a ticketing portal for people to ask technical questions, discuss issues or deliver user access to your systems. You could create a support hierarchy to put employees in touch with nominated local super users. And you could also set up a community Teams or Slack channel to deliver peer support and share ideas.

03

Pro tip: Add profile pictures to your support structure to help your end users get to know you.



Lesson 04: Put your data to work

Data is the lifeblood of successful engagement. By tracking adoption, you can see who's using the platform and who's lagging behind. You can set targets and even create some friendly competition to motivate greater use. You can review locations that aren't using the platform and offer them proactive training and support. And you can celebrate top-performing locations, communicating to others what they have achieved through using the tool. Make sure to loop back any data or communications via your training portal to make it easily accessible.

04

Pro tip: Celebrate quarterly success on your company's intranet and even throw in a reward, everyone likes cookies.



Lesson 05: Listen to your employees

To become engaged, employees need to feel involved. So make it easy for users to submit change requests and new ideas. Show them your process for supporting the platform and review and communicate changes regularly (whether via your training portal, email, Intelex dashboard or homepage). This shows you're listening and prepared to invest and enhance your platform based on their ideas. Whatever you do, don't keep users in the dark. Be transparent, communicate often and share what you learn.

05

Pro tip: Thank anyone who submits an idea and give them a public shoutout.

See how Intelex's mobile reporting capabilities can help you increase employee engagement across your EHS programmes

The Intelex platform helps health and safety professionals the world over keep their people safe. Our mobile reporting enables employees to capture incidents and near-misses on location in real-time. See it for yourself with our on-demand demonstration at intelex.com/resources/webinar/application-spotlight-intelex-mobile

Special thanks to our speakers for sharing their journey and lessons learned, and to the attendees for driving our Q&A. It's through our client community that we're able to pull such valuable insights.