



CREATING AN ENGAGED WORKFORCE AT A LEADING BATHROOM FITTINGS ORGANIZATION

Our client is the world leader in the definition of bathroom space and a benchmark reference in the world of design. The management wanted to measure engagement levels and link the survey results with :

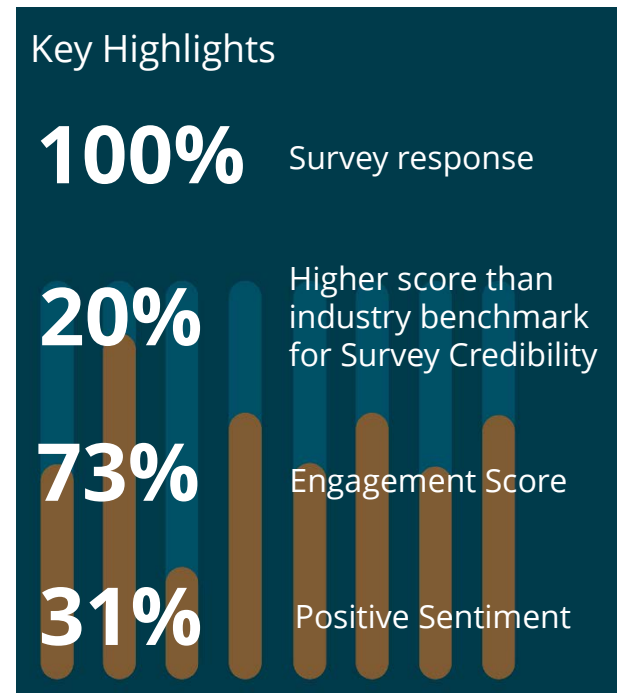
Context

- Retaining & attracting the right talent
- Sustaining their growth through a relentless focus on quality
- Establishing a customer centric mindset
- Developing future leaders

Our Approach



Key Findings



Based on our analysis and data, we recommended the leadership team to act upon four critical focus areas across the organization:

1. Link training and enablement with addressing the employee's mindset on quality and customer focus
2. Boost managerial effectiveness in order for managers to coach and encourage development dialogues with their teams
3. Focus on communication across all channels to provide more transparency on the company's strategy and the importance of the survey results
4. Track and monitor the action plans of the senior leaders and functional heads to drive the above focus areas across the organization

Recommendations