

## WorkQ®

People are the essence of products and services. Organisations require their people to focus on and direct their energy towards what is important to the organisation.

People need to live the values framed on the walls and implement the change designed in the boardroom.

Employee Engagement is the tool that unlocks people's potential at work. When employees are engaged, they are connected to their work and their organisation. They see the bigger picture and understand the part they are playing. They find meaning in their work and are committed to contributing fully. Engaged employees go further, deliver better results, delight more customers, and live the organisation's brand better than non-engaged employees. They add to the organisation's bottom line.

Engagement cannot be forced or bought. It cannot be obtained through compliance. It needs to happen in the hearts and minds of people.

### Employee engagement is a two-person game

While leadership is the key driver of employee engagement, much can be done from a development perspective to enhance the capacity for engagement within employees.

WorkQ® has been designed as a tool for this. It goes beyond IQ and EQ to develop the mindset, knowledge and skills that enable non-management employees to understand the needs of the organisation, make them aware of what is expected from them to sustain and grow the organisation and be more willing, eager and able to contribute their best and effectively support each other in the process.

WorkQ® sheds light on both the personal and work journeys of employees and enhances:

- 1. Confidence:** Helps employees believe in their own value, become aware of their potential, maximise their strengths and be more able to handle challenges that come their way.
- 2. Commitment:** Helps employees understand the 'bigger picture' of their organisation – its mission, vision, values and strategies – and link this to the employees' personal purpose and passion so that they experience their work as more meaningful.
- 3. Contribution:** Deepens awareness of how they can contribute to the success of their team, department and organisation, increasing pride in their work and growing initiative and willingness to go the extra mile.
- 4. Connection:** Develops understanding for the need to work constructively with others to produce results and enhances respect, trust and open communication in the team.

"Free To Grow worked like magic. The level of commitment and ownership of our staff and team leaders increased dramatically. Performance is much, much better than before and the past season was the best we ever had. We now deliver 21% more cases than in the previous financial year. Previously attendance on public holidays was around 24%. Now we had almost full attendance on 16 and 26 December. Relationships – including with the unions – are much more collaborative than before. There has indeed been a remarkable transformation."

**Moses Lubisi Manufacturing Manager, CCBSA Devland**

"We are delighted by the impact. Managers are seeing a huge change and an absolute turnaround in attitude. They say that things that used to be like pulling teeth now just happen!"

**Debbie Sinclair Regional Executive HR, Polyoak Gauteng**



# Programme Overview

## Day 1

### Introduction

- **Life as a journey**
  - The four journeys: how they impact your emotional wellbeing and the success you achieve in work and life.
  - The two sides of potential: why it often remains undeveloped.
  - The need for continuous growth to survive and flourish.

### Module 1: Personal journey

- **Value yourself**
  - The need to value yourself and have confidence in who you are.
  - How other people and life build and knock your self-esteem and the impact thereof.
  - Dealing with past pain so you can focus your energy to make the most of the present to create the future you want.
- **Manage your strengths and weaknesses**
  - The need to know your strengths and use them fully.
  - The value in knowing your weaknesses and taking steps to minimise the impact they have on you/other people/your work.
- **Take charge of your life**
  - The need to take ownership: learn to separate what you can control or influence from what you cannot and apply this to your life and work challenges.

### Module 2: Work journey

- Your view of work: how this affects the contribution you make and the results you achieve.
- Seeing work as a gift and finding meaning in work.

## Day 2

### Module 3: The organisation's journey

- Where the organisation comes from and the journey up to now: What can you be proud of and what gives you hope for the future?
- The realities of the current business environment – increasing pressure towards greater effectiveness and high performance: How is this affecting your organisation?
- What the organisation wants to be, where it wants to go and what it sees as important (values).
- What you have to keep on doing and what you need to do differently to make the contribution required from you.

### Module 4: Team Journey

- Why working together is important to achieve success individually, for the team and the organisation.
- Learn to apply the principles of respect, openness and trust.

### Customisation

- The programme can be customised to align to your organisation's vision, values and strategies.
- The team journey outlined here is a half-day. A one-day version raising awareness of diversity is also available, as is a one-day Service Journey module.



## Target group

Staff, supervisors and team leaders

## Duration

Two days

## Group size

Optimum group size 16

## Sustainability Tools

Follow up: 4 hour workshop  
Learning Bytes: 'Bite size' learning snippets for inclusion in team meetings

"We had the best season ever, in spite of all our people attending the programme during peak season. Free To Grow, coupled with the operational improvement, had a positive impact on OTIF Performance, Internal rejects as a % of production, Annual Sales & EBIT and Operating profits/Payroll."

**Wicus Maritz MD, Rotolabel**

"Do yourself a favour and try WorkQ®. I was blown away by the impact it had on a team of highly disengaged employees. Here's a practical way of shifting the emphasis from the organisation 'transfusing' engagement through endless activities and campaigns, to employees recognizing their role in driving their own engagement."

**Dalene Sechele Head: HR, Mercantile Bank**



Free To Grow is accredited with Services Seta (Decision number: 0101)