



Working with British Independent Utilities

What BIU say about Peopletopia

'Working with Peopletopia has been a journey for the Management Team at BIU... and one that we are still on. 360 reviews and focus groups were uncharted territory for BIU and it was an apprehensive time for some. Clare & Gail's expertise and professionalism guided us through the process to really get to the root of how we could improve as a business. The management training programme that Peopletopia delivered has had an incredibly positive impact on the management team and the five weeks really was an enjoyable experience for all involved. I've even had requests to keep Clare as our 'onsite Guru!'

I would definitely recommend Peopletopia and look forward to working with them in the future.'

Victoria Zawistowicz HR Manager, British Independent Utilities

Services delivered so far with BIU

- ✓ Focus Groups
- ✓ Feedback Analysis Report
- ✓ Action planning
- ✓ 360 Feedback
- ✓ Management Development
- ✓ Management Coaching

The situation

During 2014 and 2015 we have been delighted to work with British Independent Utilities.

They have experienced a very fast pace of growth over the last few years, and as such have had to increase their staff and management population significantly.

BIU have invested in the employees by providing an impressive range of perks and incentives, as well as fostering an exciting and innovative company culture.

What we did

We were initially brought in to help BIU to pinpoint where they could improve further. They wanted to understand what their employees really needed to help build their levels of employee engagement and what changes might be necessary for them to develop and invest in their workforce.

We began by running focus groups with all employees to help us to understand how it felt to be an employee at BIU. As we were seen as independent, we found that they were willing to be frank, open and honest with us, giving us the most useful information.

We used the focus group information to provide a report which outlined our recommendations for BIU to help build employee engagement and to further develop their people.

We also ran a 360 feedback exercise for all managers. We invited peers, direct reports and senior managers to rate each of the line manager on a range of skills that were seen as crucial to BIU's future success. This can feel like a nerve-wracking process for a manager – asking their team to feedback on their performance as manager. Each of these managers received a feedback report, which was delivered face to face in order to help the recipient use their feedback in a positive, constructive way.

We used the understanding that we had developed from the focus groups and the information gathered in the 360 feedback exercise as a basis to plan, write and deliver a management development programme. The programme focused on establishing a consistent approach to managing people at BIU, developing the skills of the attending managers as well as building the connection between managers across the business.

The result

The management development programme received very positive feedback and the focus groups helped employees to feel that their voice had been heard.

Whilst it can be difficult for a company and for its managers to hear criticism from their employees, BIU listened to the feedback and worked with us to identify ways in which they could improve as an employer. They made significant changes to the way that they were managing people and focused on bringing consistency to their management approach. We worked with the managers to help them to work more effectively as a management team, bringing strength and stability to the group.

BIU's actions following the report showed their employees that their feedback was important and would help to shape the business.

We re-ran the focus groups 8 months after the original groups to help us to compare results. BIU's hard work in implementing their action plans and supporting their managers in developing was clear to see with significant growth in employee's satisfaction, engagement and view of their employer. A really positive result following their fearless approach to making things better.