

Service Description

Employee Enablement & Experience

SUBMITTED BY

NORTH HIGHLAND®

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SERVICE OVERVIEW

At North Highland, we believe that positive experiences lead to better engagement from your employees, directly impacting multiple drivers of value when delivering cloud services. That's why we work with you to help you create an optimised employee experience by enabling your employees with technology, tools, content, and skills.

FEATURES

1. Analysis to gain insights and voice of the employee
2. Garner metrics to understand trends within the workforce
3. Empower employees with technology, tools and content
4. Content and channel design to enable employee satisfaction
5. Creating an effective Employee Value Proposition
6. Employee experience design
7. Understand why employees are leaving the organisation
8. Identify the blockers employees are experiencing
9. Attract top talent
10. Understand inefficiencies within teams and how to resolve

BENEFITS

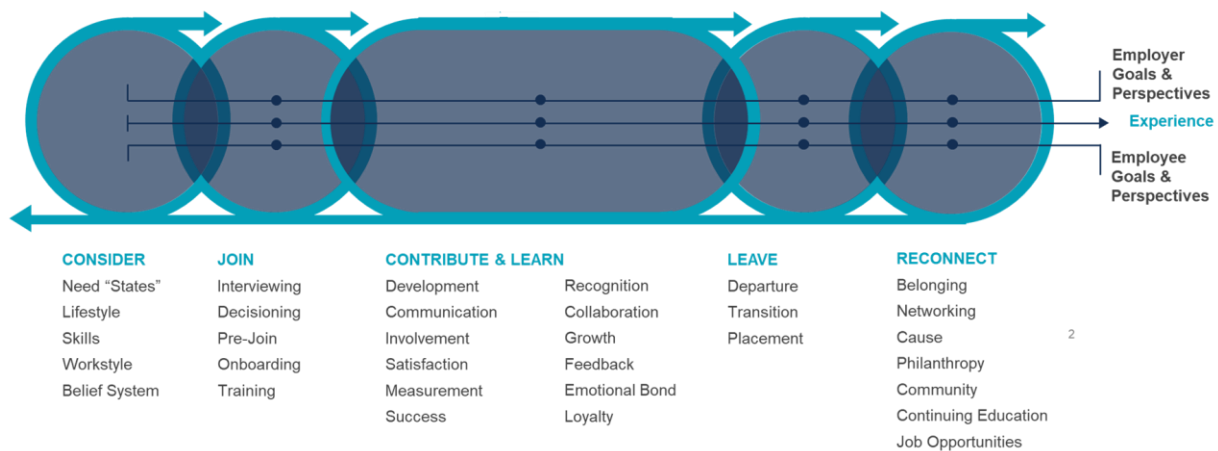
1. Increased employee satisfaction and NPS score
2. Improved retention and attrition
3. Reduced absenteeism (sickness and unplanned absence)
4. Increased workforce efficiency, productivity and innovation
5. Increased speed to hire and applicant quality
6. High organisational flexibility through a more motivated, dynamic, adaptable workforce
7. Higher productivity and innovation
8. Improved culture and alignment to organisational strategy and priorities
9. Improved DEI performance and metrics

SERVICE DESCRIPTION

When we approach your employee experience (EX) and enablement we examine the employee journey, taking into consideration all interactions of your organisation with an employee from early-stage job consideration to alumni.

We are aware that from the employee perspective, EX is the sum of these interactions as they are perceived and remembered.

THE EMPLOYEE JOURNEY

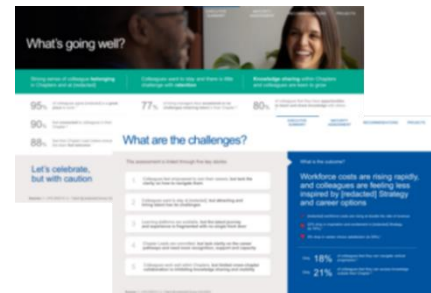


When working through your employee experience and enablement, we consider the following:



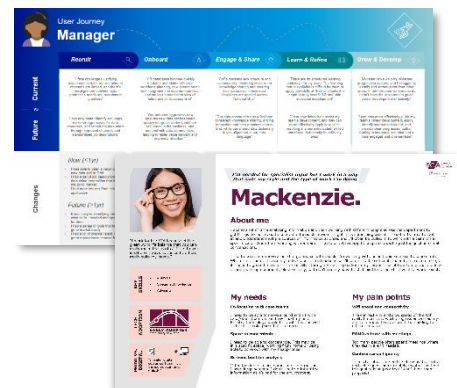
Analytics and Insights

Help you gather qualitative/quantitative data to gain insights from your employees, gaining deep understanding and interpretation of employees' behaviours, performance, sentiment, and engagement to define key trends, patterns, and correlations within the workforce.



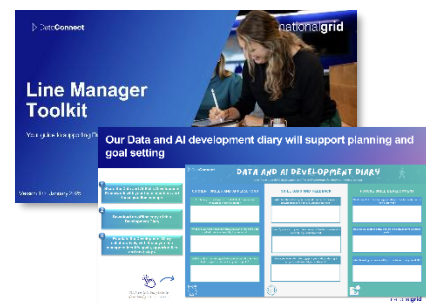
EX Design

North Highland's employee experience design process helps you shape and optimise the interactions, touchpoints, and overall journey that employees have within an organisation to create a positive, meaningful, and engaging work environment.



Employee Engagement

Alongside this we help you design the right channel and content mix to foster an environment of positive/high employee satisfaction and drive the right culture and knowledge of business strategy.





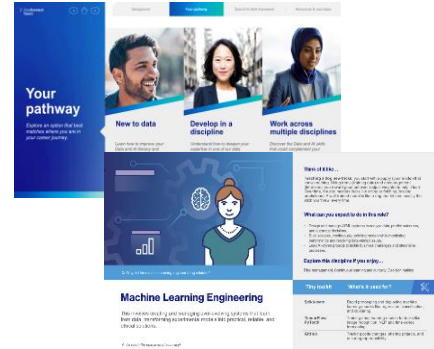
Employee Enablement

We work with your business to empower your employees with technology, tools, content, and/or responsibility to improve business outcomes but doing so in a way that is based on interests and growth desires of the employee. The connection of data and technology to enable employees ultimately enables them to serve customers more effectively.



Employee Value Proposition

We use the Employee Value Proposition as a comprehensive set of unique offerings, benefits, and values that an organisation offers to its employees. It encompasses various aspects of the work experience and plays a significant role in attracting, engaging, and retaining a talented workforce.



Employee Value Proposition: Our Framework



ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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