

USING DATA TO ESTABLISH LONG-TERM PEOPLE SUSTAINABILITY



OVERVIEW OF THE CHALLENGE

A regional public utility provider was struggling to deal with an aging workforce and new expectations among younger workers. The organisation had no strategy in place to adapt to new workplace trends and asked for our support in dealing with a series of workforce-related business challenges. The client asked us to assess the current state of the employee base and carry out a workforce planning maturity assessment.



HIGHLIGHTS & IMPACT

The maturity assessment, visioning, playbook and consultative advice helped the client to improve its workforce position by:

- ▶ Driving consistent company-wide implementation of a governance model and standard processes
- ▶ Understanding key workforce planning skills and data management considerations
- ▶ Addressing workforce gaps and proactively manage critical workforce segments
- ▶ Developing and implementing structured workforce planning capabilities.



DIAGNOSTIC

We worked with a strategic partner to help the business assess workforce planning operating model options and develop a workforce planning capability playbook and implementation plans for a pilot.

We identified and addressed a number of issues:

- ▶ Workforce planning was focused on short-term headcount planning and not able to provide strategic direction for human resources and business decisions
- ▶ Long-tenured employees had different work ethics and expectations to those of younger generations
- ▶ More than 50% of the workforce was becoming eligible for retirement within the next decade
- ▶ Technology trends were requiring employees to learn new skills.



RELATED INFORMATION AND CONTENT

For more information, please connect with Sam:

sam.seehra@bdo.co.uk
Director, People Advisory Services