

Using Microsoft Workplace Analytics to check how people adapted to remote working and to monitor the new normal

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- UK only
- Head Office in Birmingham of approx. 1,000 staff

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What's this all about?

- Wesleyan context and culture
- What is Microsoft Workplace Analytics?

NEW NORMAL

- What the analysis showed us
- How we are using this going forwards

Culture and Context

Significant Change

- Legacy systems and processes
- New CEO and Exec team
- Culture Measurement Framework

Pre-COVID

- Little homeworking
- Meeting culture
- Little to no use of collaboration tools

Last 15 months

- Vast majority remote working
- Furlough / Sickness / Annual Leave
- “New Normal” Working Groups
- Plans to return to the office





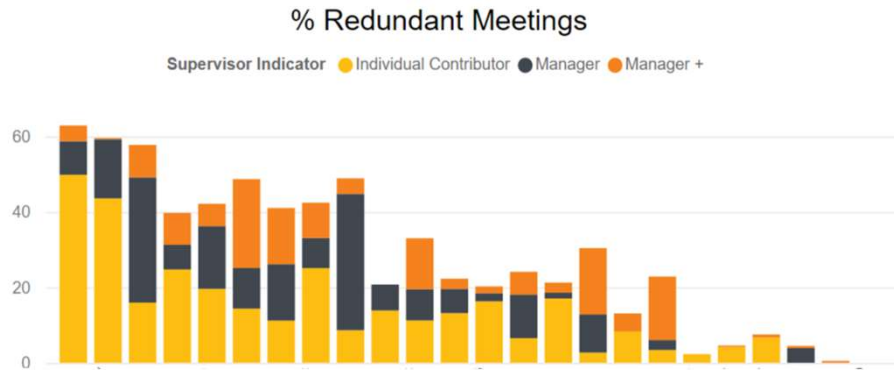
Microsoft Workplace Analytics is a service that provides insights about how people spend their time, and who they spend it with. It is based on interactions with MS Office 365 products such as Outlook (Calendar and Email) and Teams.

PROS	CONS
Powerful and insightful	Sensitive and complex
Innovative – new features released regularly	Constantly changing
Easy links to Power BI	Expensive
MyAnalytics and Viva Insights	Assumes everyone interacts in same way
Great community and support	Administrative / analytical overhead

Cohesion within teams



WpA Analysis (1) – Collaboration culture

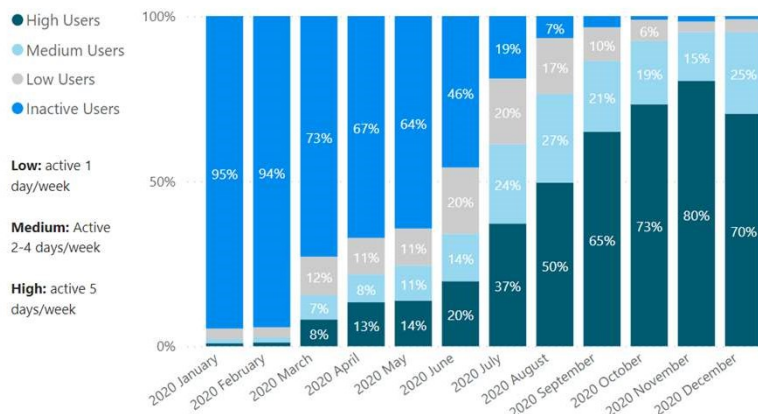


Prior to lockdown / home working, we had already identified issues with meeting culture. We also established that staff rarely declined meetings even if there was no agenda or defined role in the meeting

We saw a 30% increase in time spent on email and in meetings

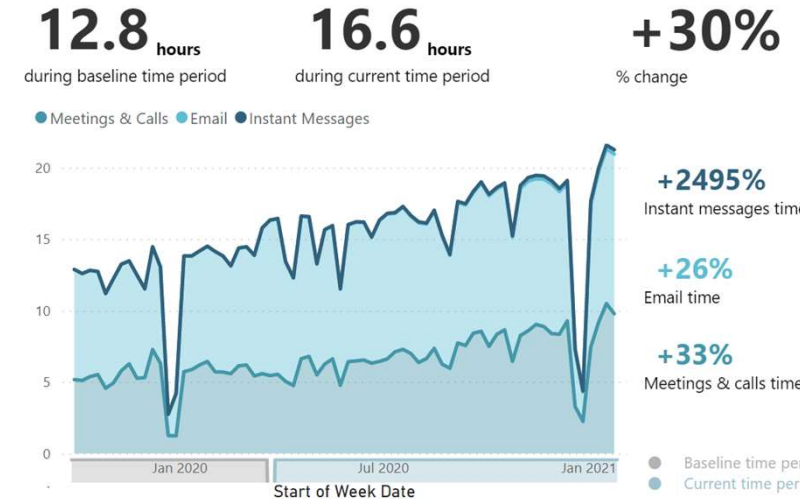
A 2500% increase in the use of instant messaging without a reduction in time on email

Percentage of users by category over time
by number of active days



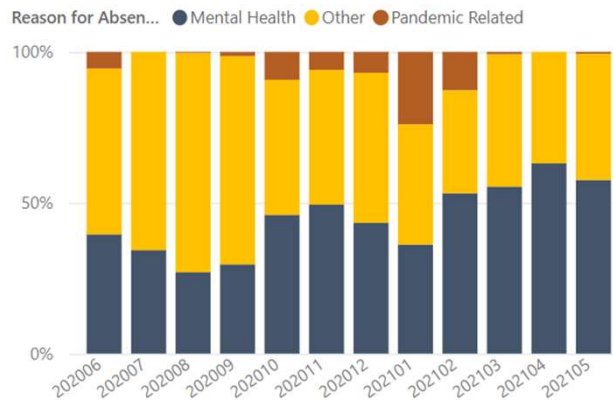
Teams usage is based on instant message and call/meeting use

Weekly collaboration hours
Average hours/week per person



WpA Analysis (2) – Wellbeing

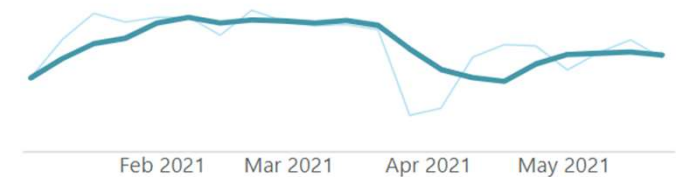
Proportion of Days Lost through Mental Health



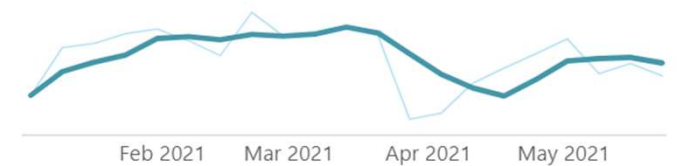
Although overall sickness levels have been very low, they have been increasing over the last 12 months and the proportion of sick days that are due to mental health has also increased.

- More importantly, however, we have highlighted the link between burnout, employee engagement and, ultimately, attrition (as supported by research).
- Burnout risk is closely correlated with the number of hours spent in meetings suggesting a reduction in ineffective meetings

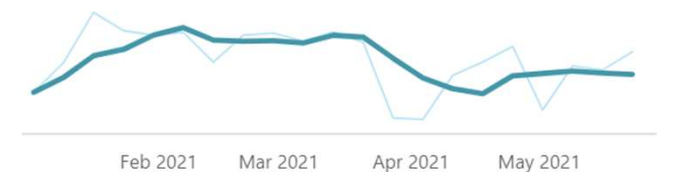
17 Collaboration hours



2 After-hours collaboration

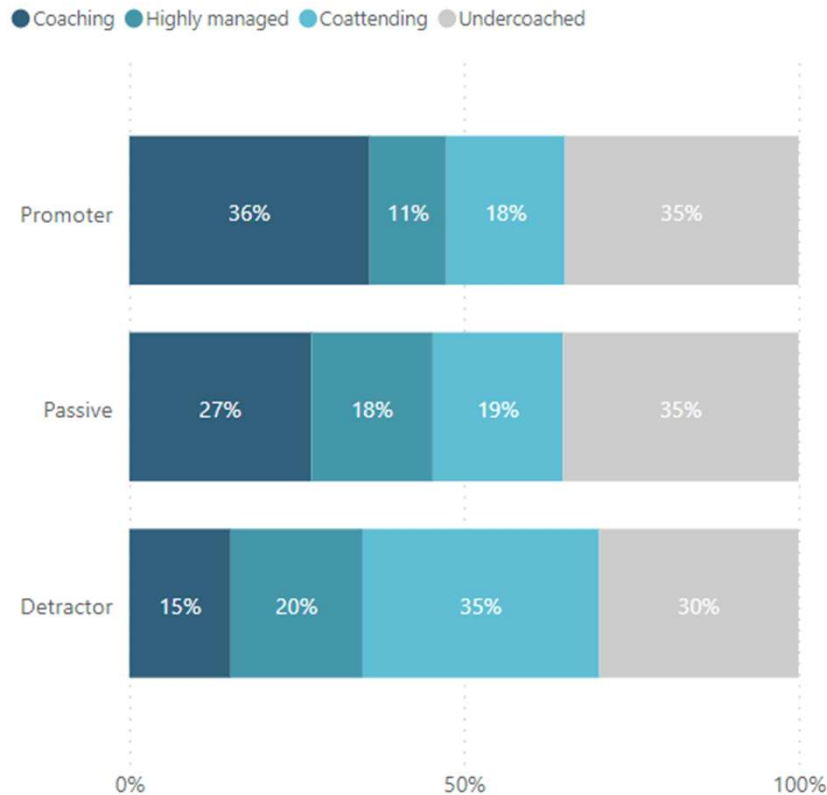


4% Employees with burnout-risk
Collaboration > 30 hrs & workweek span > 55



WpA Analysis (3) – Engagement

Percentage of employees by Engagement Group



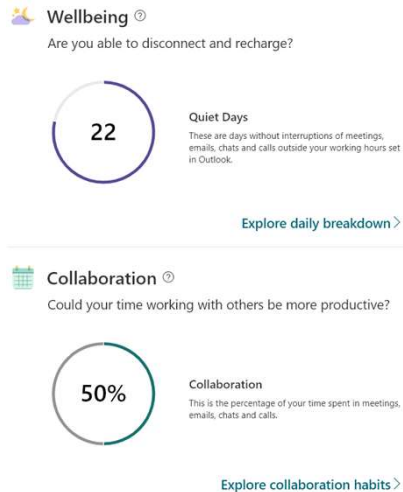
Increased workloads appear to be having an impact of the amount of time managers spend coaching or in 1:1s with their staff, which could potentially lead to disengagement. We are seeing an uptick in our voluntary attrition rate for the first time in over 12 months.

As can be seen by the chart to the left, employees that are promoters (Engagement scores of 9 or 10) are more likely to have a coaching relationship than passive employees (7 or 8) or detractors (6 or less)

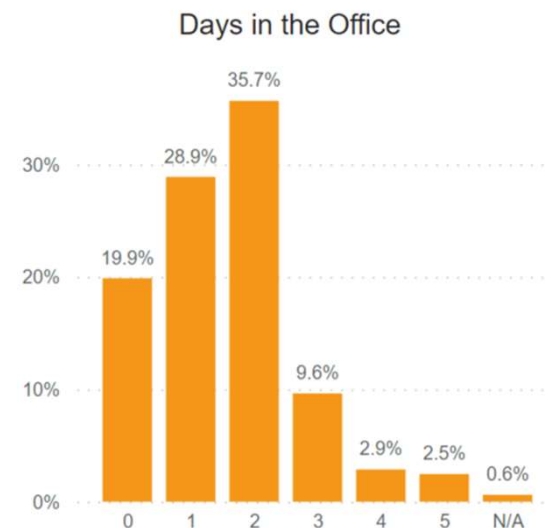
Going Forwards

Continued monitoring of wellbeing and collaboration metrics through WpA.

Use of My Analytics and Plans to help change behaviours.

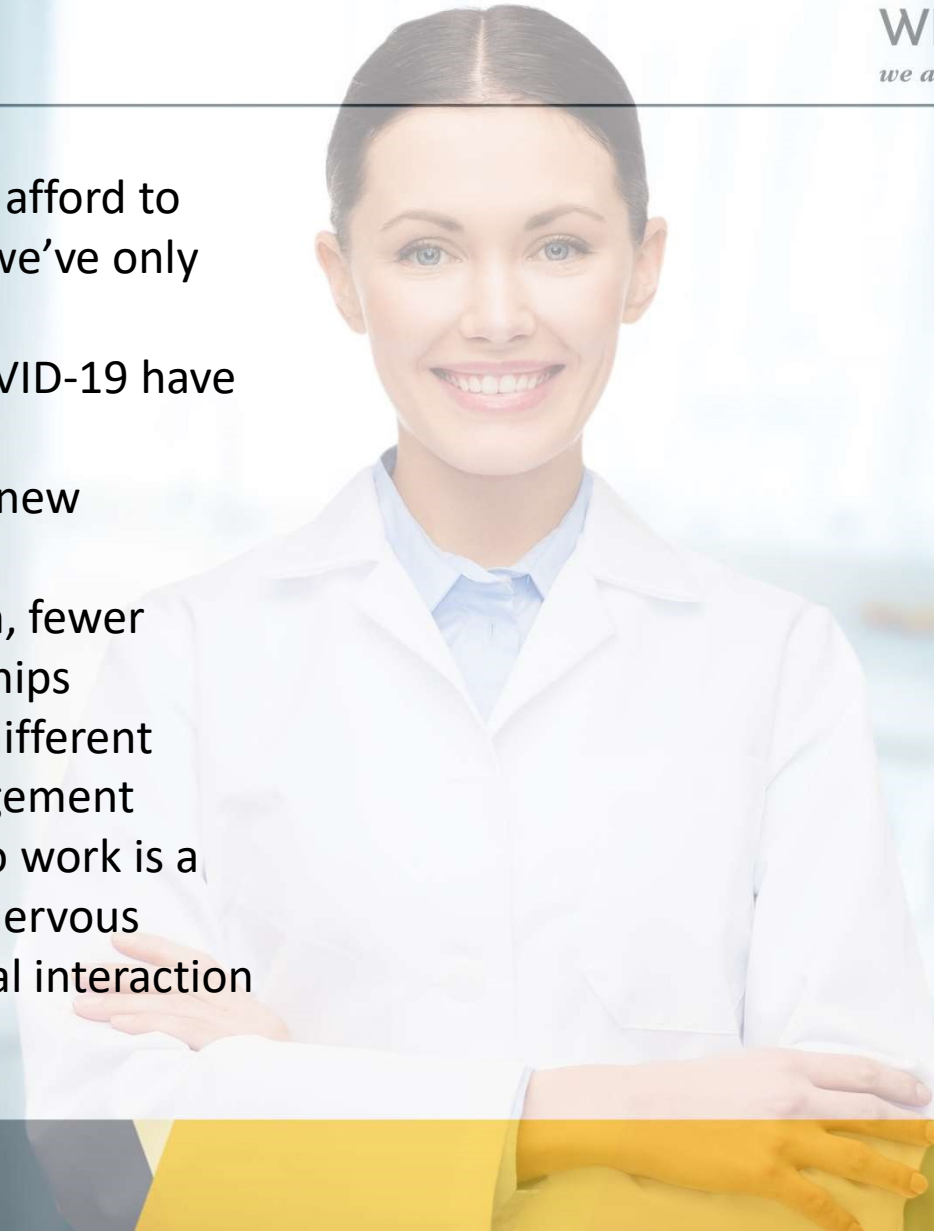


We have rationalised floorspace / desk numbers. Staff Survey showed that 85% of Head Office employees expect to come in to the office two days a week or less.



In Conclusion

- WpA is an incredibly useful tool if you can afford to invest the time and resources required – we've only begun to scratch the surface
- Changes in working behaviours due to COVID-19 have created opportunities and risks:
 - No presenteeism, greater flexibility, new technologies
 - Work-life integration, social isolation, fewer opportunities for coaching relationships
- Greater and remote collaboration needs different behaviours to avoid burnout and disengagement
- Managing the “new normal” and return to work is a proactive process – some colleagues are nervous about returning to the commute and social interaction – flexibility is key



Questions?

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