



KEEP CALM AND HAVE A YARN



OUR AIMS

- To increase uptake of appraisal conversations within the Estates and Facilities Teams from 10% to 60% in 2018
- Improve our staff experience
- Change the adversarial attitudes of both managers and staff
- Improve the culture – work with staff on their own developmental journey
- It feels like a fun thing to do!
- Bring some joy!



OUR METHODS

- Learn together from role play – ‘Good Cop-Bad Cop’
- Brand it...Estates and Facilities own it, it's theirs, it's unique, they have possession
- Think outside the box, why not try something different?
- It not a 1:1, it's not an interview; it's not a meeting with the Boss; just two people, having a 'Yarn'!
- Create curiosity posters and postcards... what are they all about...?



OUR OUTCOMES

- 78% of Estates & Facilities staff had a 'Yarn' in 2018 – that is success!
- Staff and Managers felt the 'Yarn' was a meaningful experience
- There has been a considerable step change in relationships (for the better)
- Staff feel more engaged in their roles
- Managers know what the staff want, “what they really, really want”!!
- Teams feel like change can happen!



OUR CONCLUSIONS

- 'Keep Calm and Have a Yarn' will run again in 2019
- If staff own the change, change can happen
- Doing something different that worked for the teams led to success!
- Putting people at the centre of Keep Calm and Have a Yarn worked
- You can have fun at work!

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BROUGHT US SUCCESS