

balancing engagement & wellbeing for peak performance in universities

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improving organisations
by giving people a voice

employee engagement & wellbeing

what's the difference?

which is more important?

where & how should you invest?



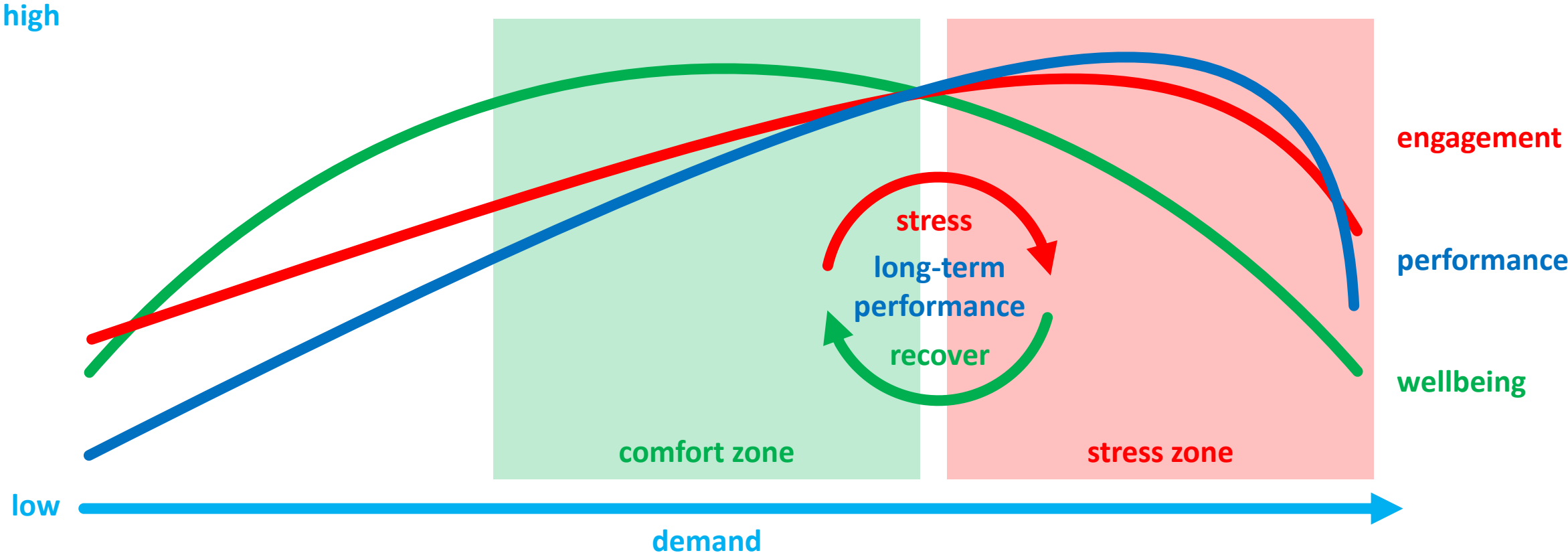
definitions



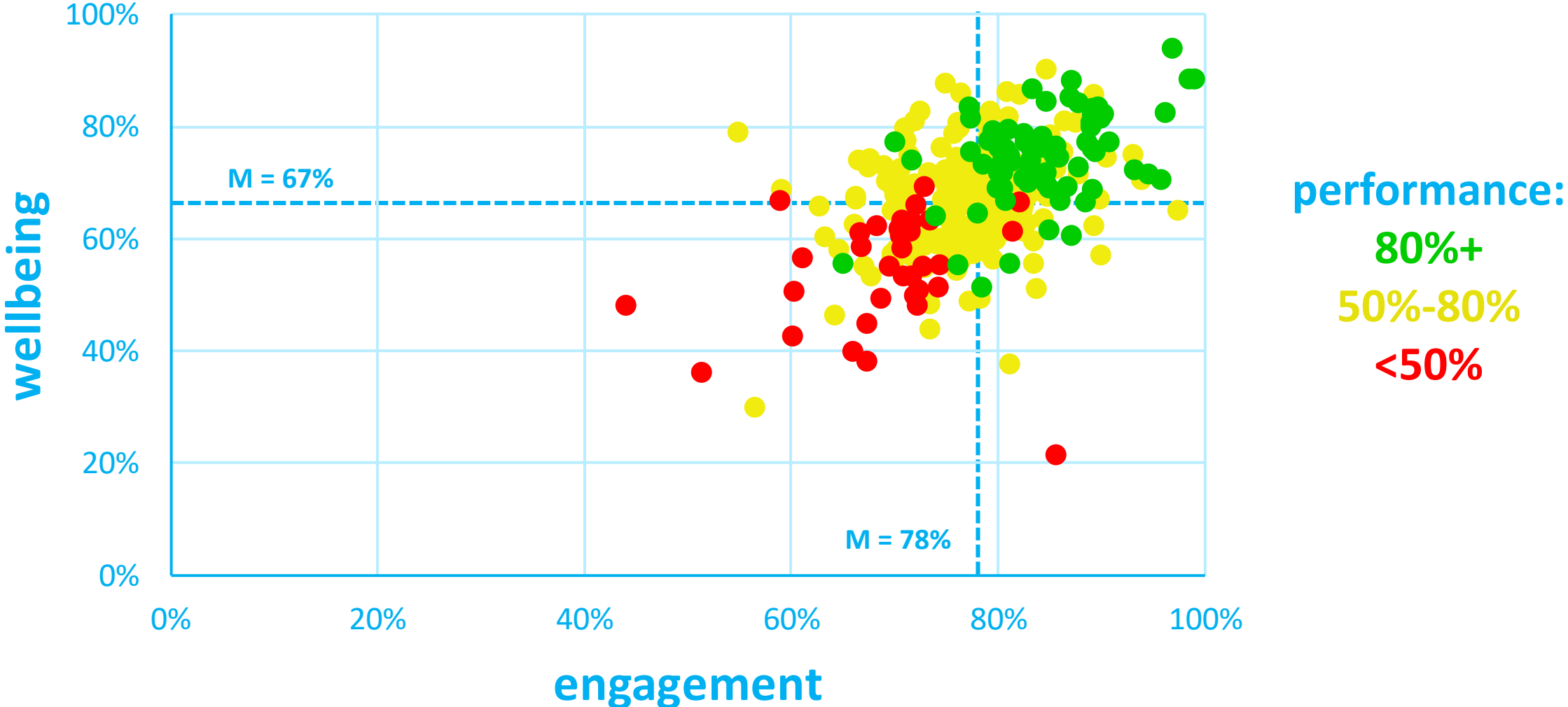
thought experiment: engagement, wellbeing & peak performance in sports



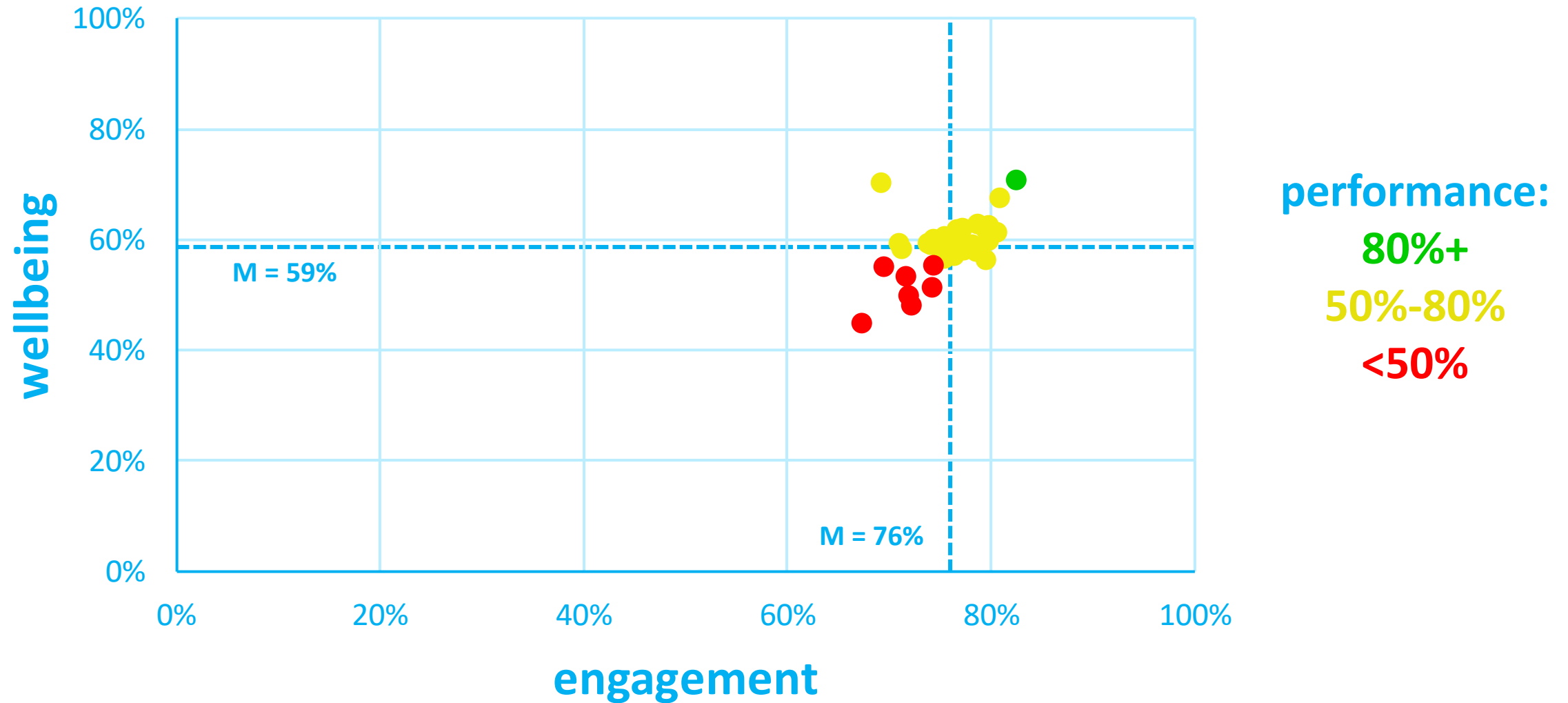
a model of engagement, wellbeing & performance



engagement, wellbeing & performance in 348 clients 2012-17



engagement, wellbeing & performance in 34 unis 2012-17

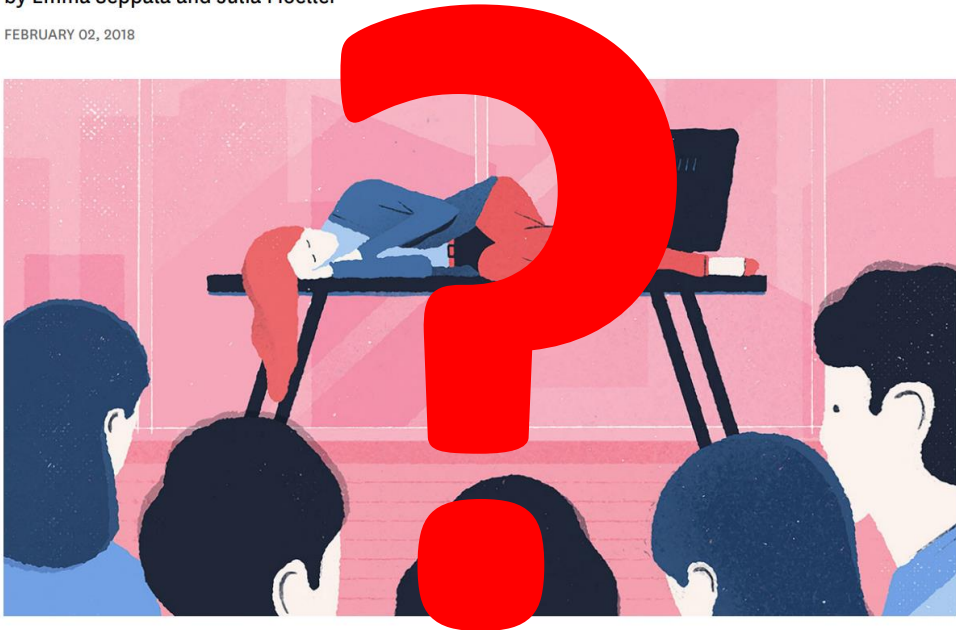


STRESS

1 in 5 Highly Engaged Employees Is at Risk of Burnout

by Emma Seppala and Julia Moeller

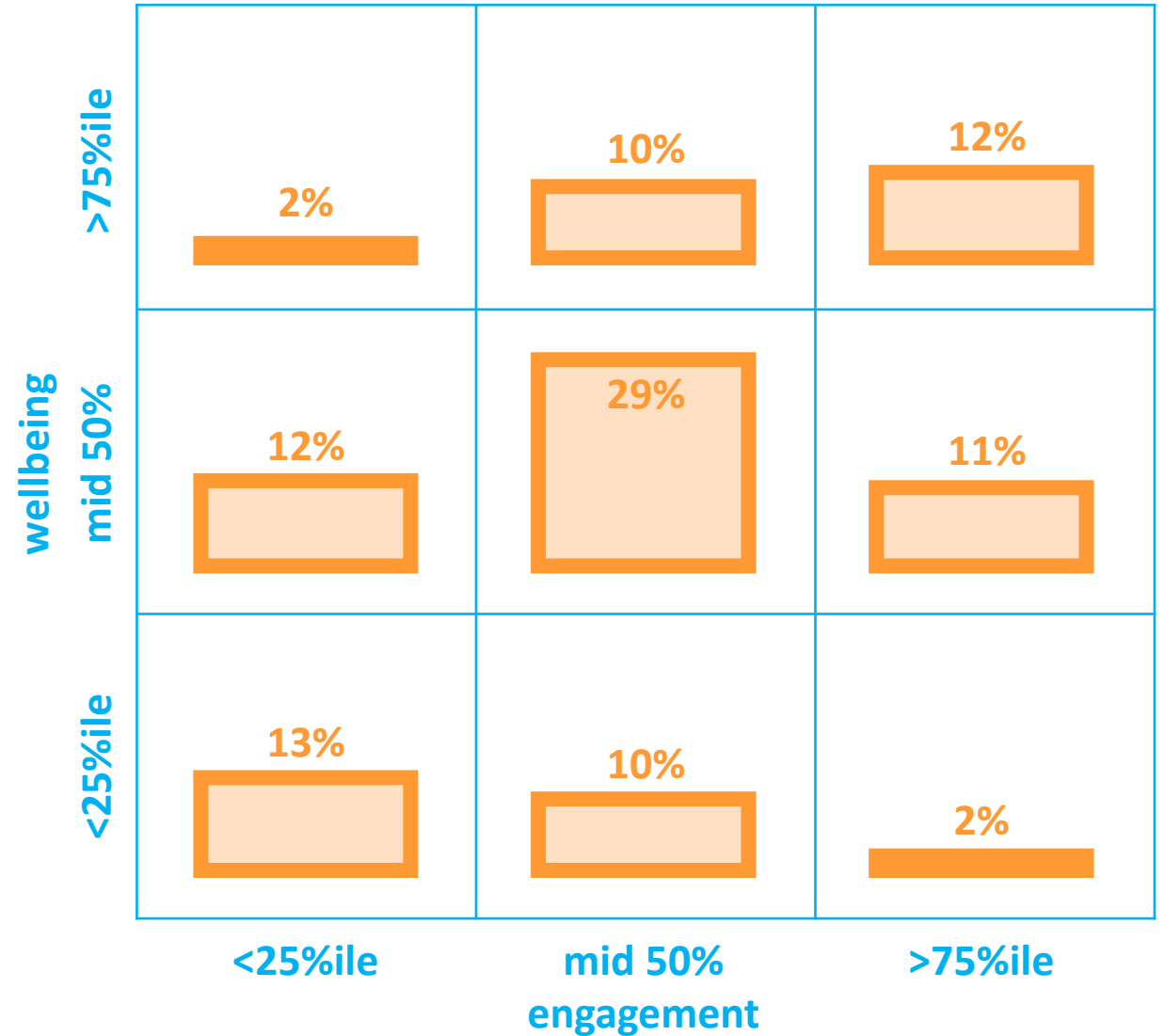
FEBRUARY 02, 2018



PAUL REID/GETTY IMAGES

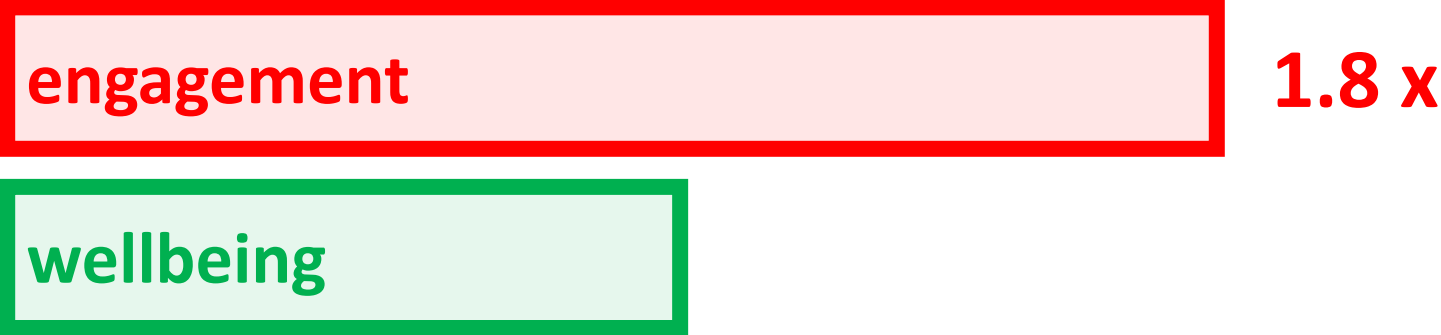
Dorothea loved her new workplace and was highly motivated to perform. Her managers were delighted with her high engagement, professionalism, and dedication. She worked long hours to

53,364 university staff (acad & prof)



impact on performance (across all industries)

early study at Macquarie University (1,279 business units, 13,729 employees, 2003-2006)



Voice Project's benchmarking database (348 clients, 173,586 employees, 2012-2017)



impact on performance (universities)

impact on research performance



impact on teaching performance



top 10 drivers in unis

engagement drivers

ethics

mission & values

career opportunities

organisation objectives

results focus

diversity

performance appraisal

senior leadership

rewards & recognition

change & innovation

wellbeing drivers

workload

processes

cross-unit cooperation

role clarity

senior leadership

change & innovation

organisation objectives

learning & development

recruitment

results focus

theme:
values &
advance-
ment

theme:
university
perform-
ance

theme:
capacity
&
support

key insights & actions

1. Engagement is typically more closely aligned with performance than is wellbeing
2. Wellbeing may be relatively more important for “high emotional labour” jobs such as teaching
3. Use wellbeing like a “canary in a coal mine” – an indicator of risk and unsustainable performance
4. Engagement and wellbeing have both overlapping and unique drivers so focus your OD investment on what it is you want to achieve
5. Stress + recover = sustainable long-term peak performance

