

We review organisations, divisions, teams and work sites to pinpoint the causes of workplace tensions and low morale, identifying actions for improvement.

A workplace review is a robust and respectful employee engagement process.

It seeks to analyse and diagnose the factors that contribute to a negative working environment, and proposes actions to effect positive change.

OUR EXPERIENCE



REASONS TO REVIEW

Whether in response to a series of employee complaints, anonymous whistleblowers, simmering tensions, or other symptoms such as low morale or high turnover, a workplace review can identify areas of concern.

By commissioning a workplace review, the organisation is giving its employees an opportunity to share their feedback and insights in a confidential and impartial forum.

Engaging external expertise sends a clear message to employees that the organisation is taking concerns seriously and is committed to improvement.

OUTCOMES

Workplace reviews are the ideal way to obtain an impartial, evidence-based view of what's working well, or not working well, across the organisation or within specific teams, divisions or work sites.

A well-conducted review can provide objective insights into potential areas of risk and priority areas for action.





OUR APPROACH

Our experienced reviewers have highly developed interviewing and people skills.

We take a trauma-informed and culturally responsive approach to our reviews, focusing on each participant's unique circumstances.

Having interviewed thousands of employees and workplace leaders over the past 15 years, we have found that our approach:

- enhances employee trust in the review process and encourages a 'safe to speak up culture'
- elicits better quality information during interviews
- results in accurate insights upon which employers can rely.

Our firm has developed thorough and exacting review processes that allow our reviewers to capture and analyse vast amounts of information to draw out and communicate clear insights.

OUR PROCESS

We tailor every review to the unique context of each organisation, the make-up of their workforce and the review objectives.

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Design review

- discuss and agree the review scope such as:
 - the approach to confidentiality of participants
 - composition of the participant pool
 - methodology, such as survey, focus groups, individual interviews or a mix
 - logistics such as staff availability, interview locations and reporting timeframes
 - how any allegations of misconduct will be treated
- develop internal communications, in collaboration with the employer, to inform participants about the review.

Undertake review

- develop interview protocols, scripts and questions
- conduct preliminary desktop review of workplace policies, incident reports, complaints and other HR data relevant to the participant pool
- conduct trauma-informed and culturally responsive interviews on a one-to-one confidential basis
- continue to review and adjust the process, in consultation with the employer, in response to information or concerns raised.

Deliver report

- prepare report comprising:
 - summary and analysis of relevant information
 - themes or systemic issues identified during the review process
 - other matters as instructed, including recommendations
- optional verbal debrief on the process and report contents
- optional separate disclosure report capturing allegations of misconduct raised during the review for potential further investigation.



CASE STUDY

Context

This organisation engaged Q Workplace Solutions to undertake a workplace review in response to feedback it had received via employee exit interviews raising concerns about workplace culture and leadership effectiveness.

Scope | Team review

Participants

leadership
and blue
collar staff

15

voluntary
participants

100%

of invited
participants
took part

Review insights

Q Workplace Solutions found a key issue impacting workplace culture was unresolved workplace conflict between the leadership team and a small group of employees.

The conflict permeated through day-to-day interactions with staff. The review found that unsustainable workloads underpinned much of the discontent and division within the workforce, including exacerbating interpersonal conflict between team members.

Overall, participants were disillusioned by ineffective complaint management processes, primarily because of historic inaction which had fuelled a perception that there was little utility in escalating complaints.

Outcomes



The information provided as part of the Culture Review was invaluable in terms of insights into our culture, areas for improvement and further education.

We saved around \$50,000 in the first month or so alone because we were able to understand the nature and extent of the issues and implement appropriate strategies to address the 'pain points'.

We have seen a more harmonious team overall, including a noticeable reduction in staff taking leave, consistently raising issues and just general job dissatisfaction.

Employer feedback