Benefits Realisation and Results
July 2021
Contents

Programme Benefit 1 – Improved staff morale
Programme Benefit 2 – Improved staff wellbeing
Programme Benefit 3 – More inclusive and open working culture
Programme Benefit 4 – More efficient and effective use of resources
Programme Benefit 5 – Increased consistency in working practices
Programme Benefit 6 – More innovation and creative solutions
Programme Benefit 7 – Embedded continuous improvement
Programme Benefit 1 – Improved staff morale
Programme Benefit 1 – Improved Staff Morale

Job satisfaction and feeling valued

SPEED MENTORING (live project)

7 speed mentoring sessions taken place to date with...
78 participants from...
49 departments/faculties

Participants rated the session
4.62 out of 5
(Average score)

Out of 61 total responses all 61 said they would recommend it to a colleague

We started trialling this new approach to mentoring in June 2020 and it has grown in popularity ever since. Sessions are getting booked more quickly as the word spreads about this innovative way to access support and advice from senior colleagues.

“Fast (focussed) and informative. Format is great.”

“It was really interesting hearing the different issues and meeting colleagues from across the University in different roles. The time for each slot flew by which I think is also a really good sign that it worked well.”

“I think it is an excellent way of enrolling people into the self-match scheme by giving you a 'taster' of the possibilities of a more long-term mentor/mentee relationship.”
MENTORING (live project)

4621 views of the self-match mentoring web pages to date (Up 1085)

18 drop-in sessions taken place to date (Up 5)

181 people have attended these sessions (Up 39)

Topics Apr-Jun 21 included establishing a positive mentoring relationship, mentoring basics and self-reflection. Peer support groups for mentees and mentors are now up and running.

“I have found the drop-in sessions extremely helpful. I have shortlisted my favourite ones and will proceed with contacting a mentor as soon as I have set my goals.”

“The scheme is going very well and my mentor has set up sessions for me with other colleagues who have provided some helpful advice.”

“It’s been excellent. My mentor is amazingly supportive, and brings experience, wisdom and kindness to each of our meetings. I feel so much stronger, calmer, and in control of my life and work decisions since our meetings have started!”

88 mentees enrolled (Up 12)

71 mentors enrolled (Up 16)

35 matches made to date (Up 1)

88 mentees enrolled (Up 12)

71 mentors enrolled (Up 16)

35 matches made to date (Up 1)
Evaluation results of the Self-match mentoring scheme pilot

**Impact on mentees**

- **67%** said it helped them expand their professional network
- **78%** said it had led them to develop new approaches
- **78%** said it had increased their confidence

“It chose one thing I wanted to achieve. It’s good to have a horizon – if you do it by yourself you will always delay things and you don’t put yourself as a priority, you put your job first. This forces you to be accountable for your own development.”

**Impact on mentors**

- **83%** said it developed their listening and communication skills
- **75%** said it had helped expand their professional networks

“It is good to be able to think out loud and have someone probe a bit deeper to explore some of your perceptions. I’m free to say what’s on my mind and know that it’s a safe environment.”
Programme Benefit 2 – Improved staff wellbeing
Programme Benefit 2 – Improved staff wellbeing
Creating a sense of increased wellbeing for staff

STAFF REVIEW AND DEVELOPMENT (live project)

SRD pilot project completed, and report presented to the HR Management Team.

Workshops held with Departmental Administrators to identify obstacles in the process.

Project is now entering Phase 2 where team will work to develop a two-year road map to prepare for the new HR system, ensuring that it will offer an excellent SRD experience for all staff (building on the lessons learnt from the pilot project).

SRD project SharePoint pages – coming soon!

A new version of the SRD form and guidance for professional services staff is available to those wishing to trial it (email ourcambridge@cam.ac.uk)
Programme Benefit 3 – More inclusive and open working culture
Programme Benefit 3 – More inclusive and open working culture

Creating a working environment which values individual and group differences; building trust, transparency and participation opportunities.

VALUES (live project)

What do you value in life? 5 sessions were delivered in Apr-Jul 2021

95 staff members attended sessions to date

94% of attendees rated the session ‘very good’ or ‘excellent’

What was the most useful aspect of the session?

“Reflecting on what is important to me, hearing what is important to others and recognising either the difference or looking at my values again with a fresh perspective. Any open, honest discussion about values is invaluable!”

“It was enormously valuable to reflect and try and articulate what is important to me at the moment, despite the huge responsibilities I have that feel relentless! If I don’t prioritise this, I cannot expect my teams to do the same.”

What will you differently as a result?

“Take more time for self-reflection and carving time to look at my values on a more regular basis. Perhaps as a Monday motivator.”

“My mental attitude towards big changes at work is much better, I feel more relaxed taking on the big changes that are happening.”
VALUES (live project)

Series of panel discussions for managers launched, using Leaders & Managers Network. Topics covered have included: objective setting, coaching skills, giving and receiving feedback and effective one to ones.

Over 150 staff have taken part

(NEW)

“Learning not to just fix a task yourself to save you having to talk to a colleague about why a task was not completed.”

“Speakers shared very personal examples that resonated with me.”

“I am loving all of these and so happy to have discovered a platform where it all makes sense.”

RECOGNITION (live project)

A session for the new Leaders & Managers Network on Celebrating Success took place on 13 July. 71 bookings.

“It was lovely to see the different ways you can say thank you. It was also nice to be able to discuss with other members of the University and see what they have going on, if anything.”

“Really useful ideas to take back into the workplace.”

573 views of the ‘Saying thank you’ Webpage.

(Up 170)
OURCAMBRIDGE CHAMPIONS

296 registered Champions and reach across Schools

330 Total views of Cat’s Whiskers Vlog
  Issue 1 = 25 views (No Change)
  Issue 2 = 200 views (Up 29)
  Issue 3 = 105 views (New)

22 (New) attendees at the pilot Welcome and Onboarding session in May. A further pilot in July includes additional networking time.

158 (Up 18) users of the Teams Champions Channel (including exclusive content and priority booking on some events)

2 Champion events delivered Apr-Jun 21
  Personal Branding and Project Mgmt

“I watched a recording of this [Personal Branding] session and found it really helpful and thought-provoking.”

“Both sessions very useful – glad I’m a champion so could take part.”

“Good to hear from everyone. Always good to connect.”

No. of Non-School Institutions, Faculties and Departments with Champion representation

Total 185
  Non-School Institution 15
  Technology 14
  Clinical Medicine 19
  Humanities & Social Sciences 26
  Arts and Humanities 27
  Physical Science 14
  Biological Sciences 15

67 Posts
  Oct 20-6 Apr 21
  108

114 Replies
  Oct 20-6 Apr 21
  42

134 Mentions
  7 Apr-5 Jul 21

142 Reactions
  7 Apr-5 Jul 21
Programme Benefit 4 – More efficient and effective use of resources
Programme Benefit 4 – More efficient and effective use of resources

Effective collaboration, sharing knowledge, resources and adoption of best practice to reduce silo working, improve processes and shared ways of working.

5794
(Up 645)
Online resources downloaded from ourcambridge website

New SharePoint site for ourcambridge coming soon

Top 3
Returning to the Workplace - Your Personal Toolkit
Safe Space Circles Guidance
Accessing Microsoft 365
Programme Benefit 5 – Increased consistency in working practices
Programme Benefit 5 – Increased consistency in working practices
Developing smarter and standardised ways of working to increase workflow effectiveness and productivity.

EFFECTIVE MEETINGS (completed project)

- **255 downloads of** *A Guide to Online Meetings*  
  *(Up 33)*

- **277 downloads of** *Effective Meetings Toolkit*  
  *(Up 53)*

- **173 views for** *Chair Q&A videos*  
  *(Up 10)*

- **1236** page views of the *Effective Meetings webpage*  
  *(Up 245)*

“This is really very useful! Thank you.”
Programme Benefit 6 – More innovative and creative solutions
Programme Benefit 6 – More innovation and creative solutions

Being solution focused and engaging and empowering the workforce to develop better ways of working

COMMUNITIES OF PRACTICE (live project)

60 unique viewers
in 30 days up to 9th July

418 site visits
up 62% since last month

5 meetings held of
the new CoP Support Group

8 minutes
average time spent
on site per user up
48% since last month
**Digital Workplace and Skills (Digital Wellbeing Events)**

**Series 1**
- **Talk 1** - 13/4/21
  - Digital productivity / high performance in an ‘always on’ world
  - 92 attendees
  - 52 views of recording

- **Talk 2** - 20/4/21
  - Digital resilience when remote working
  - 148 attendees
  - 30 views of recording

- **Talk 3** - 27/4/21
  - Managing digital distractions when remote working
  - 149 attendees
  - 29 views of recording

**Series 2**
- **Talk 1** - 29/6/21
  - Practicing digital self-care for ourselves and others
  - 37 attendees
  - 3 views of recording

- **Talk 2** - 06/07/21
  - How technology shapes our sleep and wellbeing
  - 69 attendees
  - 14 views of recording

- **Talk 3** - 20/07/21
  - Digital interruptions - a mindful approach to technology
  - 65 attendees
  - 17 views of recording

---

"This was one of the most engaging and inspiring virtual events I've been to in the last year of remote working! The tips were so helpful and practical, I'm looking forward to the next two sessions."

"It was very engaging and interesting, and the presenters were excellent."

"Very engaging and genuine speakers, created a good atmosphere for people to share useful tips and encourage one another."

"This was great, thought-provoking session that applies to both work and home life."

"I loved it."

"These sessions are really helping me during the pandemic."

"This was one of the most engaging and inspiring virtual events I've been to in the last year of remote working! The tips were so helpful and practical, I'm looking forward to the next two sessions."
Programme Benefit 7 – Embedded continuous improvement
Programme Benefit 7 – Embedded continuous improvement

A move to build a continuous improvement culture across the University, empowering individuals and teams to continually improve the way in which they carry out their work and their processes.

SIMPLIFYING OUR PROCESSES

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>In progress</td>
<td>11</td>
</tr>
<tr>
<td>Total Completed to date</td>
<td>26</td>
</tr>
</tbody>
</table>

Recent pieces of support work include:

- Support in high-level process mapping and Vision and Challenge workshops within the Department of Psychiatry
- Support in high-level process mapping for the HESA Student Record and OfS Financial returns
- Review of the amendment process for the Research Operations European Team
- Facilitation of workshops as part of the ‘Let’s Talk Transport’ campaign

- 37 continuous improvement, process improvement and/or Lean Management support work (Up 5)
- 97 members of the Teams Business Improvement Group Channel (for those working specifically in an improvement role) (Up 14)
- 39 process improvement informal drop-in support sessions completed (Up 10)
- 12 case studies from across the University to showcase continuous improvement initiatives and learnings (Up 2)
## SIMPLIFYING OUR PROCESSES

<table>
<thead>
<tr>
<th>Topic</th>
<th>Launched Date</th>
<th>Views</th>
<th>Increase</th>
<th>Total Views (Up)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is Lean?</td>
<td>23/04/20</td>
<td>251</td>
<td>34</td>
<td>874 (Up 209)</td>
</tr>
<tr>
<td>Six Thinking Hats</td>
<td>07/08/20</td>
<td>151</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>8 Process Wastes</td>
<td>13/05/20</td>
<td>113</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Vision &amp; Challenge</td>
<td>02/06/21</td>
<td>93</td>
<td>New Entry</td>
<td></td>
</tr>
<tr>
<td>SIPOC</td>
<td>13/05/20</td>
<td>78</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Process Mapping &amp; Analysis</td>
<td>28/07/20</td>
<td>75</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>5 Whys</td>
<td>28/05/20</td>
<td>68</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Benefits</td>
<td>19/08/20</td>
<td>45</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

**What was the best bit?**

- "The layout of the SIPOC and example shown."
- "The whole video [Vision & Challenge] was brilliant. It was clear and the right pace and length."
- "It is [Vision & Challenge] quick and concise and very clearly shows how objectives can be cascaded down from the overall University mission. I liked the inclusion of 30 second slots to digest the information."

**What will you do with this knowledge?**

- "We will use this approach [Vision & Challenge] to get together as a team and agree our vision and objectives. We will all watch the film in advance."
- "Use it in my curriculum reviews [Vision & Challenge]."
- "As part of the basic training for new roles [SIPOC]."
SIMPLIFYING OUR PROCESSES

684 attendees on face-to-face or virtual face-to-face training to date (Up 104)
1197 confirmed bookings to Dec 21
43

105 attendees on new accredited Introduction to Lean since Sept 20 with 95% of learners completing the assessment and receiving their certificate

“...Looking forward to implementing the ideas for real.”

“I really liked the 8 wastes and how to identify them exercise, it seems very relevant and simple to apply.”

“Loved TIMIWOOD. Impact-Difficulty matrix was great too. Overall the session was really excellent, thank you!”

Lean for Leaders pilots July & August. Wider sessions will be available to book after these have taken place.
SIMPLIFYING OUR PROCESSES

67 responses to a follow up evaluation of those who attended Intro to Lean
(Up 8)

“I plan to use /am using Lean in] reviewing production processes as part of film and audio content production. I created a process map to show the steps that are needed to make a finished product. I’m trying to find ways to improve the process and also involve colleagues at the right time in the process.”

“I like to think that I apply the lean principles in all of my day-to-day decision making. I would like an opportunity to apply it to a particular project/problem, but there never seems to be enough time.”

“I plan to use /am using Lean for analysis of our Invoice validation processes to streamline and improve efficiency.”

“I plan to use /am using Lean] to stream line and make our teaching payments more efficient.”

Business Improvement at Cambridge SharePoint site

148 total unique viewers

865 total site visits