



Energy Company Proves Link to Engagement

Client Reference Story

Career Development

Client and Industry

Australia's leading renewable energy company, providing natural gas and electricity to more than six million Australians. The largest privately-owned operator and developer of renewable generation assets, the organization is a Top 30 S&P/ASX listed company.

Situation

Following a demerger of its infrastructure assets, the company recognized the emergence of low employee engagement levels with an overall score of 38%—a rating deemed “serious” for the organization. When the company's employees identified career development as a critical driver for engagement, the business was encouraged to invest in career management for employees. Right Management was selected to bring demonstrated expertise to development a solution that would meet needs of both professional and technical populations.

Workforce Solution

Right Management designed the company's program based on the Right CareerEdge™ offering which promotes career development and self-directed learning. We created separate delivery streams of the solution to meet unique needs of office-based employees and field-based employees in power stations. A customized web site facilitated program registration and supported on-line confidential assessments conducted as pre-work for workshops and career discussions. Right Management's consultants provided 1:1 career coaching for employees and managers. In addition we prepared those managers for development discussions to ensure a solid and total career management process.

CareerEdge™ was introduced as a pilot to 500 Merchant Energy Business Unit employees, triggering dramatic changes in engagement for the unit and overall in the company:

- Merchant Energy's engagement score rose from 28% to 54% in Year 1 and to 68% in Year 2
- The company's overall engagement score rose from 38% to 50% in Year 1 and then to 56% in Year 2
- Delivery was extended to Corporate, all of Merchant Energy, Upstream Gas and Retail Energy Business Units
- After the initial roll out of CareerEdge™ to Corporate, engagement scores rose to a high of 72%
- The company's Career Management driver score (36% before CareerEdge™) increased to 43% in Year 1 and on to 49% in Year 2

Right Management has been engaged to continue implementation of the solution into Corporate, Upstream Gas and Retail businesses for an additional two years. When asked recently what Right Management does well in providing the company's solution, the sponsor listed: “Excellent product and design, excellent account management, continuous feedback loop to client, on-line management of administration and logistics, and a depth of knowledge in organizational design and theory.”

As the talent and career management experts within ManpowerGroup, the global leader in employment services, Right Management creates and delivers workforce strategies that help companies grow talent, reduce costs and accelerate performance. Our expert capabilities in Talent Assessment, Leader Development, Organizational Effectiveness, Employee Engagement, and Workforce Transition and Outplacement help clients align their talent and business strategy.