



The challenge was to find a solution that would support wellbeing, motivation, and performance through frequent and effective manager-employee conversations.



## THE CHALLENGE

**The Princes' Trust** – the UK charity that helps vulnerable young people get their lives on track -implemented [OpenBlend](#) in November 2020 during the height of the COVID-19 pandemic. With many of the charity's 1,200 employees working from home, the organization set out to find a solution that would support wellbeing, motivation, and performance through frequent and effective manager-employee conversations. Prior to engaging OpenBlend, The Princes' Trust managed performance using manual techniques that created an arduous and time-consuming experience for both manager and employee. By engaging with OpenBlend, Chris Dabbs, Head of Learning at The Princes' Trust, explains that the organization has now successfully transformed perceptions of performance management "from a tick-box process to a really positive experience" that delivers continuous value -both for the charity and its people. Thanks to OpenBlend, manager-employee conversations are now focused entirely on coaching and people development rather than just performance objectives and ratings





## TANGIBLE BENEFITS...

The Princes' Trust recent 'Great Places to Work' employee survey shows clear increases in wellbeing, engagement, work-life balance, and manager approval ratings since the implementation of OpenBlend. Comparing the data from the organization's January 2021 survey (a few months after the introduction of OpenBlend) with data from its January 2022 survey, results are as follows:

### Wellbeing

Overall well-being Index score of 69% (aligned with current OpenBlend organizational wellbeing score of 71%).

This index score is calculated from a number of responses, which include:

- 64% of employees positively scoring the statement 'This is a psychologically and emotionally healthy place to work', which is an **increase of 10 percentage points from the 2021 survey**
- 81% of employees positively scoring the statement 'This organization actively promotes mental and physical health among its employees', **up 19 percentage points from 2021**
- 73% of employees positively scoring the statement 'I would feel comfortable speaking up about personal wellbeing issues affecting me at work', **up 12 percentage points from 2021**

### Engagement

Our organization Engagement Index score is 80%, **up 4 percentage points from 2021**

### Work-life balance

- 84% of employees positively scored the statement 'People are encouraged to balance their work life and their personal life', **up 16 percentage points from 2021**

### Line manager approval

- 83% of employees positively scored the statement 'Management is approachable, easy to talk with', **up 7 percentage points from 2021**
- 73% of employees positively scored the statement 'Management shows a sincere interest in me as a person, not just an employee', **up 7 percentage points from 2021**





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