



## Success Story Summary

### Government Agency Department Lowers Absentee Rate by 50%

#### ORGANIZATION

UK Civil Service Department – Welfare Distribution and Jobs Center Plus

#### ISSUE

An area of the UK Civil Service Department was struggling with organization-wide employee absenteeism. At its height it was as high as fourteen sick days a year per person. An overall re-engineering process had disempowered leaders. They no longer saw themselves as agents of the change that needed to be delivered to meet cost savings, yet they were critical to delivering results.

#### OUTCOME

Within four months after the start of the project, absentee rates dropped to an average of nine per year and the department had a fourfold ROI. Overall, absentee rates fell by 50%. Eight years later they continued to keep an absentee average rate of seven days a year. The three teams of 250 employees each that were targeted to be trained in The Human Element® moved from lowest performing to highest performing teams within an overall employee population of 26,000. The intervention process, powered by The Human Element, ensured that each leader was able to contribute to success and create three high performing regional teams, going from the bottom of the performance ladder to the top in just one year.

#### PROCESS

A specific training was designed for the top three levels of management in the three lowest performing regional teams. One to one executive coaching prepared leaders for the larger team consulting process. The top ten leaders in each team were then trained in The Human Element®. The Human Element was then used to underpin a specific intervention to address the issues identified in the research.

#### Consultant/Company

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