

Background

From the results of FY2012 SGH Employee Engagement Survey, our staff rated the following questions under the section 'Work-Life Harmony' :

My work schedule allows sufficient flexibility to meet my personal / family needs

72%

SGH

69%

Tower Watsons Singapore Norm

I find it difficult to balance my work & personal / family responsibilities

50%

SGH

53%

Tower Watsons Singapore Norm

Achieving work-life effectiveness is important for everyone in SGH to be motivated and productive and deliver 'Best Outcome, Best Experience' to our patients and customers.

The survey results have highlighted that managing work-life effectiveness at a personal level is a challenge that half of our staff population is facing.

Aim

To empower our staff to better manage work & personal / family responsibilities by supporting them to learn practical tools on how to do so.

Methodology

Feedback from the last work-life effectiveness talk highlighted that our staff prefer experiential learning on achieving work-life effectiveness.

The work team from Learning & Career Development Department partnered with learning vendor to design the workshop using experiential learning methods.

The team decided to look at the two-prong approach for the FY13 programme – **"The Heart of Success"** :

(1) Half-day workshop

2 types : (i) People Supervisors and (ii) Staff without supervisory role

Workshop Outline

People Supervisors

- Overview of Work-Life Philosophy
- Fundamental Laws for achieving true success at work and in life
- Benefits of work-life strategies
- Understand essential motivators for your team

Staff without supervisory role

- Overview of Work-Life Philosophy
- Fundamental Laws for achieving true success at work and in life

(2) Sharing Session with Senior Leaders

→ Understand and reflect on the effects of work-life effectiveness for themselves and their staff and take proactive actions to support work-life effectiveness

Activities & discussions are also customised to SGH context to encourage application of learning after the workshop.



Results

(1) Workshop

Since the launch in August 2013, **180 employees from 57 departments** have attended the workshop. **Another 218 employees will be attending the workshop by October 2014.**

Participants' Feedback

- 70%** of the participants agreed that the workshop empowered them to balance work and personal / family responsibilities
- 82%** of the participants agreed to take proactive action to meet work and personal / family needs

Testimonial from HOD who organised department workshops

"The workshop highlighted the importance of getting staff to value the role they play at work. I learnt about the need to recognise my staff regularly and setting time aside for them. It was good to have heard from my staff's perspective about what are some of time stealers and challenges for them at work."

(2) Sharing Session with Senior Leaders

A total of **53 leaders from 29 departments** attended the sharing session in Early 2014.

Key reflection points from the session:

- Importance of clear communication on work-life effectiveness - not about working office hours but the quality of work-life even as shift workers
- Leaders are encouraged to exercise flexibility to accommodate staff needs



Conclusion

The programme has made an impact with COO's endorsement as part of the memorandum on Employee Engagement Survey progress update in Nov 2013. CEO has also endorsed our efforts in his New Year address to the staff. We have also received more requests for department sessions (FY13: 4; FY14: 14) due to positive participant feedback shared with other colleagues in SGH.

Moving forward, the work team shall continue to create awareness on the programme internally and continue to work closely with our learning vendor to review and improve the programme.