

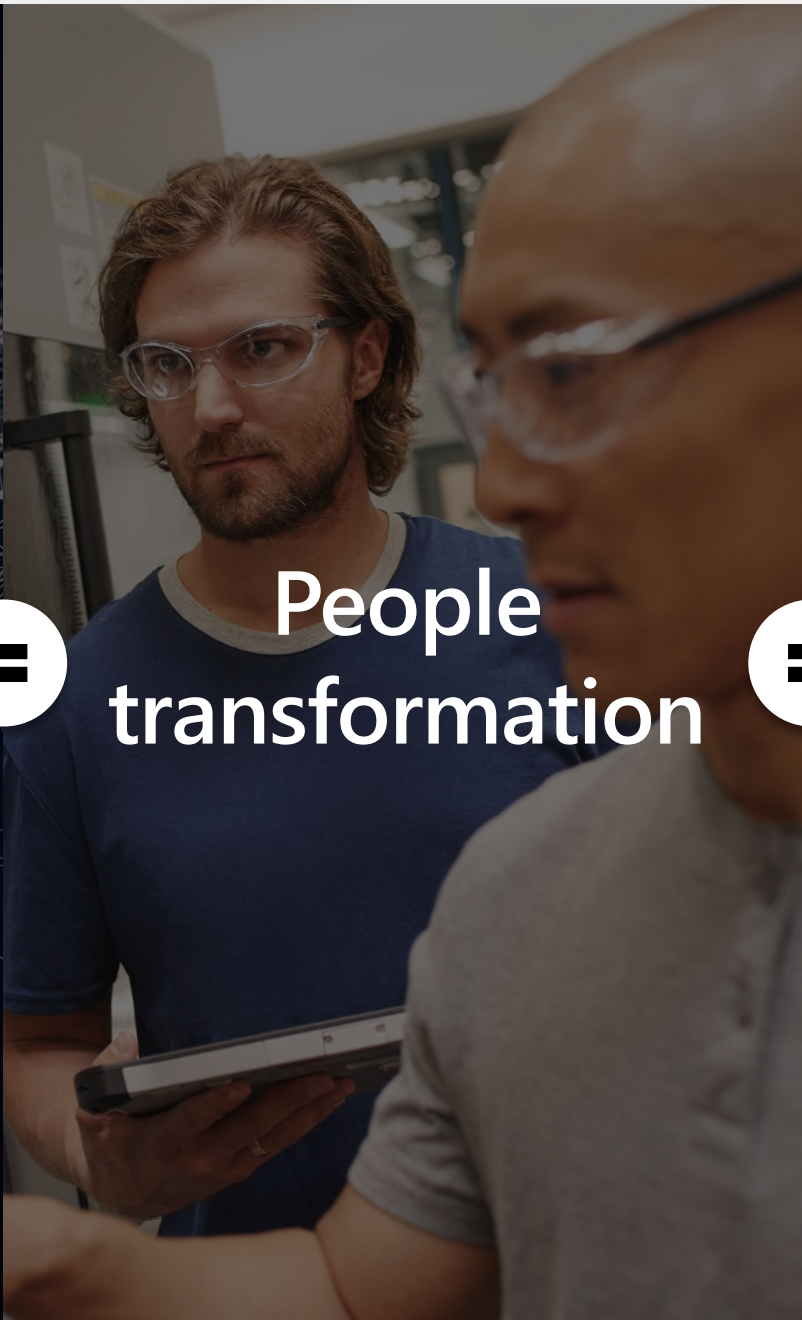


Organisational culture & wellness in a digital age

Ingrid Jenkins
HR Director
Microsoft Australia



Digital
transformation



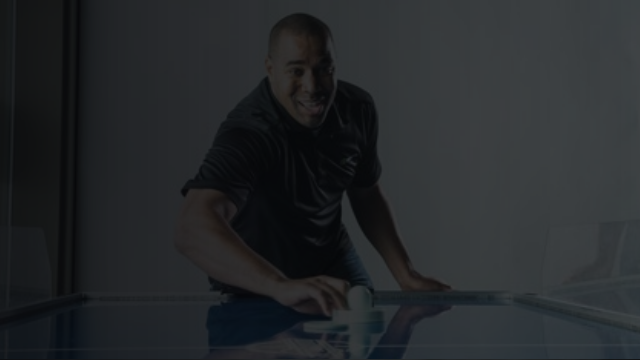
People
transformation



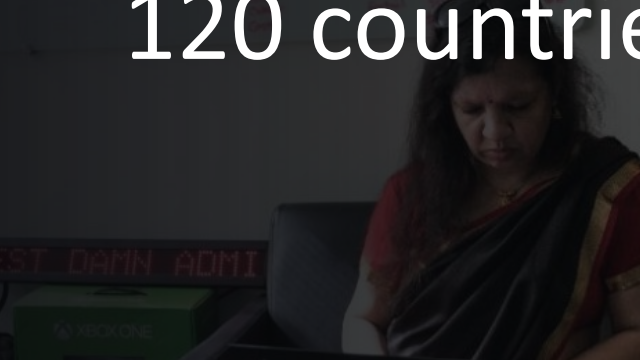
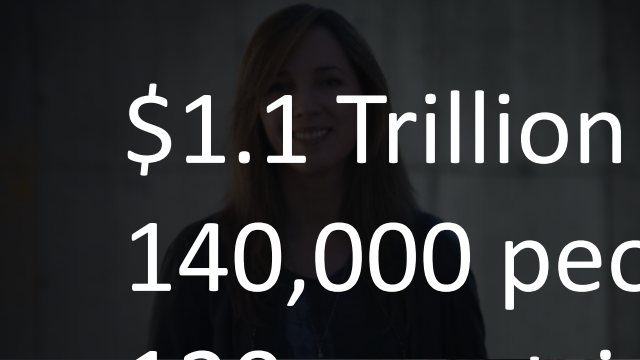
Culture
transformation



Microsoft's Culture Transformation



\$1.1 Trillion
140,000 people
120 countries



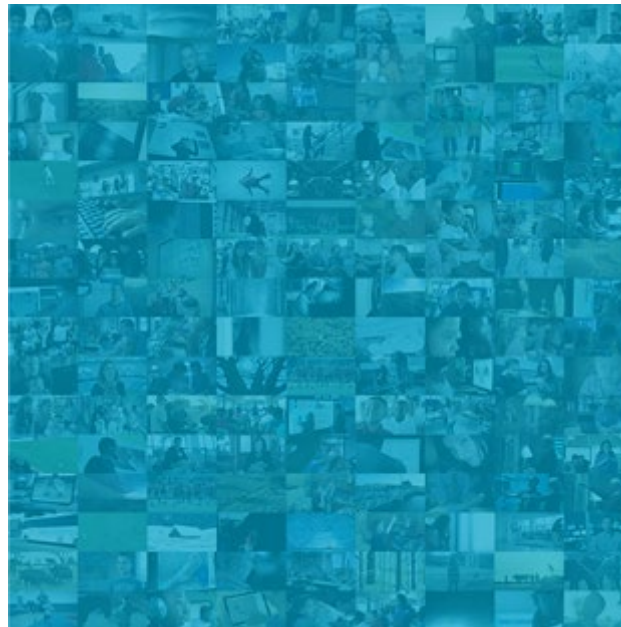
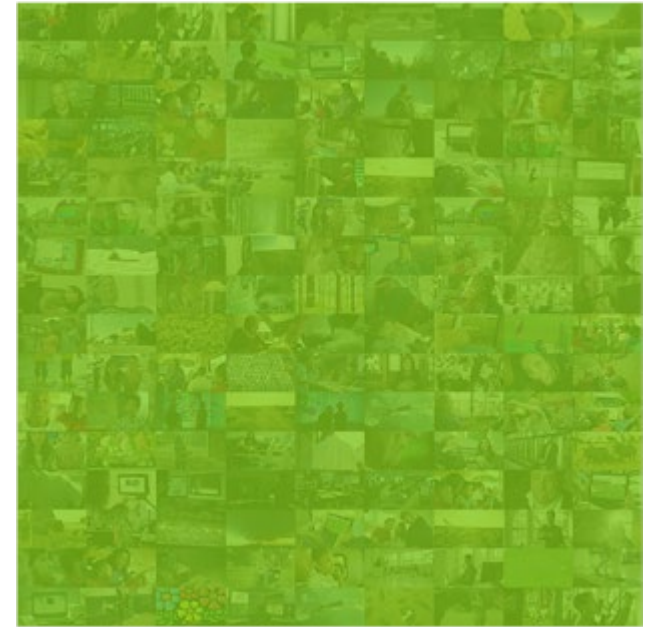
MICRO
SOFT





Microsoft's mission

Empower every person and
every organization on the
planet to achieve more



Growth
mindset



Customer obsessed

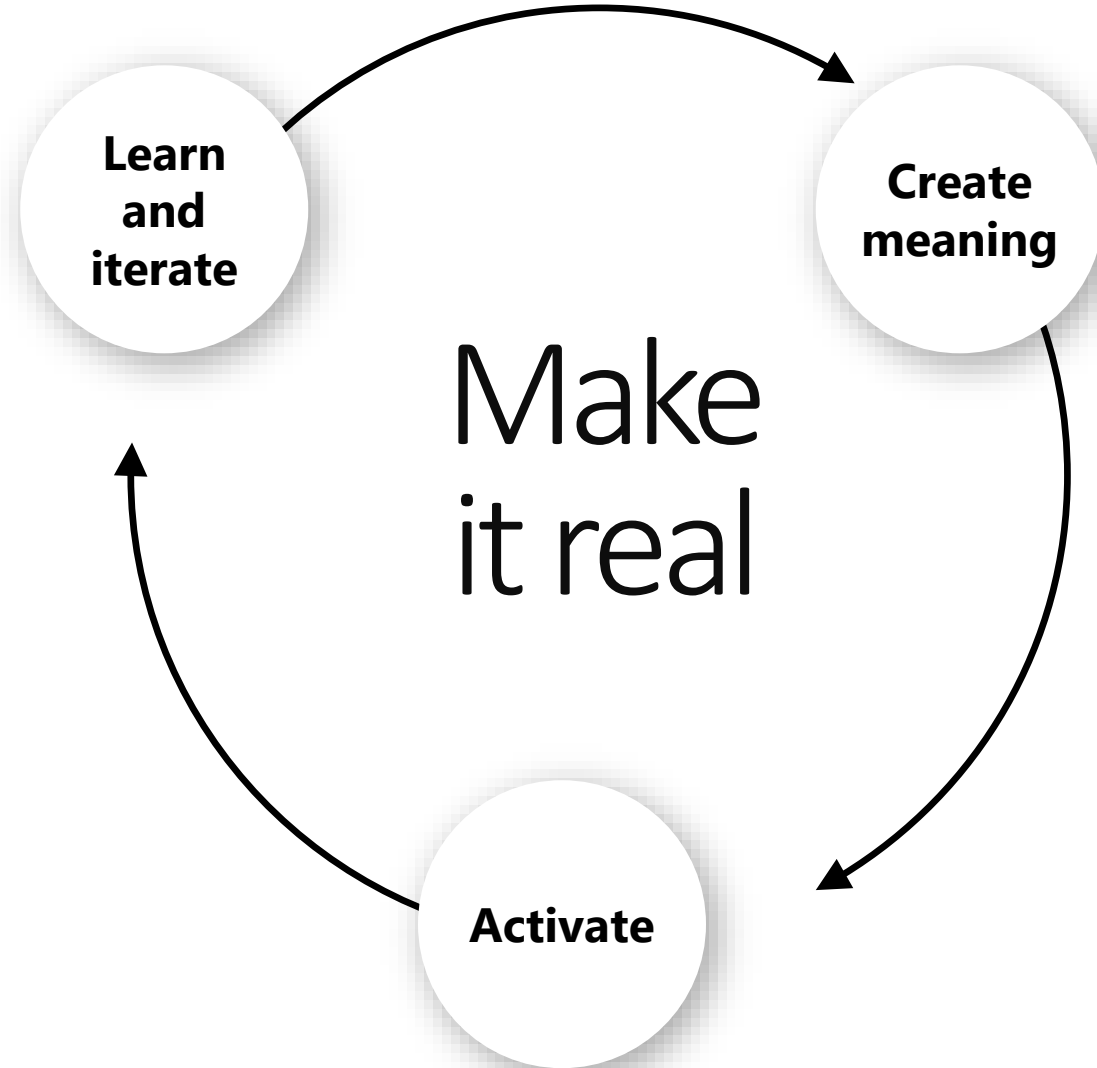
Diverse & Inclusive

One Microsoft



Make a difference

Evolving will take time



Wellness in a digital age



Internal Drivers for taking a Proactive Approach to Employee Wellbeing

People

- Needing our team members to be at their optimum in a VUCA environment: Growth Mindset; Learners
- Positive employee experiences and engagement. Microsoft cares.
- Inclusion and belonging – core elements of our culture to embrace a diverse workforce
- Enhance social interaction & connection
- This matters to our people



Business Performance

- Productivity/creativity
- Attraction & retention of key talent
- Reduce illness related absences and their impact on manager time, team morale and efficacy
- Reduce direct cost associated with sick leave, Health, Salary Continuance, Workers Compensation Insurances
- Reduce indirect costs: lost time and productivity due to absences, partial absences, individuals being distracted/ pre-occupied, case management



Compliance and Financial

- Duty of care
- Due diligence
- Legal compliance
- Mitigating financial risk/ cost
- Safe working environment
- Policies and procedures and practices
- Workers Compensation



Our investments and initiatives

1

Manager coaching & education

2

Peer group support through “Real Mates”

3

High Performance MooC with focus on individual priorities and purpose

4

Benefit enhancements with choice at the centre

5

Inclusion and belonging

6

Teaming investments

7

Broader investments in “life” experiences

8

Continued focus on flexibility

9

Physical space eg dedicated mediation zones

What we've learnt

1

Leadership tone at the top is important but individual buy in is paramount

2

Keep an open mind, listen intently and be willing to experiment

3

Choices and options are important

4

Don't underestimate how much mental well-being touches people

5

Welcome story tellers, allies and advocates

6

Be open minded with how you will measure RoI

7

Educate & support leaders on their role

8

More than words – be prepared to follow through eg create the space



Thank you