



Toolkit - Resources for trainers

Microproject - SDG Nr. 9

The "Hear and Act" Clubs

Learning Objectives

- Identify who you are targeting with this initiative in the local community
- Set up cooperation with employees in organisation
- Make sure that all staff are aware of all aspects of the initiative

Description

The basis for building the position of a good employer is listening to employees' opinions about the company, looking for solutions to their problems and proposing changes for the better. An important element of the organizational culture is to involve the employees themselves in initiating and making changes, introducing innovations, improvements or proposing new activities.

The "Hear and Act" Clubs is AN EMPLOYEE'S INITIATIVES implemented in Orange Polska Company.

The "Hear and Act" Clubs are a comprehensive platform for implementing improvements in the company. Employees receive know-how and tools, participate in the entire process from creating an idea for improvements in the company to its implementation. Each employee can run an improvement in a dedicated in-house application, find people willing to cooperate and successfully carry out the whole idea from a to z.

Employees organize themselves into clubs that can take care of everything that needs improvement in organisation/company. It's a good way to solve problems together and work as a team. The employer supports these activities and motivates to be active through support, i.e. know-how, methodology, training in tools.



As part of the project, the operational framework of the program is developed, methodological assumptions and dedicated Kaizen tools were developed. Employees and managers were involved in the implementation of the project. Particular attention is paid to ensuring that employees' initiatives are noticed and properly appreciated.

An additional motivation is a company-wide competition with prizes as a way of appreciating the initiative and celebrating the best. Club participants also have the opportunity to present their ideas to the company's management board.

Two years after the launch of the initiative, nearly 100 specific operational improvements of various scales were implemented, over 150 clubs were launched, and nearly 1,000 employees were involved in the project.

Another corporate incentive for employee innovation is THE IDEA BOARD. There is a special virtual board on the company's intranet where you can submit ideas for innovations in two areas - customer experience and employee experience.

Ideas with a score of 100 or more are referred to the business owners for evaluation. Each newly submitted idea has the Active status. Ideas are systematically updated, changing the status to:

- Under review (in the opinion of the business owner),
- In progress (the idea was implemented after a positive assessment by the business owner),
- Delivered (implemented),
- Archived (will not be implemented because it received too few points and / or the business owner made such a decision after the analysis).

This way, you can follow the path of each idea, but also check whether a similar idea has already been submitted.

From time to time, we announce timed Innovation Challenges on the Ideas Board to collect ideas on a specific topic. You can win prizes funded by the authors of the Challenges. All ideas (new or old) that are relevant to a given topic can participate in a challenge. For example, on the occasion of the Earth Day, the subject of the challenge was pro-environmental activities.

Possible roles of the trainees and skills needed

- To motivate employees to take part in this initiatives and participate in creating proposals for improvements in organisation.
- To facilitate the process of creating improvements in organisation.
- To discuss and allocate roles with the people involved in this initiative implementation.
- The skills needed: problem solving, team work, creativity.



Theoretical activity	Make a list of which steps you need to fulfil in your context to implement the similar initiative in your organisation/company.
Creative activity	How can you adopt this initiative to your context and your organisation/company
Innovation activity	Using the innovative tools and methods for creating improvements in the organisation, e.g. Kaizen tools, Design Thinking, etc.

