

Case study



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

The customer

The Princes' Trust — a UK charity that helps vulnerable young people get their lives on track.

The challenge

Princes Trust 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 organisation 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 organisation 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



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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 organisation's January 2021 survey (a few months after the introduction of OpenBlend) with data from its January 2022 survey, results are as follows:

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Wellbeing

**Overall well-being
Index score of 69%**

(aligned with current OpenBlend organisational wellbeing score of 71%).

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 on 2021

Engagement

**Our organisation
Engagement Index score
is 80%**

up 4 percentage points on 2021

Line manager approval

83% of employees positively scored the statement 'Management is approachable, easy to talk with'

up 7 percentage points on 2021

To learn more about the OpenBlend platform and how it can support conversations in your organisation, get in touch.

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