

Colleague Voice: what reps say – transcript

Martin Jex, Store Manager, Food

It was an honour and a privilege to have been asked to be part of the pilot for Colleague Voice back in January 2017.

Claire Pottage, Area Manager, North

I'm really passionate about Colleague Voice. I think it's a really important way that we can hear the feelings around the business.

Mike Gallagher, Area Manager, Central

I also think Colleague Voice is a great platform for colleagues to give insight into future changes and what the impact this will have on colleague engagement.

Kerry Allison, Colleague Recognition Programme Lead

I'd absolutely recommend going to work with Colleague Voice if you're looking at working on a project that touches the whole of the Co-op. It's really helped challenge my thinking and it's been really really valuable.

Adam Parsons, HR Project Support Officer

The first session was fantastic. You could tell everybody in the room really wanted to get involved and help make a difference.

Beth McGlasson, HR Advisor

Everybody respects each other as well which means that people feel comfortable to challenge each other in the room and we also feel comfortable to share what actually is happening in their business area without having to, sort of, overdress it. And I think that, because we're getting that honest opinion in there, that leads to great outputs.

Clare Fogden, Talent and Performance Partner

So on performance, one of the ways that we've used the insight the Colleague Voice group gave us is to look at how we can make things simpler. So colleagues at the forum told us that at mid-year it can be a long winded process and they wait a long time for their ratings. So taking this, what we've done is actually agreed that they'll receive their ratings in the review making the process shorter and a better experience for everyone.

Kerry Allison, Colleague Recognition Programme Lead

And that's where we came up with the idea of the Thank You for Being Co-op boxes which Colleague Voice had great input into in terms of developing the logo, helping us look at what was going to go in the boxes, getting things set up for us to do a pilot, and then collecting the feedback from that pilot.

Adam Parsons, HR Project Support Officer

We've been able to make fantastic changes like improvements to the way that you enter bank details in MyHR and improvements to the pay slip.

Thomas Bannister, HR Services Advisor

It really helps with all the people around the table to gain a good perspective from both the colleagues and the business point of view.

Garry Wraight, Team Manager Aphrodite

So as you can see, we have a committed group of people from all areas and levels across the business have had a chance to shape the Co-op's future. And it's refreshing to see the leadership teams are listening and taking note of the Colleague Voice group.

Joe Swinbank, Stock Manager, Avonmouth Depot

With your input, your opinions, and your involvement we can help contribute to a stronger Co-op and our stronger communities.

Claire Pottage, Area Manager, North

And actually that strength of bringing the different businesses together often shows that we have a lot of the same common themes for what we're really proud of and equally where we'd like to still do some more work to make sure that we're the best we can be.

So hopefully you'll start to see the impact of Colleague Voice coming through in a number of areas and we're really proud of the work we've done so far and it should only get bigger and better as we go into full launch.

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