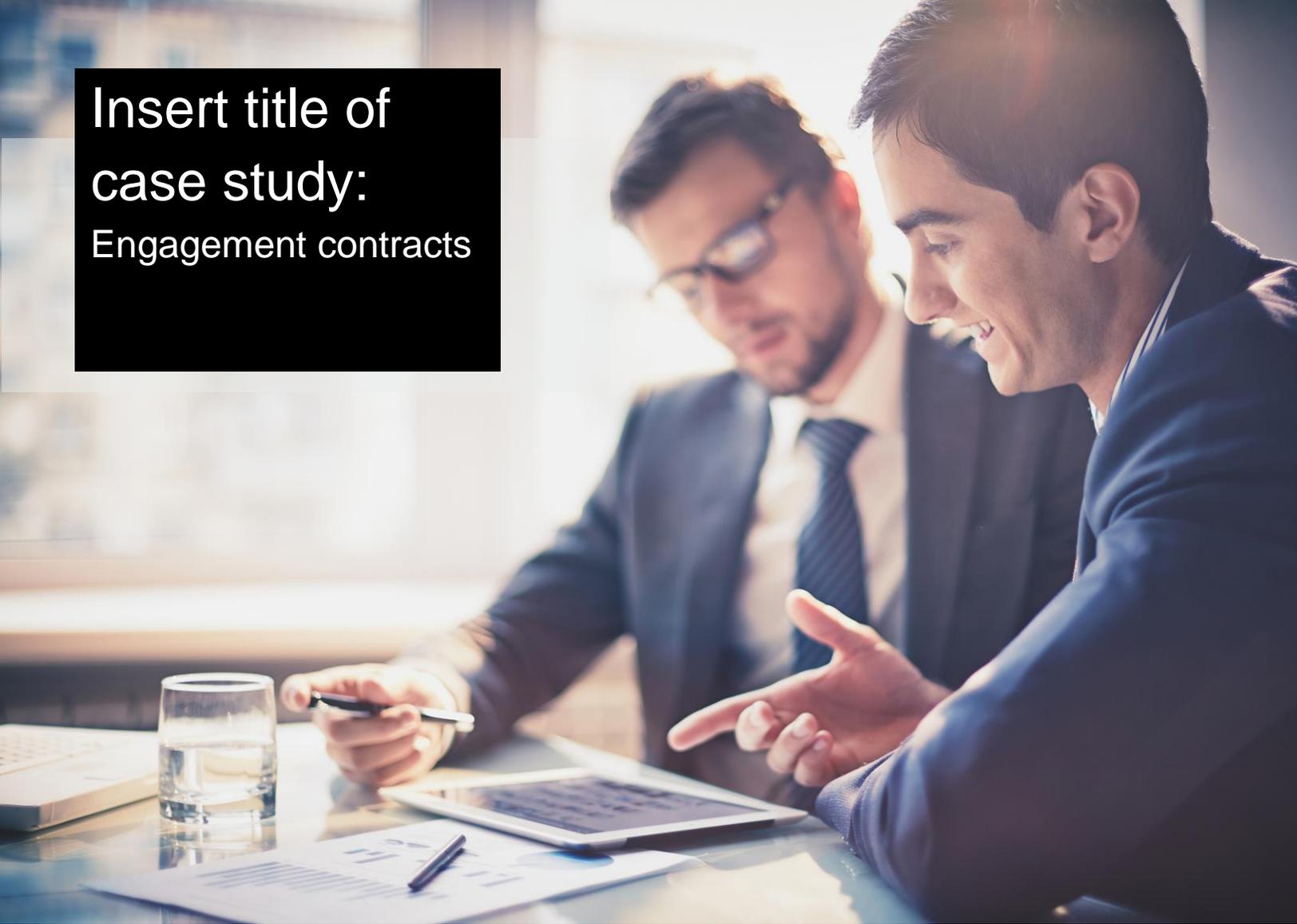


Insert title of case study: Engagement contracts



Getting Fit for Work

Organisation:

SME.6

“The main challenge is to engage each employee to perform and be a team player during overtime work”

SME.6, Managing Director

Summary

Support employees to put in additional effort as a team to “go the extra mile”, e.g. work overtime and show good spirit in stressful situations, keeping their engagement and performance levels.

Challenges

In our business area – catering -, working overtime is a need and employees are sensitized for it from the beginning. They are used to work in shifts, during evenings and weekends. However, often employees are not engaged and do not perform well as team players. This effects, for example, their communication with customers (in more stressful situations) or their dealing with special requests or complaints.



