Great Place To Work®

We believe any organisation can build a great culture

Our Mission is to Help You Do It

Best Workplaces™ Great Place To Work. IRELAND 2021

Great Place To Work® Certified MAY 21 - APR 22 IRELAND

Best Workplaces™ for Women Great Place To Work. IRELAND 2021

What is a Great Workplace?

The Management Perspective

A great workplace is where you achieve organisational objectives with employees who give their personal best and work together as a team/family – all in an environment of trust.

17
Actionable Categories
across these 3 areas

Achieving Organisational Objectives

Give Their Personal Best

Work Together as a Team/Family

Actionable Insights

The program identifies actions needed to improve your culture

Survey Data

Strengths and opportunities, areas to be improved, and data benchmarks

Culture Audit

Insight around your organisation's practices

Leading to...

Action Planning

Essential information that enables you to understand your workplace culture and create achievable action plans

ACESA Great Place to Work Briefing

10 Key Leadership Actions that help build a higher trust, higher performing organization

Paul Kelly

Fáilte Ireland
National Tourism Development Authority

10 Key Leadership Actions that helped build a higher trust, higher performing organisation

1. A great top team
2. An organisation owned strategy.
3. Effective organisational structures and processes
4. Robust, fair, consistent and developmental focused performance management system
5. Collaboratively created values and related behaviours

10 Key Leadership Actions that helped build a higher trust, higher performing organisation

6. Internal 360-degree feedback for all people managers

7. External 360-degree organisational feedback from all key stakeholders.

8. Focus on recognition, formal, informal, private, public, management, peer and external - quality thanking practices.

9. Employee Engagement - formal and informal - frequent 2-way communications, staff forum and skip level

10. Using Great Place to Work model and survey to measure progress and understand issue areas.

Great Place To Work.

Fáilte Ireland

National Tourism Development Authority

As the National Tourism Development Authority, Fáilte Ireland's role is to support the long-term sustainable growth in the economic, social, cultural and environmental contribution of tourism to Ireland.

The organisation's vision is to lead the development of a tourism industry that can make an even bigger and more sustainable contribution to Ireland's future.

TRUST 51%
2017

1

With a new focus of Leadership, Fáilte Ireland focuses on culture and improved performance

Several initatives are undertaken to enhance engagement

2

- Staff Forum established
- Revamped Performance Management
- Internal Communications channels improved
- Culture of appreciation
- Divisional and team action plans

3

Fáilte Ireland Values redesigned through employee focus groups

Passion | Imagination | Action | Collaboration | Integrity | Expertise | Care

4

Certified as a Great Place to Work but improvements continue

- Supports for the working from home environment
- Wellbeing
- Community, Engagement and Fun
- Annual Staff Recognition Awards launched

TRUST 78%
2020

In 2021, Fáilte Ireland is competing with the best when it comes to being a Great Place to Work, and continues the work to sustain good performance and seek improvements where needed

- Top 20 in Best Large Organisations — Best Workplaces™ Great Place To Work. IRELAND 2021
- Great Place To Work for Women — Best Workplaces™ for Women Great Place To Work. IRELAND 2021
- Most Trusted Leader

> Our progress is a reflection on how we have come together and supported each other – particularly during the challenge of the pandemic. Focusing on engagement, performance management, leadership and development, we have experienced great improvements in our performance. This doesn't just benefit us but also those we serve – the thousands of tourism businesses who depend on our support.

Paul Kelly, Chief Executive

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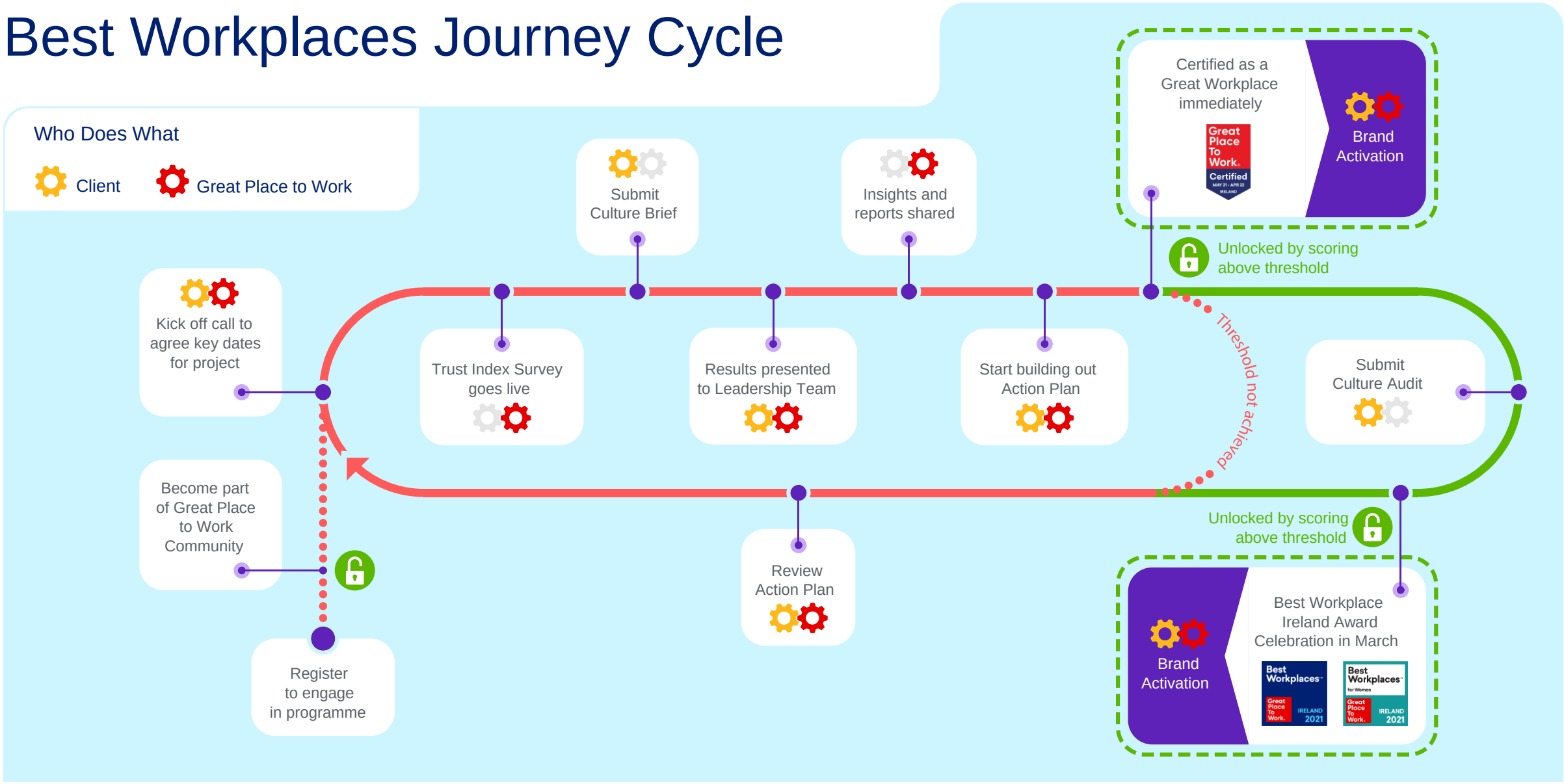
Thank you
Fáilte Ireland
National Tourism Development Authority

Best Workplaces Journey Cycle

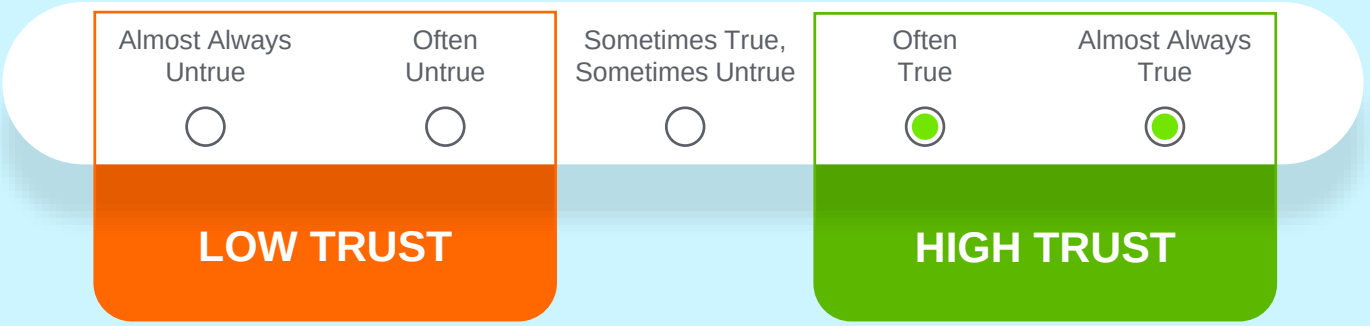


Survey Method

73 basic statements
that encompass the five dimensions of the Great Place to Work® Model© on a 1-5 scale

EXAMPLE

I'm proud to tell others I work here



Only positive ratings count towards % Trust

Two open-ended questions

Write your answer here…

The Trust Index© Employee Experience Survey Feedback

17
Actionable Categories

Each category is broken down into statements, and benchmarked to relevant sizes, sectors and industries.

Achieving Objectives

Communication & Involvement - Strategy & Direction - Management & Leadership – Performance Management – Empowerment & Accountability – Innovation & Continuous Improvement

Personal Best

Talent Management – Career & Development – Recognition – Work Environment & Processes – Wellbeing – Engagement

Team

Reward – Diversity & Inclusion – Our Culture – Teamwork – Corporate Social Responsibility

Culture Audit© Categories

TRUST

What key qualities make your organisation a great place to work? How do you create this unique environment -- and why do you do it?

MAXIMISING HUMAN POTENTIAL

How do you ensure everyone - regardless of who they are or what job they do - is a full member of your organisation and can reach their highest potential?

VALUES

What are your organisation's values or guiding principles? Please share three specific examples of how you have put them into practice.

LEADERSHIP EFFECTIVENESS

What is your strategy and philosophy for ensuring a successful business? How are strategy, business direction, and goals developed and communicated across the organisation?

INNOVATION BY ALL

How does your organisation involve employees in developing new ideas and better ways of doing things that result in real improvements to your business performance?

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Why Trust is Important

> Trust is the oxygen of organisations… When there is trust, it's an accelerant. If everyone trusts each other, the amount an organisation can get done is phenomenal. In my mind, that's why trust is so important.

Paul Kelly
Chief Executive, Fáilte Ireland
& Ireland's 2021 Most Trusted Leader

Fáilte Ireland
National Tourism Development Authority

Great Place To Work®

Questions?