

# Outlook

A publication produced by the Prudential Section of Unite



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FOR LEARNING

## Learning at Work

We were really pleased with the success of Learning at Work (LAW) week this year. A large number of employees participated in the vast array of activities that were held in all locations and we were particularly pleased with the uptake and feedback from the language taster sessions organised by Unite.

We are now in discussions with Reading College regarding running the full courses and we are also trying to arrange another Spanish taster session as the one during LAW was over subscribed.

The week also helped us build on our relationship with Learning and Development and we will remain in regular dialogue with them to help continue promoting learning in the workplace.

## UKIO Employee Engagement Survey

You will all have seen the emails and intranet articles about the current Engagement survey. Unite have again been discussing this with HR prior to its roll out and we are supportive of the initiative.

We believe the leadership team are fully committed to the process and taking actions following the results from them. An obvious example from Unite's perspective, was the way in which the salary review process worked this year.

The engagement survey is one of the many tools the Company use to understand how employees are feeling. Others include the regular dialogue they have with us and the Employee Forum, and we would urge you all to complete the survey and do so honestly.

Unite will be involved in discussions with the Company following the results ensuring plans are put in place to deal with the results.

## Customer Services and Service Development – FLM Update

You may recall from our March Outlook the business recently made changes to the FLM (First Line Manager) role in these areas. An assessment centre was used to help determine if the people currently in those positions were suited to the new role.

As a result, a number of employees have been or are about to be served notice of redundancy. A number of alternative roles have been identified for some of those displaced, so we hope the number of people leaving the business will reduce.

The company are running further assessment centres to fill the vacancies this exercise has created.

This has created a fair amount of uncertainty in the area. We have been in regular dialogue with senior managers to try and reduce that uncertainty and to ensure that the applicants for the vacancies are being measured against the same benchmark as those in the original assessments.

These discussions are ongoing and we are continuing to support members through the process.

You can visit the Unite Prudential Section website: [www.prusection.co.uk](http://www.prusection.co.uk)  
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