

## CASE STUDY

### Employee Engagement Underground Metals Mine Australia

#### Objective

Xenco was engaged to support and establish a strategic and tactical plan to engage the client's workforce of approximately 200 employees for an upcoming Enterprise Agreement vote against an ambitious timeline. This included:

- Providing a strategic and tactical plan for workforce engagement
- Coaching of key leaders on engagement activities
- Development of engagement materials
- Developing consistent messaging for the workforce and their representatives.

#### The Challenges

With a large workforce of approximately 200 employees, ensuring broad engagement and alignment was critical to achieving a successful outcome. Some key challenges were:

- The client needed to execute an effective engagement strategy quickly to meet the voting deadline.
- Leadership team needed alignment to ensure they could engage with employees effectively.

#### AT A GLANCE

##### Challenges

- Short timeframe before voting deadline
- Unestablished employee engagement systems
- Leadership communication deficiencies

##### Benefits

- Restored operational focus
- Achieved a successfully first-attempt EA vote
- Created a structured employee engagement process
- Developed frameworks to support employee alignment
- Strengthened leaders' ability to engage with their teams.

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

#### Contact us

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## Our Approach

To deliver a fit-for-purpose solution, our team took a structured and collaborative approach, ensuring alignment with the client's objectives and workforce dynamics. Our team:

- Engaged with the senior leadership group to understand organisational priorities and leadership capabilities.
- Understood the industrial relations objectives and developed plans to drive organisational transformation through the enterprise agreement strategy.
- Developed and deployed the tactical plan to ensure engagement activities were timely and responsive to emerging issues.
- Established routines, communication channels and materials for engagement.
- Coached leaders to adopt a balanced and effective engagement approach with all employees.

## Our Result

Our structured and strategic approach enabled the client to achieve a successful Enterprise Agreement vote on the first attempt while fostering long-term improvements in workforce engagement. Our team successfully achieved:

- A procedurally fair and successful vote outcome for the Enterprise Agreement at the first attempt, allowing business to refocus energy back into running the operation.
- A structured and auditable process for employee engagement.
- Frameworks established as a basis to be used for ongoing workforce engagement.
- Improved capability of leaders to effectively engage with work groups.



***“To have support by a consultancy group that understands the industry and is experienced in delivering best practice solutions for engagement during our agreement making process made a real difference in achieving our outcome. Xenco took the time to understand our business and the environment then develop a plan to meet our needs, having the same team support the leaders to execute the engagement activities and being agile to respond to changing needs was of real value for us.”***

**Achieved a fair and successful vote outcome**

**First Attempt**



**Workforce engagement frameworks established**



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