



THE PEOPLE-POWERED FUTURE OF UK RAIL

The **railway industry needs between 7,000 and 12,000 extra people each year** for the next five to ten years to cope with the retirements and a skills shortfall - City & Guilds and the National Skills Academy for Rail (NSAR).

50% of all employees will need reskilling by 2025 as adoption of technology increases, according to the World Economic Forum's Future of Jobs Report.

To ensure **long term stability** driven through **customer centricity**, an **engaged** workforce that **represents the communities the railway serves** is required.

SETTING UP YOUR WORKFORCE FOR THE FUTURE RAILWAY

People power your ability to transform. We know how to train, motivate, and activate talent in the modern workplace—across all stages of the talent lifecycle. To exceed the rapid pace of change today, we employ intricate analytics to help organisations develop talent management strategies that are nimble, efficient, and capable of adapting to shorter and faster cycles of change.

Organisations must have an inclusion and wellbeing embedding in its culture. Only by attracting a diverse talent base can creating a foundation for diversity of thought to flourish will organisations unlock innovation and ideas to improve ways of working.

Our team puts people at the heart of every transformation. We'll pave your way to an energised workforce, armed with the skills of the future and an unmatched dedication to service that inspires a collective passion for a new "can-do" culture of innovative rail travel.

ATTRACTING TALENT

The UK workforce has been rapidly changing for years and after the pandemic the pace of that change has been accelerating even more. Talent attraction is top of mind as the gig economy evolves.

We can help:

- Set your Employee Value Proposition (EVP) encapsulating what makes GBR unique and helping set you apart from a talent perspective
- Define the unique reasons why an employee or candidate should want to work for you, why they should stay, and why they should want to tell others about what makes it great to work with you
- Capture not only what the organisation commits to deliver, but also what is expected in return

CREATE AN ADAPTIVE SKILLS-BASED ORGANISATION

The world of work is undergoing dramatic change with automation, Artificial Intelligence (AI) and machine learning (ML) developing at an unprecedented pace.

We can help:

- Develop workforce models that can react to technological changes such as automation, artificial intelligence (AI), digital transformation, and shifts in consumer expectations while remaining aligned to business strategy
- Create a skills focused approach, orientating the organisation around skills (not jobs) to increase agility through flexible deployment, and adjustment to meet abrupt market shifts
- Embed a culture of learning, empowering colleagues to learn, unlearn and relearn

ENHANCE YOUR EMPLOYEE EXPERIENCE & ENGAGEMENT

Organisations are feeling the added pressure to keep up with customer experience (CX) and technological priorities and it's led to one major focus—the employee experience (EX). Without healthy, happy and motivated employees, customers won't get what they're looking for.

We can help:

- Define opportunities to improve safety records by affecting human experience
- Emphasise the role of the individuals as key to driving collective purpose, supporting commitment to customer and maintaining future focus



MARKET LEADER

WORKFORCE MANAGEMENT

ALM Intelligence Pacesetter Research Report, 2021-2022

A RECOGNIZED LEADER IN WORKFORCE SOLUTIONS

North Highland is strong in **workforce consulting, CX strategy development, technology transformation, and analytics.**

THE FORRESTER WAVE

CASE STUDY 1: A WORKFORCE FOR THE FUTURE

Financial Services

The Situation: In light of a new organisational strategy, a complex change landscape and a cost-cutting challenge, this client needed a cohesive, organisation-wide view of how their workforce needed to evolve and how they could optimise it for the future.

Our Approach: We evaluated future demand and assessed current workforce (Shape, Size, Spend and Skills) to identify gaps. This included a detailed 'as-is' analysis, external industry trends analysis, a series of design workshops and intensive senior stakeholder engagement.

Value Delivered: We produced a comprehensive Strategic Workforce Plan that allowed our client to plan, prioritise and implement workforce related changes for the 3 years ahead. This included: 'As-is' workforce analysis, headcount reduction recommendation, 'to-be' functional model, priority skill areas for the future, buy/build/borrow recommendations and investment required, a sequenced roadmap with activities and timelines.



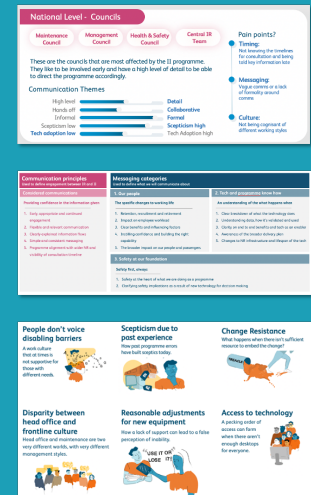
CASE STUDY 2: STRATEGIC TRADE UNION ENGAGEMENT

Transport & Infrastructure

The Situation: Business transformations are challenging in traditional industries where culture, governance and ways of working have been ingrained over centuries. When trade unions are involved, they can impact the pace and success of such initiatives. We were engaged to design and mobilise an approach for how Network Rail should manage its trade unions to enable the delivery of a key multi-million-pound Programme.

Our Approach: We built and executed a sustainable engagement strategy between a half-billion pound agile transformation programme and key Trade Union leaders. This included: a view of the complex stakeholder landscape, a lessons learnt narrative, clear messaging principles, clear view of the engagement landscape and challenges faced by these groups.

Value Delivered: We developed an approach that strategically and transparently positioned projects for the audience; established required forums to enable meaningful two-way discussions; and built capability and role clarity across the Programme to facilitate and permit effective industrial relations delivery.



OUR STRENGTH IS IN OUR PEOPLE



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