

Case Study

LANDER & ROGERS

HEADQUARTERS

Melbourne, Australia

INDUSTRY

Legal

COMPANY SIZE

600+

FEATURES USED

- + Core HR
- + Onboarding workflows
- + Compliance
- + HR analytics
- + Training records
- + Culture surveys and employee engagement
- + Employee self service dashboard tiles
- + Performance

Lander & Rogers and COVID-19

COVID-19 changed the way we worked overnight. As teams distributed and workplaces had to discover new ways of communicating, [Lander and Rogers](#) were able to act fast to set their people up for success.

Wellbeing has been a strong focus for L&R and has earned them the Lawyers Weekly Australian Law Award for Wellness Initiative of the Year and the Australasian Law Award for Excellence in Employee Health & Wellbeing. A vibrant culture and desire to foster and maintain an excellent employee experience is what led L&R to implement intelliHR.

The challenges that L&R faced from COVID involved them rapidly transforming their office to a distributed workforce and communicating policy changes effectively. The leadership team acted quickly to:

- ✓ Create new policies
- ✓ Open new communication channels
- ✓ Introduce workflows to track employee sentiment

What L&R found when the pandemic impacted day-to-day work and their workforce was distributed, was that intelliHR was able to assist them in managing their teams remotely and keep on top of what their people needed.



The challenge

The challenge that L&R faced was similar to that of many businesses: how to keep team members engaged remotely and ensure that they're coping with the struggles brought on by a global pandemic.

Communication with a distributed workforce presents multiple challenges. It can be hard to determine that the message you're sending has been received and you're also left wondering how the message is being received. Are employees taking the right information from your messaging or is misinformation leaving employees with a lack of clarity which can have negative effects on performance, engagement and mental health?

Employee wellbeing, in particular, is extremely important to the team, and one of their primary concerns was the wellbeing of their teams and their ability to work comfortably and safely from their home.

The solution

The People team at L&R was well-equipped to deal with the challenges of a distributed workforce with their use of intelliHR. The solution involved L&R's People team creating a series of forms that were pulsed out to the organization and compiling resources that would be easily accessible to their people. This meant that their people could access resources and communication pathways immediately and that decision-makers could see when policies were viewed and accepted in real-time.

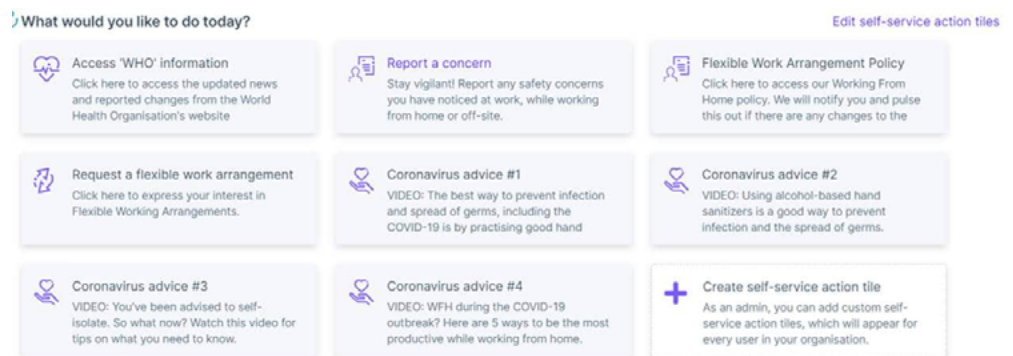


Catherine Whitehead
Chief People Officer, Lander & Rogers



Staying updated

The People team was able to update their staff with the latest COVID-19 information and the relevant policies using IntelliHR's [compliance](#) tools, which allowed them to display the policies conveniently on each employee's IntelliHR dashboard. This meant staff had instant access to the latest version of policies including the Work from Home Guidelines and Flexible Work Conditions, which was critical while the team was dispersed.



Wellbeing

95% of respondents replied saying that they wanted to **continue working from home.**

The burden that a worldwide health incident and lockdown causes can have many consequences for your team. Not only is the physical health of your staff at risk, but their mental health and wellbeing too. The People team distributed regular [wellbeing pulses](#) through IntelliHR that asked team members how they were coping with the stressors and what challenges they were facing while working from home. The response level for these forms ranged from 75% to 95% and were promptly supplied so that the leadership team could respond accordingly.

To check in on general wellbeing, pulses on desk set-up and ergonomic requirements were also distributed. This allowed the team to identify and respond to requests in real-time, allowing them to be on the front foot if any issues were raised.

Looking to the future

As L&R established a good working from home culture and started to evaluate return to the office, the People team sent out an IntelliHR pulse to gauge what their teams thought. 95% of respondents replied saying that they wanted to continue working from home and appreciated the safety of a distributed office during uncertain times. These results were able to be referred to the leadership at L&R instantaneously so that they were able to plan for the future accordingly.



The result

The intelliHR system kept the L&R teams connected with each other and updated on the most recent information. However, the real result was apparent when the intelliHR AI analyzed the results, revealing some interesting trends in the data including the general happiness of the teams.



The convenience of being able to pulse out a survey and have the results immediately available allowed the L&R leadership team to make decisions based on the real-time data.

Making decisions

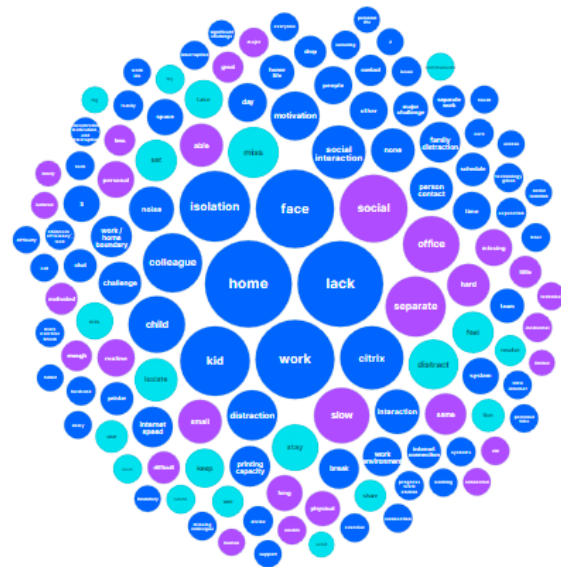
The convenience of being able to pulse out a survey and have the results immediately available allowed the L&R leadership team to make decisions based on the real-time [data and analytics](#). When the People team received a response to a wellbeing survey that listed someone's happiness as a 7/10 or lower, they were able to reach out to this team member directly to see where they could offer assistance. This connection to their employees ensured that nobody was being left behind and that when team members did ask for help, they would be listened to.

Q) What are the unexpected benefits of working from home?

- verb
- adjective
- entity



- verb
- adjective
- entity



intelliHR assisted the L&R leadership team to make real-time decisions about the future of their business while listening to their team. As L&R continue with their partially-distributed team into the future, the People team will be well-equipped to look after their people.



Want to know more?

intelliHR is a people and analytics platform helping HR, leaders and managers enhance performance, culture, engagement and retention. With powerful automation and real-time analytics, **see how the platform works today.**



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