



# Commercial Insurance Profile

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## Considering Employees When Making Changes

Organisational changes are commonplace; restructuring, technology implementation, mergers and acquisitions are just a few examples of workplace adjustments. However, less than half of UK business leaders take employees into account when enacting company-wide changes, according to the Global Culture Report by employee recognition company O.C. Tanner. Excluding employees could negatively impact their well-being and willingness to embrace new working methods. Indeed, workers may resist changes due to the fear of the unknown, negatively impacting workforce productivity. In contrast, employees are more likely to embrace change if they understand its reasons and employers include them in the change-management process.

Consider the following ways to support employees when making organisational changes:

- **Explain the reasoning behind the changes.** During times of uncertainty, employees want to understand why changes are occurring and any long-term implications. Employers should communicate the reasons behind changes and be specific, open and honest about decisions. Ways to do this include “lunch-and-learn” sessions and regular newsletters containing workplace updates. Involving staff early in the change-management process may reduce resistance.
- **Choose a diverse change-management team.** Organisations should have a diverse change-management project team that include well-respected workers from all departments who can give insight into staff attitudes and concerns. Better still, employers could use a formal consultation process to include all employees.
- **Invest in training.** Managers must model the desired behaviour changes to help workers follow suit. As such, managers should be trained to embody change, communicate clearly and address resistance. Additionally, regular training sessions and mentoring programmes can help employees adapt to change.
- **Help staff deal with loss.** Change often results in a loss (ie familiar processes or long-standing relationships with colleagues), which could result in reduced employee well-being and disengagement. Organisations should offer ways for workers to share their feelings; regular one-to-ones or counselling services are ways to do this.

Contact us today for additional employee well-being guidance and risk mitigation resources.

## Understanding the Flexible Working Bill

The past few years have witnessed a global shift in attitudes towards flexible working. Instead of traditional office hours, employees are increasingly demanding remote, hybrid or other working patterns to improve work-life balance. In fact, 40% of candidates won't apply for a role that doesn't offer their preferred working model, according to recruitment company Greenhouse. As such, embracing flexible working arrangements may help employers attract talent and remain competitive in a tight labour market. Flexible working patterns can also reduce workforce stress, increase employee engagement and bolster productivity.

Moreover, the government has recently passed legislation to give workers more flexibility over when and where they work. The Employment Relations (Flexible Working) Bill was passed in parliament in July 2023 and will likely come into force sometime this year. Once enacted, the following rules apply:

- Employees can make two statutory flexible working requests within 12 months (instead of the current one request).
- The time allowed for employers to decide on statutory requests will be reduced from three months to two months.
- Employees will no longer need to explain what effect their flexible working request could have on their employer and how it could be mitigated.
- Employers must consult employees before rejecting any flexible working request.
- Employees will no longer have to wait 26 weeks before requesting flexible work; such requests can be made from day one of a job.

### Next Steps

Employees can raise an employment tribunal claim if their employer fails to comply with flexible working legislation. As such, employers must take steps to understand the [Flexible Working Bill](#). They should review flexible working policies and expand flexible working patterns wherever business operations allow. This way, companies can avoid unnecessary statutory requests and meet workers' growing desire for flexibility.

For further workplace updates and robust insurance solutions, contact us today.



Organisations must implement fair and consistent workplace policies to meet employees' desire for flexible working and avoid employment tribunals.