

Case Study

How First4Lawyers used their **86% survey completion** rate to understand what initiatives to introduce to build connection with their employees

First4Lawyers are a team of legal professionals, marketers and business developers, offering nationwide services to assist people in getting justice.



Employees – 50+ hybrid / office based
Industry – Legal Services

The Challenge

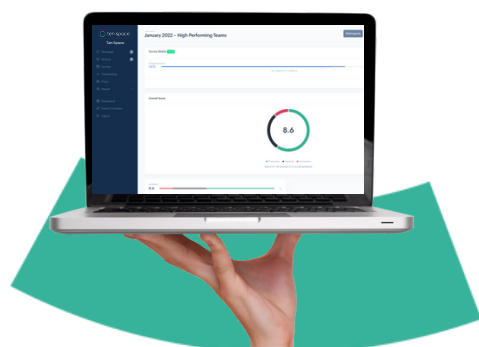
First4Lawyers turned to Ten Space to take their employee engagement to the next level. They recognised that the change to hybrid working, brought about by the Pandemic, introduced a new and unique set of challenges which the business was determined to tackle.

First4Lawyers understood the challenges they were facing through reduced in-person contact time and were keen to find a solution which would support their focus on caring for and supporting their team.

They quickly identified that the Ten Space platform would allow them to continue to provide employees with a voice and ensure that they felt consistently valued and engaged in a hybrid setting.

The Solution

Ten Space's employee engagement platform was a perfect fit for First4Lawyers. The Group Director of Operations was won over by the innovative tech and segmentation of data.



- 1 Wider employee reach**
Delivery of regular employee engagement surveys via a multi-channel approach – using WhatsApp, SMS and email
- 2 Detailed segmentation**
Segmenting data between sectors in the organisation and between teams in those sectors to offer greater insights
- 3 Live data and quick responses**
Creative ways to engage with employees during the survey, track progress and respond to feedback directly
- 4 Instant results and insights**
Dashboard to surface trends effectively, auto populated wrap up report templates to communicate back to the business and take action quickly

"We've been able to use our **insights** and feedback to **improve and compliment** action plans and **introduce initiatives** which have built a lot of **trust** in our teams. Because our employees trust the process we can really **connect and engage** with them."

-Donna Beevers, Head of Personnel, First4Lawyers

The Results

- ✓ Achieved a **86%** completion rate
- ✓ **Instant results** delivered to dashboard
- ✓ **Increased momentum** for taking action
- ✓ **Honest** and **reliable** feedback from employees
- ✓ **Increased trust** in anonymous feedback process
- ✓ Insights used to **introduce initiatives** and **policies**
- ✓ Feedback used to create strategies at a **senior leadership level** and to **cascade actions** to the business

