

# For The Love of People

## “Clarity is Kindness”

### How Monzo Have Kept Pace with Hyper-growth

**Monzo & Lattice**



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# Framing Today's Discussion..



# Current market conditions are amplifying employee disconnect at work

**49%**

employees are experiencing some degree of burnout

*McKinsey*

**21%**

of employees feel engaged at work

*Gallup*

**53%**

HR leads now regularly report on voluntary turnover to the board

*Lattice State of People Strategy 2023*



# The Past 6 Months Have Been Tough for Both Businesses and Employees

1 in 4

Employees report increased focus on productivity and performance

17%

Employees report adjustments to business growth goals

More than  
1 in 10

Report hiring freezes (**16%**), changes to overall business strategy (**16%**), and layoffs/redundancies (**13%**)



**Source:** YouGov survey of 1000 UK employees commissioned by Lattice in Feb 2023

# Despite all of this – Employees are feeling overwhelmingly positive...

- More than three quarters of employees are feeling optimistic
  - With 23% “very optimistic”
- However, employees who experienced layoffs or budget cuts were 2x more likely to have concerns about their company’s financial future
  - 30% “not optimistic” compared to 15% average

**77%**

Of employees say they feel optimistic about company’s financial future.



# Employees feel they are delivering on performance and productivity

1 in 4

Employees rate their performance as “extremely good”

Just 1%

Rate their current performance as “poor”

But, 80%

Say they could improve performance if offered the right incentives



Source: YouGov survey of 1000 UK employees commissioned by Lattice in Feb 2023

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However, despite 83% of employees describing their performance at work positively, 34% reported just “sometimes” or “rarely” feeling pride in their work – perhaps pointing to a lack of meaning or connection with their work.



# Engagement & retention are the top people priority for HR leaders...

**86%** are putting more effort into improving employee engagement this year

**46%** now have clear career growth paths to fuel employee development



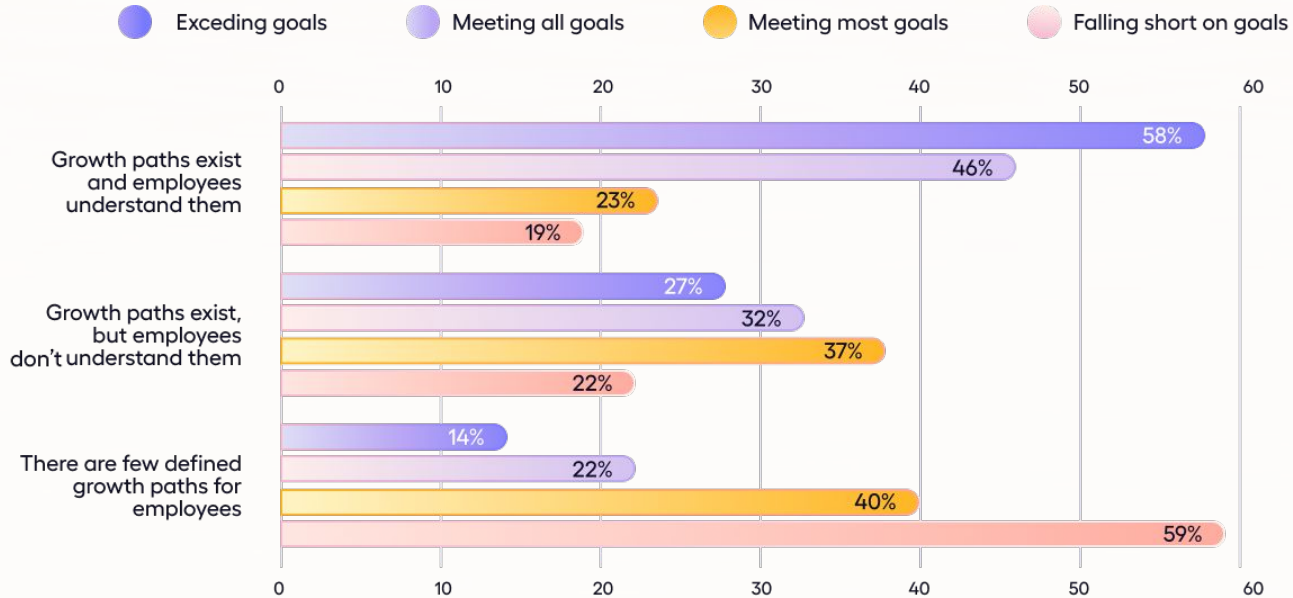
HIGHEST PRIORITY HR INITIATIVES





# Top performing HR teams have clear career paths.

**‘How clearly do employees understand your organization’s growth paths?’**



# The Role of HR Teams is Changing Too

01

## **You now have a seat at the Board/C-Suite table**

The need to secure exec buy-in has never been more important – how do you frame your impact in new ways?

02

## **Your team structures and priorities have likely been impacted**

Reductions in headcount, a shift from recruitment to retention, increased focus on delivery against business goals – it's time to reassess what's needed from your team.

03

## **You're balancing the demands of people and profits**

Business leaders will be keenly focused on productivity and performance management. How do you maintain strong engagement and build morale in uncertain times?



▶ WEBINAR

FOR THE LOVE OF PEOPLE

# “Clarity is Kindness” - How Monzo have kept pace with hypergrowth

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