

How Oneserve uses flowprofiler® to build resilience and to drive success



Kim Crump

HR Business Partner, Oneserve



About Oneserve

Oneserve provides robust, flexible and intuitive software for any business managing a mobile workforce. From intelligent scheduling through to customisable reporting, their Field Service Management Solution is designed to improve business efficiencies.

Their Challenge

Kim joined Oneserve in June 2020, shortly after the Covid pandemic hit the UK. She felt that resilience was a key behaviour they needed to focus on to drive success. She was picking up the behaviours all online, with a feeling that self-esteem was quite low, and a negativity creeping in. The 'go-getter' attitude and energy was missing.

"I had some discussions with the executive team and the word resilience just kept coming through, this ability to bounce back from difficult times. The ability to really focus on what needed to be done and to focus on success."

Our Solution

Kim was familiar with Holst and the products we offer. When we heard she wanted to address resilience in the workplace we introduced her to flowprofiler®. This is a psychometric assessment, which not only measures resilience, but addresses emotional intelligence and motivation as well.

How flowprofiler® helps resilience:

Resilient individuals manage change effectively and value new experiences. They develop and sustain a positive mindset that enables them to embrace professional development and further grow their personal resilience. With flowprofiler® we can measure an individual's resilience with regard to how they approach their job. It provides real insight as to how resilient they are day-to-day and when under pressure, highlighting the areas they need to focus on.

“We feel that flowprofiler®, the product, gives you a real insight into a person's behaviour.”

Oneserve uses all three of the flowprofiler® assessments – eqflow®, resilienceflow® and motivationflow® - because these behaviours align with their company values and are important for the roles in their business.

“We’ve noticed a big shift in spending time and coaching our existing leaders and coaching our existing employees, and mentor them through change. It’s made them become more confident and mature in the way in which they lead their teams.”

flowprofiler® provides real insight into the areas that need focus, meaning Oneserve can identify what training they need to put in place, and where they need extra mentorship or resources.

“It’s really had an impact on morale because we’re really investing in our people.”

How else has flowprofiler® helped Oneserve?

Recruitment.

flowprofiler® enables Kim and others hiring at Oneserve to make more considered and thorough decisions when they are recruiting. The interview reports are easy to navigate, and the questions help save time when planning, so that they can be sure of what behaviours they are looking for in a candidate.

“It’s such an investment when we are making recruitment decisions. To have that insight into somebody and to really dive into that as part of the interview process is just so valuable.”

flowprofiler® helps with onboarding too.

“We can use the report to highlight where the developmental areas are and help them to make sure that they are in that flow zone day-to-day and when under pressure”.

Development.

“We use flowprofiler® to coach existing employees and in our interviewing process. Our people have filled in the questionnaire. It’s them. It’s their own feedback. To have the reports presented to them in the way in which we’ve sold it. It’s a gift.”

The flowprofiler® assessments can really help with motivation.

“To have the insights that flowprofiler® provides across the whole of the organisation is going to really help us put our strategies in place as to what reward and recognition frameworks we need to put in place to manage, retain our staff and to be a destination employer.”

Hybrid Working.

Oneserve trusts its employees to work in a way that facilitates the needs of the business. They appreciate that their people have lives outside of work and are really behind establishing a good work/life balance.

“You can’t have the same leadership style for all your team. We’re all different. We all will react differently to reward. We all will react differently to well-being. To have that insight into how people are day-to-day and under pressure can really help our leaders motivate, manage and set objectives.”

eqflow®

resilienceflow®

motivationflow®

the flowprofiler®

WHAT NEXT?

“We want to use flowprofiler® as a framework and to cover all of the dimensions.”

Not only does flowprofiler® assist in the recruitment process, which is so important, it also helps existing staff when they are able to have this feedback. flowprofiler® enables

Oneserve to identify the motivational drivers of the people who work for them, and who want to work for them. They can learn what they do well as a business, and assess whether changes need to be made. By understanding and establishing their purpose, Oneserve can align this with the motivations of the people who work there.

CONTACT US

+44 (0)203 111 9292
hello@weareholst.com
www.weareholst.com



Improved
organisational
health

Strong
job-fit

Curated
talent

Effective
virtual teams

Increased
accountability

Improved
teamwork

Organisational
resilience

Collaboration

Enhanced
employee
proposition

Alignment
of values and
behaviour

Strong team
culture

Performance
benchmarking

Stronger
leadership

Change
management

Engaged
employees