



WIN

PR2 - Workplace Innovation Manager Professional Profile & Training Curriculum

a. Definition of the professional profile
and

b. Competency Framework
of the Workplace Innovation Manager



Leading Partner SSGZ IP-International GmbH Germany



1. Introduction to the Profile of the Workplace Innovation Manager

WIN Managers have a broad knowledge of human resources functions.

If you have a passion for discovering novelties, new technologies, if you love to improve workplaces, the way people work, produce and interact, if you love to make your company “a great place to work”, to make it appealing for talents and highly qualified employees, reducing the turnover, and to improve efficiency at the same time, this is the job you want to do.

A Workplace Innovation Manager is an important member of a company’s management team.

In order to help companies improve their productivity, competitiveness, success, and growth, continuous improvement and continuous implementation of innovative approaches to increase the quality of the workplace, job satisfaction, wellbeing, and health of the employees, and at the same time strengthening employee retention is needed.

Workplace Innovation Managers are able to handle unpredictable change and can review and improve their own performance and the performance of the employees.

A Workplace Innovation Manager is the person who combines employee wellbeing with the success of the companies.

1.1. Who Does a Workplace Innovation Manager Work With?

Workplace Innovation Managers typically work and collaborate directly with management and the company’s employees to improve the workspace and working conditions of the latter, according to their specific needs. They are therefore always up to date with the latest technologies and innovations to improve workplace quality, while always being open to the needs and suggestions of the employees themselves.

The collaboration and close contact with the employees are of utmost importance in order to tailor benefits and/or training programs that are appealing and that match the real needs of the employees and the company. Workplace Innovation Managers are a “*trait-d’union*” between the management and the employees and make sure that workplace satisfaction and productivity go hand in hand.

1.2. What Does a Workplace Innovation Manager Do?

The role of an Innovation manager is far from one-dimensional. They undertake a wide range of HR tasks: organizing training, administering employee benefits related to the workplace, researching new technologies and innovations to improve the workplace, fostering the willingness of the employees to embrace change and innovation in their daily work. In a nutshell, they undertake all the necessary actions to increase workplace satisfaction through innovative approaches and new technologies, while increasing the health and safety of workers as well as their productivity.

Workplace Innovation Managers are open to employees' suggestions and are continuously in touch with them, creating relationships based on trust.

The final objective is to ensure that workflow is efficient, effective and at the same time runs smoothly to guarantee added value to each and every single stakeholder of the company.

A Workplace Innovation Manager also ensures that all HR-related policies and procedures comply with standard legal practices. They create onboarding plans for new hires to offer appropriate training about the company guidelines and the operations of their department or office.

A Workplace Innovation Manager has a variety of responsibilities depending on the organization and the size of the organization they work for. Typically, they are responsible for organizing meetings, creating a close and trustful relationship between the employees, organizing training, and researching methods of improvement at the workplace.

2. Requirements and Skills

2.1. What Makes a Good Workplace Innovation Manager?

A good Workplace Innovation Manager:

- Needs excellent communication skills to guarantee a constant and productive exchange of information between all levels of the company;
- Is open to novelties and new technologies;
- Is eager to continuously learn (“learning how to learn” - continuous self-driven life-long learning);
- Has critical thinking skills along with practical skills to enable them to develop creative solutions to abstract, complex, and unpredictable problems (critical thinking and problem-solving methodologies and aptitude in problem-solving);



- Is up to date with the newest workplace innovations that are applicable in the company they work for;
- Is able to create trustful relationships with employees, keep in touch with them on a regular basis, are open to their suggestions;
- Has a good understanding of general human resources policies and procedures;
- Has good knowledge of employment/labour laws;
- Has good knowledge of health and safety in the workplace regulations;
- Has excellent communication and negotiation skills (active listening, feedback, respectful communication, persuasion);
- Is able to handle and transform conflicts;
- Has people skills (motivate and get people on board);
- Creates trustful relationships;
- Has cross-cultural and gender equality competencies;
- Has basic knowledge on how to provide training, coaching and mentoring (basic training design, basic behavioral training competencies and coaching/mentoring methodologies);
- Knows how to create performing teams and how to improve team work, along with the desire to work as a team (goal-oriented cooperation) with a result driven approach;
- Is able to assess performances;
- Has good time and self-management;
- Is a leader: is able to lead by example, has self-control and self-discipline, is flexible, open minded and open to change, takes responsibility, is resilient, reliable, trustworthy, and able to make decisions);
- Has computer literacy, extended technical skills in terms of software, etc.

2.2. Responsibilities of a Workplace Innovation Manager

- Management and supervision in contexts of work or study activities where there is unpredictable change;
- Studying new technologies and innovative approaches that help innovate and improve the quality of the workplace along with the health and wellbeing of employees;
- Continuous monitoring of the performance and
 - introduction/implementation of new technologies and approaches to enhance performance and productivity;
- Employee and talent onboarding;
- Organization of training & development initiatives (digitalization, implementation of new technologies and innovative approaches for the workplaces, including flexible work and a combination between work in the office and work in the home office);
- Supporting employees' pro-activeness to innovate their workplace;
- Promotion of programs to create a healthy and conflict-free workplace;



- Organization of quarterly and annual employee performance reviews,
 - including possibilities to improve performance through workplace innovation;
- Ensuring compliance with labor and health and safety in the workplace regulations.