



A TRUE PARTNERSHIP

Customer reference of Hilti Corporation

The Hilti Group supplies the worldwide construction and energy industries with technologically leading products, systems, software, and services. With 30,000 team members in over 120 countries the company stands for direct customer relationships, quality and innovation. Hilti generated annual sales of CHF 5.9 billion in 2019. The headquarters of the Hilti Group have been located in Schaan, Liechtenstein, since its founding in 1941. The company is privately owned by the Martin Hilti Family Trust, which ensures its long-term continuity. The Hilti Group's strategic orientation is based on a caring and performance-oriented culture and the goals of creating enthusiastic customers and building a better future.

awaris.com





Hilti embodies a caring and performance oriented culture - something that may sound like a dichotomy to many. The annual employee survey as well as the network of 70 Sherpas, which are internal trainers and coaches, are providing feedback about the current corporate culture to the management regularly.

With the objective of a consistent cultural development many years ago the so-called Team Camps were introduced. These frequently reoccurring camps are moderated by the Sherpas and within these camps worldwide development topics are discussed.

In 2017 Hilti was faced with the question of which topic to focus on during the upcoming Team Camp. The sector in which Hilti operates experiences just like other industries a time when the world changes faster than ever before, the competition is palpable and the risk of disturbances becomes very visible. Change has become a constant. And there are consequences, of course.



Based on feedback in the annual employee engagement survey, the company decided to dedicate the next phase of this culture journey to address the challenge of managing workload and how to build resilience by creating awareness about the stressors arising in the workplace as well as in individuals' private lives.

The theme of this two-day program, that is rolled out to all 30,000 team members worldwide, was the inseparability of performance and care; it emphasizes that collective intelligence and high performance arise naturally when people take care of themselves and each other and foster a culture of collaboration. Mindfulness practice was a core component of this program. Teams reflect on how they could anchor mindfulness and positive habits in their teamwork to support each other.

Eivind Slaaen, Head of People and Culture Development at Hilti

"Our people have told us in GEOs - our annual employee engagement survey - that we have an issue with workload. Each organization is tasked to address the topic as there are many things we can do better to lower workload.

However, as we cannot slow down the world, we need to find strategies to cope with it, learn to accept it and use it as a source instead of drain of energy. This is the reason why we call this team camp 'Pit Stop Care & Perform'.

We are convinced that we need to take our caring and performing culture - the foundation of Champion 2020 - to the next level. To perform, individually, as a team and as an organization, we need to take care of ourselves."



After the task was clear, the search for the right partner began in order to set up a corresponding program in a short time. As a joint project with

Awaris (former Kalapa Leadership Academy) had already been carried out in the past, the decision was quickly made.



The tasks and objectives of the project were defined as follows:

- Address perceived workload
- Give people options on how to build resilience to deal with overwhelming demands
- The Team Camp should be exciting and experiential
- The concept should be consistent for 30,000 employees worldwide, for each level
- Concrete behaviour for teams and individuals

Of course, the program also has a focus on mindfulness, which supports a basic tenor of culture to help people take care of themselves.

However, it is also important that employees show personal responsibility.

"You can only develop yourself successfully if you are aware of what is happening around you and you can only lead others successfully if you are aware of what is happening in the moment."
- Eivind Slaaen

The special challenge of the program is to make it tangible for all employees on a global level. A crucial point for Hilti is that all 30,000 team members worldwide experience the same program and this also includes the top management and the board of directors.

2019, includes its own app in 15 languages, a digital learning platform, its own visual language, which can be found in training documents and videos and even integrates heart rate variability measurements.

Therefore, a comprehensive Train the Trainer program was implemented. The actual program, which has been in the global rollout since January

The individual elements are brought together in a learning journey and are intended to experience the topic before it is discussed.



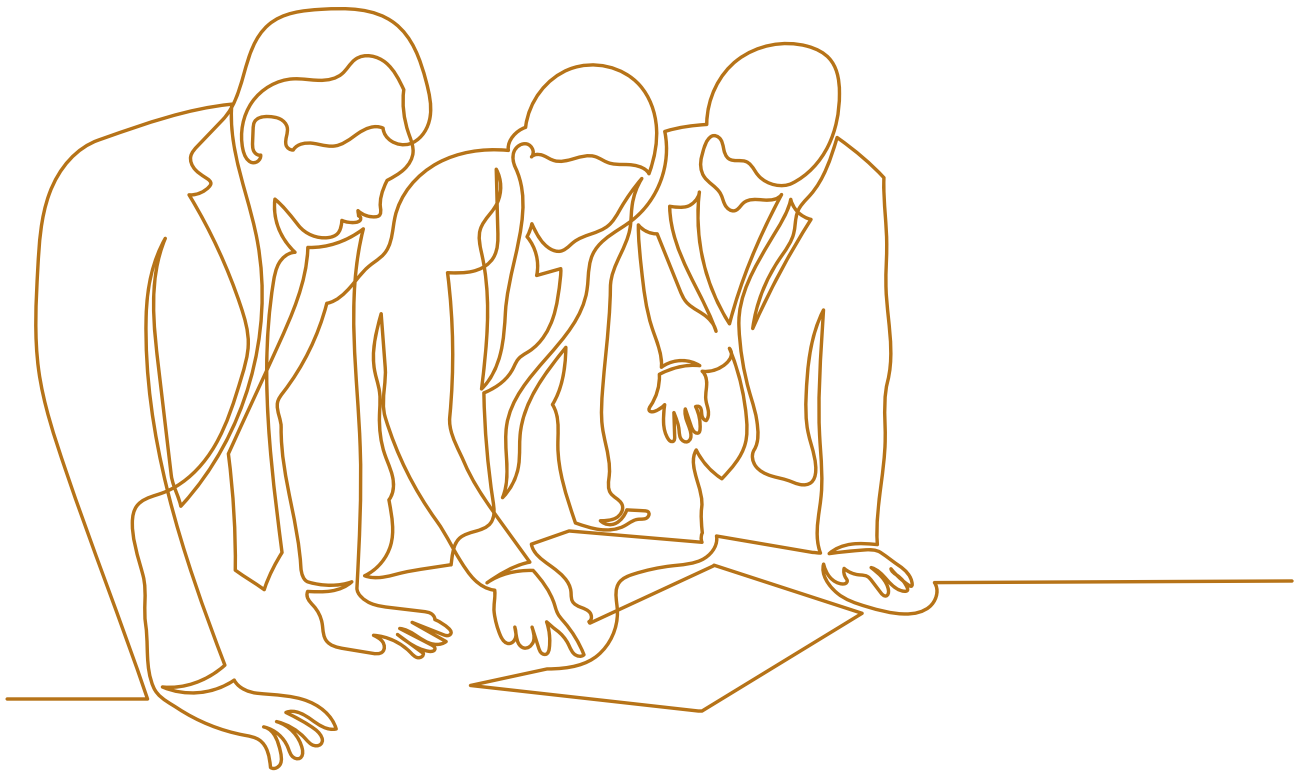


THE PARTICIPANTS' FEEDBACK SPEAKS FOR ITSELF:

"People say it is the best team camp ever! Why? Because it is about them as a whole person, not limited to the business side of life. They say they are proud to work for the company. Right topic at the right time!", Eivind Slaaen concludes.

AND HOW WAS THE COLLABORATION WITH AWARIS?

"Top! A true partnership. Awaris has a tremendous knowledge and experience and is willing to share it with us. They are flexible to adapt to our needs to make the message a relevant topic for 30,000 people worldwide. We challenged them and they challenged us and together we worked out a successful result - a pleasure."



ABOUT AWARIS

Awaris is a leadership development company that combines scientifically proven mindfulness-based interventions with mindset and behavioral changes in the context of complex environments. A major focus of Awaris' work is the neurophysiological dimension of human behavior: Awaris seeks to deeply understand how humans function and what humans require to work well – individually and in groups. Awaris engages with clients in a variety of ways, including face-to-face training that applies blended learning formats, retreats, and train-the-trainer courses. The company also provides proprietary technology solutions to support leadership development, including self-developed mobile apps and a learning platform. Awaris is based in Germany and has a network of trainers in Europe, North America, South America and Asia. It has subsidiaries in the UK, France, Austria, the Benelux region and China.

Awaris GmbH
Genter Straße 8 • 50672 Cologne
info@awaris.com

awaris.com