

Deadline approaches to register for Best Companies Competition

There are only 4 weeks left to register for the 2012 *Sunday Times Best Companies to Work For* Competition (closes 2nd Sept). The list highlights those companies for whom Employee Engagement is a top priority, understanding that engaged, motivated employees makes a company more successful and productive. 8 key factors are considered: Leadership, Personal Growth, Fair Deal, My Manager, Wellbeing, My Company, My Team and Giving Something Back. Companies are evaluated based on employee survey responses and additional

information provided around the subject areas. There are 3 size categories, so any business with over 50 employees can take part. Research by Gallup in 2008 put the cost of disengaged workers to the UK economy between £59.4bn and £64.7bn so it's not just a 'nice to do' but a 'must do'. If you would like to talk to us about how we can help you with your application, or to do an audit of how engaged your employees are at the moment, please contact us at contactus@peopletopia.co.uk or find us at www.peopletopia.co.uk.



The Power of Praise

Unsurprisingly, recent research reveals that managers receive more discretionary effort from employees who feel they are getting recognition for doing something well. Our 5 top tips for giving recognition.

Make sure you're:

Genuine Ensure that you deliver the praise sincerely and warmly without any hesitation. Make sure you're congruent, and your body language matches the words you're saying.

Specific Let the individual know exactly what it is you're praising, so they will know what they need to do again. Try the AID model (Action, Impact, Do), which works for both positive and constructive feedback. 'When you did this, it had this impact on me. I'd like you to do more of it!'

Appropriate Some people would hate being recognised publicly in a team meeting and would appreciate being taken aside to be thanked. Some people love a big fuss. Take some time to find out about them, if you don't know them well already to make sure it's appropriate for them.

Bold Recognition can go in all directions - it's not just a downward chain. If your manager or a peer has done something great, do feel free to tell them. It's sometimes more appreciated when recognition comes from unexpected sources.

Relevant If someone has been working all hours, above what's expected, treat them to a meal for 2 so they can spend some time with a loved one who might have been neglected. If it's been a team effort, reward the team with drinks in the pub or a picnic in the park. Your thoughtfulness will mean a lot and show you care.

Do poor results mean poor morale?

With more companies posting disappointing financial results, it's easy to think that employee engagement in that company, or pride and loyalty in it, will decrease. That's not necessarily the case though. As long as companies have a clear communication strategy and employees feel that they are being communicated to in an open and honest way, engagement levels could actually go up. Ever had a bad experience as a consumer, but the problem was sorted out in a way that exceeded your expectations? Market research tells us that these customers often go on to become the most loyal, and the same can be true for employees within a company.

See our top tips for communicating in this newsletter.

In the next edition we'll be looking at engaging employees who've had prolonged absence.

Is there something you'd like to see in a future edition on Peopletopia? If so, get in touch

contactus@peopletopia.co.uk

Do your managers communicate with quality?



Your organisation's managers play a pivotal role in making sure that the right messages go out to your employees. The way that they communicate company wide information has a massive impact on how your employees feel about the message and on staff morale. Your managers are also at the front line when it comes to fielding concerns and queries following a company announcement so it's crucial that you prepare them well and that they present a united front when it comes to dealing with concerns.

Wherever possible, give your managers time to read through a communication, to discuss questions and prepare answers together before delivering a company-wide message. Give your managers a forum in which they can have their questions answered, and raise their concerns before sending them out to communicate to the rest of your workforce. This should help to give them confidence, to ensure that all staff are given the same information and to present a clear, consistent message to all.

What do Peopletopia do?

We partner with you to drive a productive, engaged workforce, to improve your business and to create your Peopletopia.

We deliver engagement and learning solutions at every stage of the employee lifecycle enabling you to realise the full potential of your people and drive your business results.

Peopletopia believe in working in partnership with you to research your needs, implement new strategies and measure their success in line with your budget.

We're passionate about engagement, passionate about performance and passionate about development.

Whether it's Performance Management, Training Courses, or Employee Engagement strategies, we will find the solution that delivers results for you.

Communicating effectively – some key tips

The most important tip for communicating effectively is to make sure that you are well prepared; these five key points below will help you to focus on some essential areas to prepare.

- Think carefully about the medium, it can be tempting to hide behind email, but this is not always the most effective form of communicating. The personal touch – picking up the phone or talking face to face can often get much better results.
- Think carefully about the audience. Who are you communicating to and have you adjusted your message appropriately? What are the most important pieces of information for this audience, do they need facts, figures and deadlines? Or perhaps headlines and overviews would be more effective?
- Be succinct and honest, particularly when communicating difficult news. If you can't divulge some information, or if there are things yet to be decided, be honest with your people about when they can expect to get answers to their questions.
- Check understanding – make sure that the message you wanted to communicate has got through clearly. It's easy for the most important part of your message to get lost during the communication process, so are you sure that everyone has walked away with the right message?
- Consider the impact. What are the potential repercussions for your audience? How might what you've said effect people? Try to anticipate the questions that your communication might raise and prepare yourself.

Peopletopia can help to improve your managers' communication skills through training or coaching - if you'd like to discuss your needs, let us know.

Finding out more and getting in touch

You can find out more about us at www.peopletopia.co.uk

Email us at contactus@peopletopia.co.uk

Special Offer! Recommend us

If your recommendation (either internal or external) results in us signing a new client before our next newsletter in November, we'll send you either a case of wine or a half case of champagne (your choice!) to celebrate.