



Welcome to the latest edition of Peopletopia! This time, we're looking at:

- The Peopletopia Engagement Model- Leadership
- How Leadership impacts engagement
- Leadership barriers to engagement
- The Art of Delegation
- Peopletopia are published! How to get your **free** copy of our new booklet
- The new, improved website
- The Peopletopia event – Engagement on a Budget – sign up for your place.

### A busy month, short-term sunshine and running for life!

It's been another busy month for us at Peopletopia. Whilst enjoying some surprise (albeit short-lived!) sunshine, we've recreated our website, we've published a book and we're planning our May workshop.

On top of that, we're going to need to find some time to fit in our new fitness regime, as we've signed up for the Race for Life in July. Any tips that you can give us on getting fit would be much appreciated! Signing up for this has provided an interesting alternative focus for us during a really busy time, as well as being something that gives us a sense of pride and achievement in helping a brilliant cause.

These kind of events are a great way for you to engage your employees, it doesn't have to be a sporting event, but any way in which you can bring people together in the name of a good cause helps to foster great team spirit, a sense of unity and achievement alongside doing some good.

Whether you have a company nominated charity or would just like to help a charity as a one-off, have a think with your colleagues about how you and your team could get together to do something different that supports a worthy cause.

### The Peopletopia Engagement Model

We know that great leadership is crucial to engaging your employees. But what does that mean? What are the things that a leader must do to improve engagement in an organisation? The Peopletopia Engagement Model identifies the key drivers of engaging employees in an organisation, and breaks each driver down into five further key areas. The five main drivers are displayed below, and in this newsletter, we're looking in more detail at Leadership.



The key elements of Leadership as a driver for employee engagement are:

**Trust and Respect:** Do your leaders inspire trust, behave with openness and honesty and do they show the ability to trust in other people?

**Lead by Example:** What are the values and behaviours that mean the most to your organisation? Do your leaders model these behaviours?

**Listen:** Are your leaders able to listen to the employee population? Does your organisation provide the right mechanisms for your employees to feedback to leadership teams and does the leadership team show that they listen to and act upon feedback?

**Set clear direction:** Employees will naturally look to their leadership to show them the way. Are your leaders clearly communicating the route that your organisation will take and the destination that they wish to reach? Without this, how can you expect your employees to make the right choices and decisions along the way?

**Inspire:** Leaders need to provide role models for others within the organisation. Who do your employees look up to? And how do they set about inspiring others?

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

[contactus@peopletopia.co.uk](mailto:contactus@peopletopia.co.uk)

## How does Leadership effect engagement in your organisation?

In any organisation, employees look to their leadership team for direction, encouragement and feedback. We look to top management to show us the way and to set the pace for the business. But what impact does leadership have on the engagement levels of employees?

- Trust in executives can have more than twice the impact on engagement levels than trust in immediate managers does.
- Executives aren't getting the basics of performance right. Creating an environment that supported high performance is the item that received the least favourable response in a recent Blessing White Survey, but had the strongest correlation with engagement levels.
- Only 51% of employees in Europe trust their senior leaders (BW)

## The New Improved Website!

We're **delighted** to launch our new, improved Peopletopia website! We've added information, you can download our course prospectus, you can sign up for a free copy of our new booklet – Engagement on a Budget – and we'll continue to add useful resources and articles.

You can also have a look at one of our videos on the site, or by going to the Peopletopia Youtube channel <http://www.youtube.com/user/Peopletopia> where we have brief learning videos on feedback, leadership, engagement tips and building an engagement strategy.

You'll also see that we now have a "Members Zone". Our members benefit from weekly tips, access to a wide range of resources including templates, videos, presentations as well as free consultancy and reduced price places at our and events. To find out more, please get in touch.

Visit our new site at [www.peopletopia.co.uk](http://www.peopletopia.co.uk)

## Inspiring? How do I do that?

We're often asked about this. What does it mean to inspire others, and how do you do it?

Unfortunately there is no simple answer, but a great starting point is to look at the types of people who have inspired you and think about why. Try to identify the behaviours and traits that they have and work out how you can build those same traits.

It's important to think about what kind of leader you want to be and set yourself a clear vision of that role. Have a look at our brief learning video on Youtube to learn more. <http://www.youtube.com/watch?v=bJx3MFWM3qo>

## Barriers to engagement

90% of leaders say engagement directly impacts their business' success. So it's staggering that **75% of leaders have no engagement plan** or strategy. Why is this? Often employers don't know where to start. Other companies start activity they think will make a difference without really understanding where they are now and where they hope to get to. Others try to understand where their areas of improvement are and try to rectify them all at once, and are often then disappointed when engagement doesn't improve.

In our experience, we've found that among those leaders who are concerned with employee engagement, there is great variability in their views and commitment to it.

Often the potential of employee engagement is underestimated and it is seen as a 'tick in the box' exercise – something that should be done but underneath there is no commitment to seeing it though. Engagement needs to be seen as a way of doing something within an organisation, something that is central to its DNA. If it is seen as a project or an initiative, it is likely to fail or at the very least lose impact and momentum as something else comes up that is seen as being more critical.

To ensure that something else isn't seen as more critical, ensure that all leaders in your organisation know the impact it has on employees and your company's performance. For those looking after customer facing staff, emphasise the impact on customer satisfaction. For those in HR, focus on the improved performance and improved retention of engaged employees. For those in Finance, focus on the impact of engaged employees on the bottom line. Whatever you do, keep the focus on engagement and ensure that it is at the heart of everything you do.

Your business will perform better as a result.

Finding out more and getting in touch

For latest news, useful information and hints and tips on engaging employees, visit [www.peopletopia.co.uk](http://www.peopletopia.co.uk)

Email us: [contactus@peopletopia.co.uk](mailto:contactus@peopletopia.co.uk)

Call us: 0845 415 4106 or 0845 415 4107

## The Art of Delegation

So you've been made a manager. Brilliant news. It's a really exciting time, but there's a lot to learn and not much time in which to learn it. You've been used to focusing on the task, getting things done, being a "do-er", now it's time to take a step back, to make sure that your team are focusing on the right tasks, getting things done, being do-ers and freeing up your time to learn and to manage. But where to start?

Many new managers (and in fact well-established managers) find delegation really difficult to master, they fear letting go of tasks that are familiar, comfortable and enjoyable, or things that they feel they do really well. They don't want to feel like they are dumping things on people, and they want to know that it's been done right. Delegation sounds like a dream come true, but it can be difficult to get it right. Have a look at our tips on delegating to help make sure you and your managers get it right. You'll also find a tips sheet available on our website, in the resources section.

- Think about what. What needs to be delegated? Is it a whole task, or is it a part of a larger task that several people will work on?
- Think about who. Who is the best person for the job? Who has the right skills, confidence and crucially, the time to complete the task well?
- Think about why. Why does the task need to be done? What is the overall aim of the task? This helps an employee to understand the priority and the parameters of the task
- Think about how. How will completing the task benefit the employee? Is there a learning or development opportunity? Will it help them to become your team expert on something? Is it great profile? These could all be great ways of encouraging someone to commit to a task, although it's worth noting that sometimes it's simply that the task must be done.
- Think about measurement. What is the desired outcome? What's the timescale? What are the KPI's? How will you and the employee know that they're on track with the task? How often do you need an update?
- Think about support. What kind of support is the employee likely to need in completing the task? It may be something that they can just run with alone; even so, you may need them to check in with you from time to time. Maybe they will need some coaching or support from you or from someone else, particularly if this is a developmental opportunity. What should they do if they get stuck?
- Think about communication. Considering all of the points above before you delegate the task should mean that you are well prepared to brief your employee. Think about whether you are likely to encounter any resistance from the employee and how you will tackle this. Make sure that your briefing included a two-way conversation on the task and allow your employee the opportunity to ask questions and clarify details. Check their understanding and agree follow up or progress meetings that should take place.

## Training Courses with Peopletopia: Delegation

The Art of Delegation Workshop is aimed at managers who struggle to delegate the right things to the right people, or who struggle to let go.

This workshop will equip delegates with the skills and understanding to select the right tasks to delegate, identify the right team members to delegate to and the right information to ensure that a job is well done.

Please note that this half day workshop can be combined with the essentials of MBTI (The Myers Briggs Type Indicator), to fill a full day. This focuses on helping managers understand the psychology behind delegation and how to avoid conflict with different personality types.

Contact Peopletopia to find out more

## Engagement on a budget – we're published!

At Peopletopia, we're passionate about Employee Engagement. We know that investing in engaging employees is an effective way of building your business and differentiating yourself from your competitors. Research shows that in business we need to focus on engagement, as engaged employees add more value, are more committed to your success, are less likely to leave and less likely to take a sick day.

It seems like a no-brainer. BUT times are tough, and in a difficult economic climate it's often the case that the budget for things like employee engagement gets cut.

At Peopletopia, we're also realists. We understand that budgets are not limitless and that the solutions that we recommend need to be cost effective. With this in mind, we've put together "Engagement on a Budget", giving you 34 powerful and practical strategies that you can implement in your business, to improve performance without breaking the bank.

And in the spirit of **saving money**, you can sign up to request a **free** copy via our website: [www.peopletopia.co.uk](http://www.peopletopia.co.uk)

## Join us at our next workshop

Our workshop, 'Engaging your people without blowing the budget' will give you some practical, tried and tested strategies for how to engage your employees without breaking the bank.

At just £90 (plus VAT) per person, can you afford not to attend? You will also receive a complimentary copy of our new book, 'Engaging your People without blowing the budget'.

**When: Thursday 17<sup>th</sup> May 9 am– 12.30 pm**

**Where: The Hilton Hotel, Drake Way, Reading, Berkshire, RG2 0GQ**

**What are we covering:**

0900 – Arrive for networking, coffee and Biscuits

0930 – Workshop begins

- What is Employee Engagement?
- Can you afford not to engage? The latest evidence on the benefits of engaging your employees
- Our top 5, most impactful strategies to engage your employees with little or no budget

1230 – Workshop ends

We look forward to seeing you there.

**PS - We are offering an early booking discount of 33% if you secure your place before Friday 20th April, reducing the cost to £60 per person plus VAT, so get in quick!**

## Engaging your people without blowing the budget: Tip #2

We're keen on all things engagement here at Peopletopia – we are also committed to finding ways to help improve engagement without breaking the bank. Here's tip number two:

### Conduct a Focus Group

Many companies try to re-invent the wheel when it comes to ideas for employee engagement, but this is often not necessary. We have found that in a number of organisations the problem is one of lack of awareness, rather than lack of engagement initiatives.

Do your employees know about all of the things that you do? If they know about them, do they like them? What's important to them when it comes to engagement? If you've completed your audit (tip#1), you can use the information you've gathered as the basis for your focus group discussions. You may find that you need to spend more time building awareness, rather than having to come up with new engagement initiatives.

**For more information and ideas on engaging your people without breaking the bank, you can request a FREE copy of our book by visiting our website and entering your information.**



## About Peopletopia

At Peopletopia our experience tells us that the best results come from businesses who give the best to their people and who get the best from their people.

We partner with businesses through consultancy and through training to:

- Engage your employees more effectively, thus saving money by reducing absence & attrition and increasing innovation and productivity
- Provide the right Learning and Development solutions to ensure your employees are equipped to perform their best

We are employee engagement experts who know that if you put the effort into engaging your people in the right way, your organisation will reap the benefits – a balanced relationship between employee and employer is the most effective and productive approach.

## Charity Calendar

Partnering with charities is a great way of engaging your employees and giving them an opportunity to give back – if you have an event that you'd like us to publish here, let us know.

### Events coming up:

- Virgin London Marathon: 22 April
- Lands End to John O'Groats Cycle Challenge: 1st May
- National Doughnut week! 12 – 19 May
- Best Paw Forward Highgate: 13 May
- BUPA Great Manchester Run: 20 May
- British Gas Great London Swim: 26 May
- BUPA London 10K: 27 May
- Dartmoor Cycle Challenge: 27 May
- Edinburgh Marathon Festival: 26 & 27 May

**Good luck if you're taking part!**

We've sent you our newsletter as we thought you might find it interesting and useful, if you'd rather not receive future editions, please email us at [contactus@peopletopia.co.uk](mailto:contactus@peopletopia.co.uk) with *no thanks* in the subject line.