



“Practical simplicity”

Newsletter

Summer 2011

Pet&r

Personnel, Equality, Training and Recruitment

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Find and Win that position

Times are tough and unfortunately many people are facing redundancy and those entering the job market for the first time are facing increasing competition. So how do you increase your chance of winning that position?

1. Work out what you can offer and where you should be looking by doing a skills and interest audit and creating/updating a personal development bank.
2. Use your networks, trade journals, on line facilities etc. to find jobs.
3. Don't go for anything or everything, search for the right job which suits your skills and matches your interests. This way you will be more enthusiastic and will do your best to impress and it will show.
4. Do your research. Get as much information about the job and the organisation as possible.
5. Read everything thoroughly including the job description, person spec. and application forms. Truthfully assess your skills etc. against those in the person spec., especially the essentials and if you don't have them don't bother.
6. Customise your CV and covering letter to match the requirements of each job. Emphasise the skills and knowledge you have that matches the job description etc. and check typos!

7. Market yourself positively but truthfully, don't be shy but don't lie.

If you have sourced jobs you can do and marketed yourself well with any luck you will be invited to an interview. Here are some tips to shine out from the crowd.

- Prepare, prepare, prepare, research the organisation and check the job description etc.

- What questions would you ask if you were them.

- Read through your application to check what you said and have an idea of the examples you want to give.

- Practice with friends, colleagues or a professional

- Dress to impress but suitable for the position

- Be on time, preferably 15 minutes early to compose yourself

- Stay calm and stay focused.

For more advice and support in your job hunting, why not book a place on our open course **Finding a Job/Being Interviewed** which is being held on Tuesday 16th August. This full day course will help you **use** the advert, job description and documentation to tailor applications and gain experience of being interviewed. For more information contact lynne@petandr.co.uk.

Handling Performance Problems

Even the best run teams can run into problems occasionally, the trick is to ensure there are procedures and remedies in place to deal with them quickly to stop them developing into huge problems. But it will only work if you plan and implement it properly.

A good performance management system will set objectives of what is expected from employees. These should be SMART objectives so they can be easily monitored and evaluated. If these are in place then you can monitor performance against the objectives.

Within this system there needs to be guidance and procedures for dealing with performance problems including capability and disciplinary process. However, it is better for all concerned, including the business, if problems can be resolved before any formal discipline process is instigated.

For more advice and support in dealing with performance problems why not book a place on our open course **Handling Performance Problems** being held on Wednesday 28th September. This one day course will look at simple ways to identify and analyse problems, help you select appropriate options and practical solutions and monitor and review progress. For more information contact lynne@petandr.co.uk.

Stop Press!

Pet&r has just become an OCNเนอร์ Recognised Centre. This means we can provide courses from OCNเนอร์'s bank of accredited units as well as gain accreditation for our own bespoke courses. It replaces our previous NCFE Accredited Centre status as it provides us with greater flexibility to provide our bespoke courses with the added value of recognised accreditation if wanted.

We are in the process of developing our OCNเนอร์ portfolio and will provide a list of accredited courses in the Autumn newsletter.

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Talent Management- a driver for success

People are an organisations most valuable asset. In today's economic climate it is more important than ever to effectively manage your talent so it can act as an important driver of business success. It can be the difference between survival and failure.

Traditionally, talent management has focused on senior managers or 'high-potential employees', but increasingly businesses are realising that talent management throughout an organisation is important.

There are two key objectives of talent management, **recruiting** and **retaining** key staff at all levels to help the organisation develop.

Recruiting – it is important to get the right people for the right job.

Recruitment costs a lot of money and you want a significant return for that investment. The key here is to have robust recruitment processes in place, and use them. Get the job description and person spec right and word you advert in an interesting way to attract the calibre of people you want. Interviews give you the chance to delve deeper and see if the person would fit in to the organisation because no matter how good they are if they upset the rest of the team productivity will suffer and defeat the object.

Retention – once you have your ideal employees you don't want to lose them and take their knowledge and skills somewhere else. People want to feel valued and enjoy coming to work so you need to demonstrate this.

It's not just about putting people on courses to upskill for the job they do, it is also about showing them you value them personally and developing them in a more rounded way. This can include coaching or training in areas outside their normal work situation so they can progress to other areas or develop personal interests which will benefit the organisation in the long term.

A wide variety of activities should be used which are appropriate to the organisation, the job and the

individual and could include coaching, in-house development programmes, secondments, mentoring/buddying, job rotation, shadowing and 360 feedback.

With any Talent management system it is important to ensure it is regularly reviewed and evaluated to ensure it is current and fit for purpose. Make sure you involve staff in this and that any talent management activity is linked to required business outputs.

Work stress on increase in North East

The current economic climate has resulted in greater workload and increased pressure in many organisations and it is causing health problems for employees.

Recent research by Sovereign Health Care has shown that over half of North East employees are more stressed than a year ago and one in five say they have become ill from work with stress as the main reason.

Also over half said they felt their organisation should provide more personal health and well being support with a staggering 63% saying that their employer is providing minimal or less than the legal requirement for support in the workplace. Nearly half said they would leave their current employer for a better benefits package, even if they stayed on the same salary.

If you are worried about workplace stress **Pet&r** can help by providing training for front line staff and managers in resilience and mental toughness, effective self-management, and HSE stress management standards and competencies.

Ethical and sustainable catering

Everyone is being encouraged to think before they buy and take into consideration the impact their purchases and services have on the environment and on people in developing countries.

Food has a carbon footprint from the way it is produced including fertiliser, pesticides and greenhouses etc., how far it has travelled to get to you and the method of transport (sea, air, land, refrigeration etc.). So the more local produce you buy the more you help the planet, and local businesses.

Using fresh, local seasonal produce is better for you and the environment so think more about Buy Local when looking at your catering needs. This will also increase your business network and raise your profile, and potential faster delivery times.

Back in 2008 **Pet&r** took the decision to buy only Fairtrade tea, coffee and sugar and ask for it at venues etc.

Fairtrade is a strategy for poverty alleviation and sustainable development. Its purpose is to create opportunities for producers and workers disadvantaged by the conventional trading system. They are encouraged to and operate sustainably and not use forced labour. In return they get a fair price for their products, alleviating poverty and helping the environment.

Fairtrade products are now widely available in supermarkets and are not much more than other brands so why not Buy Local and change to Fairtrade so you can help people and the environment while you are sitting having your cuppa.

Courses and Services

HR Consultancy, Research, Advice & Guidance; Recruitment and Selection Testing; Policy & Strategy Development; Management Coaching & Mentoring; IIP Support & Corporate Action Planning.

Leadership, Management, & Supervisory Development; Conflict Resolution, Harassment & Bullying; Customer Care & Interpersonal Skills; Equality & Diversity Training;

Work Team Health Checks and Repair Clinics, Team Toughness, Recruitment Training, Mental Resilience, Assessment Interviewing and Selection Testing.

Public Consultation, Social Research, & Event Management. Sustainable Development and Sustainable Lifestyle Training, Volunteer Development, Retained Advisory Service.

ILM Accredited courses

If you would like to know more about our work, please visit the web-site www.petandr.co.uk, or contact lynne@petandr.co.uk.