



# “Practical simplicity”

## Newsletter

### Winter 2009

# Pet&r

Personnel, Equality, Training and Recruitment

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#### Recruit now?

These are tough times and many would think not the right time to recruit but it could be just the right time to increase your talent pool. However, you need to get it right, first time, to make a sound business decision.

The key is to find the **right person**. To do this you need to do a lot of preparation before you even advertise.

- Look at what skills you think you need in your staff, now and in 5 years time by looking at your business plan and sector trends.
- Do a skills audit of existing staff to see the full range of skills you have.
- Identify skills not currently being fully used and start using them.
- Identify skills which can be increased through training.
- Fill the remaining skills by recruiting.
- Develop an **appropriate job description and person specification** to attract the right candidate.
- Once you have decided what you need, **don't compromise**. Stick to it and if you don't find exactly the right person to match, don't recruit.
- Advertise in appropriate places, **think out of the box**.

- Promote your business credentials, especial CSR to be attractive to potential candidates.

- Decide on the **appropriate** selection techniques including interviews, presentations, assessment centres and psychometric testing.

**Pet&r** offers a range of services linked to recruiting including skills auditing and recruitment documentation preparation. We can also develop bespoke assessment centres, conduct psychometric testing such as ILM 72 and MTQ48 Mental Toughness assessment, and act as a critical friend during interviews.

#### Motivation Is.....

vital for businesses to succeed during these difficult time. It is a supporting and developing activity, not a bullying one.

We have all seen both big and small businesses go under or down size recently. No-one feels safe, people start worrying about their positions and some start looking elsewhere which might be more secure.

This de-motivation can have a serious effect on performance, in fact this fear of the future can turn into a self fulfilling prophecy. It can also result in workplace stress which in-turn can result in health problems and absenteeism.

If you have a well performing workforce you need to make sure you keep them, nurture and develop them so that they work with you through these hard times.

A recent survey by Hays showed that motivated staff can improve performance by up to 30% and they are 2.5 times more likely to exceed performance expectations.

Often these feelings come from the top so managers need to look at their own motivational state before being able to motivate staff, people can sense insincerity a mile off.

- Look at successes and shout about them from the roof tops.
- Break large issues down into bite sized chunks, they never seem as daunting and there is a good feeling ticking them off.
- Get a coach/mentor to bounce ideas off– a problem shared is a problem halved.
- Set SMART, but tough objectives with personal penalties if you don't meet them.
- Show staff what you are doing so they know you are with them.

Once **you** are motivated you can start motivating staff.

- Get to know them, talk to them and show interest and concern. Find out what interests them and then try and find things for them to do linked to those interests.
- Praise immediately and be specific not just 'good job'.
- Challenge people through training or new responsibilities but be supportive and realistic, don't just dump on people.
- Encourage ideas and dialogue through employee consultation or suggestion box etc.
- Act on ideas gained as failure to do so will give people the impression you are just doing it as a tick box exercise and you don't really want their input.

**Pet&r** has significant experience of acting as a coach/mentor for managers to help them formulate where they want to go as well as developing bespoke team health check sessions to increase team cohesion.



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## Coming Soon

**Pet&r** has just received approval to deliver the ILM Level 2 Certificate in Team Leading. This course has been specifically designed for team leaders with limited authority for managing resources that are looking to motivate their team members and achieve agreed outputs.

The wide choice of optional units gives a high level of flexibility to allow the qualification to be tailored to suit particular needs. However, we have put together a comprehensive mix of units which we can offer which include:

Managing yourself; Developing yourself as a team leader; developing your team; Induction and coaching in the workplace; Leading your team, Dealing with change; Briefing your team; Planning and monitoring work; Motivating the team to perform and Diversity in the workplace.

In conjunction with the above certificate we are also able to offer 2 further qualifications developed by ILM in partnership with Cogent, the sector skills council for chemical, pharmaceutical, oil and gas, petroleum and polymer industries. They include the Level 2 Award in Personal Development and Level 2 Certificate in Team Leading, embedded in the Cogent Gold Standard national framework for competency and professional development across this sector.

For more information please contact Lynne.

## Save the Planet - Save Money

Increasingly, the environmental impact of businesses is being scrutinised and those who reduce their impact gain greater favour with prospective employees, customers and the public. Also taking a more sustainable stance can improve performance and profit through lower costs and greater innovation.

We have benefited from;

- Turning a thermostat down by 1 degree to 18 degrees C which can save 8% of an organisation's heating costs and reduce the Climate Change Levy.

- Using energy saving light bulbs wherever appropriate.
- Using electronic communication methods and printing double sided reduces stationary costs. We try and send all our invoices out using secure PDF files via e-mail.
- Recycling or re-use reduces waste removal costs.
- Installing low flush toilets or a Hippo in existing toilets and maintain plumbing and electrical equipment.
- Investing in energy efficient driving courses for staff, developing a business travel plan, using public transport as well as more energy efficient vehicles.

Further information on environmental improvement measures can be found in our Practical Simplicity Guide to Environmental Responsibility.

## Internships

The government is encouraging employers to offer internships, but employers should be aware of their employment and legal status.

A key thing to remember is that interns should be volunteers and not take the place of a paid employee. Interns are there to learn and gain experience.

If they are taking on duties and expectations of an employee, they need to be treated and paid as such which includes minimum wage, working time directive and sick/holiday entitlement.

The CIPD has developed an Internship Charter to assist employers recruit and manage interns based on six principles:

- 1. Recruitment-** must be open, fair, equal as with any recruitment
- 2. Induction-** this should be the same as for an employee
- 3. Supervision-** needs a dedicated person to mentor them
- 4. Treatment-** needs to be professional and within the law
- 5. Payment and Duration-** expenses only, 4 months max.
- 6. Certification/Reference and Feedback-** certificate or reference letter and feedback from them.

For full details of the Charter visit the CIPD website [www.cipd.co.uk](http://www.cipd.co.uk).

## Forthcoming Open Courses

### Being Interviewed (Half day) – 22<sup>nd</sup> January 2010

- **use** the advert, job description and supporting documentation to tailor your application and make it easier for employers to **select you** for interview

### Dealing with Difficult People – 18<sup>th</sup> February 2010

- addresses the issues and problems surrounding the management of team members as individuals including techniques for isolating and analysing individual performance problems by discussing and examining real-life problems.

For more information on these and our other courses, please visit our website or contact Lynne.

## 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; Customer Care & Interpersonal Skills; Equality & Diversity Training; Conflict Resolution, Harassment & Bullying.

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

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

***For a practical, focused and cost effective approach to a wide range of HR issues leading to real and sustainable change in workplace culture.***

***If you would like to know more about our work, please visit the web-site or contact Lynne at [lynne@petandr.co.uk](mailto:lynne@petandr.co.uk).***