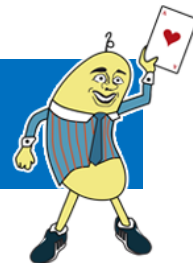




Perriam & Partners

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EMPLOYER NEWS 2020

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THANK YOU IS ALL IT TAKES TO KEEP STAFF

In recent years unusual perks and rewards have increasingly been used as differentiators for many organisations.

From taking 6400 staff on holiday, as Chinese conglomerate Tiens Group did in 2015, to offering egg freezing to female employees, as Apple and Facebook have done, businesses have looked for new ways to attract and retain good staff. But, according to recruitment company Hays, the answer is much simpler.

"Headline-grabbing perks have been a trend for many organisations in recent years," says Adam Shapley, managing director of Hays, New Zealand. However, when it comes to attracting and retaining the top talent, improving staff recognition is usually a lot more beneficial."

He believes that a simple thank you for a job well done is more than sufficient.

"The fact that so many workplaces are foregoing recognition is concerning, given the impact doing so can have on a business, including its culture," says Shapley.

A 2017 Global State of Employee Engagement study by Officevibe, which surveyed 1000 organisations in 157 countries, found that 63 per cent of employees feel they don't get enough praise, with 8 per cent never receiving it.

"Recognition has a tangible impact on each one of them. When it is used to improve culture, we have seen a significant impact on an organisation's ability to retain, engage and attract talent. For example, we saw engagement increase 129 per cent in organisations that move from weak to strong recognition practices. Additionally, people stay with an organisation two to four years longer when best practice service recognition is implemented."

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He says employee appreciation doesn't have to be expensive to be beneficial.

"It's more about taking the time to recognise success and make your employees feel valued. It should be personal and therefore more effective. Good bosses know what motivates and engages their staff and will take the time to treat them as individuals."

A successful recognition programme involves recognising not just what an employee has achieved but also how they achieved it.

"Employers need to be clear about what they are recognising people for," he explains. "All too often, recognition is for a successful outcome. It should also focus on how the employee achieved the desired result."

"Employee recognition is about creating an emotional connection between employees and the company, while supporting the work employees do and staying authentic to the company's values," says Tatiana Braz Garbossa, HR manager Latam at Hays. "If you don't listen to your people, and if you don't know what their aspirations and motivations are, you can invest a great deal of time, money and energy on employee recognition without getting any real results."

STAFF RECOGNITION

Say 'thank you' — a simple deliberate 'thank you' increases an employee's feeling of appreciation by 116 per cent, spontaneous praise increases it by 172 per cent, while formal recognition increases appreciation by 355 per cent.

Recognition from the top: effective employee recognition must be led from the top, with the employer or manager recognising the contributions of employees. This could be in tangible ways, such as presenting an award, or intangible ways, such as verbal praise.

Peer-to-peer recognition ensures everyone in the organisation play a part in recognising the often quiet but critical high performers.

Utilise internal social media — use recognition-specific tools or apps, to instantly recognise workers who go the extra mile, with the results displayed on the staff intranet or company social channels so that anyone can see them.

Annual events — annual recognition awards events single out the top performers, for example in the customer service arena or for demonstrating company values. The effect is often to inspire other employees to do the same.

Source: Hays

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SETTING YOUR STAFF UP FOR RETIREMENT

Are you setting your employees up for a good retirement?

Most employers probably want to focus more on the work their employees are doing in the present than think about what the future might be like when they stop working. But employers can play a big part in helping people get set for a post-work life, and in a tight labour market, this sort of assistance can make you a sought-after place to work.

Here are a few ways you can help your employees get the best out of KiwiSaver.

Talk to employees about their KiwiSaver fund choices.

When people start a new job and are not currently a member of a KiwiSaver scheme, they're defaulted into a default fund. This is fine for a short period of time but if they're going to be in the scheme for a while, a conservative default fund probably won't deliver the best returns. You can point your employees to online guidance to help them determine an appropriate fund (there are lots of online advice platforms around), or strike up a relationship with a KiwiSaver provider or financial adviser to provide assistance to your staff. You shouldn't try to give this advice yourself.

Encourage higher contribution rates. A 3 per cent contribution rate will probably not deliver most people the retirement lifestyle they desire. You could talk to staff about how they could increase what they contribute, perhaps bumping it up every time they get a pay rise. You could also offer to increase your own contributions to their KiwiSaver account instead or as well as a pay increase when you do an annual review.

Make KiwiSaver contributions in addition to salary. Some employers now negotiate with their staff so that their employer contributions to KiwiSaver are part of the overall salary package – that is, they'd get that amount in the hand if they weren't in the scheme. This can make the whole idea seem less appealing. If you make your contribution an additional extra only to members, it'll be more attractive.

Source: nzherald



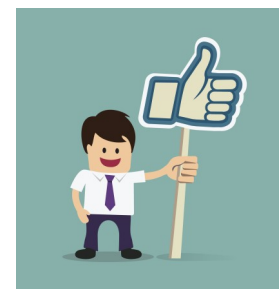
MOVING FROM “SHE’LL BE RIGHT” TO IS SHE/HE OKAY?

Given New Zealand's suicide statistics, here's a reminder that, as employers, we can (and should) be doing more to support those who work with us. Although it's not until recent years that it's started to truly pick up momentum.

Depending on who you ask, well-being encompasses anything and everything from health and safety standards, yoga classes, smoothie bars, mindfulness practices and the provision of mental health days.

For any Kiwi employer, the most stringent health and safety standards should be a given but when you consider that New Zealand's suicide statistics have just reached a new record high, it's a sobering reminder that, as employers, we can (and should) be doing more to support those who work with us.

The truth is that all the workplace safety policies in the world won't be genuinely effective unless you're also supporting and building people's mental resilience and well-being in their daily lives. That means creating an environment where staff feel safe to have brave conversations, know they're being listened to, and are given the tools to help themselves and others.



RECOGNISE

Teaching staff to recognise “busy brain” - when their brains are overloaded with information, and their decision-making skills are compromised, and equipping them with techniques to manage and overcome this.

TALK

Acknowledging that it takes courage to talk about mental health or speak up when something is not safe and empowering staff with techniques to be able to have those tough conversations—with each other, or with any support services they may need to engage with.

CONNECT

Teaching staff to notice patterns of behaviour or circumstances which may signal that a friend, whanau member or colleague is struggling—and how to connect them to professional help. Our bespoke programme, Mates in Tairāwhiti—based on the Australian initiative, Mates in Construction—is now being rolled out across Gisborne, Wairoa and the East Coast.

SUPPORT

Developing and reassessing company-wide policies which ensure ongoing support and enhancement of mental well-being, including access to Employee Assistance Provider (EAP) counselling services, and mental health days.

For many businesses in New Zealand, including our own, delivering these sorts of programmes (and doing it well) requires that same fundamental shift in culture, from “she'll be right” to “is he/she okay?”

This is particularly true of sectors such as construction and other labour-intensive industries, which predominantly employ men—and many between 20-40 years, traditionally our most at-risk group when it comes to matters of mental health.

Source: Matt Todd, Management.co.nz, Dec 2019/Jan 2020 Issue