



the monthly croak

Our apologies that this May edition will be reaching you in June. It has been a very busy month for the frog team with a couple of out of Christchurch trips and the completing of a half marathon or two! In this month's issue we outline our new workshop & seminar range, we have a guest writer talking about the importance of outplacement support and we review a book called Influencer.

kissing frogs introduces employee engagement training options

We have been asked by a number of people if we run employee engagement workshops as a way of introducing the concept of engagement to a wider audience within their organisation. In response we have developed a workshop titled:

How actions & attitudes impact Employee Engagement (½ day Workshop)

The aim of this workshop is to give individuals an in-depth understanding of Employee Engagement and how they can affect Engagement levels within an organisation.

It is aimed at Managers, Supervisors, Team Leaders and ideally anyone who has staff reporting to them.

The topics covered will include:

- What is Employee Engagement?
- How Employee Engagement impacts organisational performance
- What are the signs and symptoms of an engaged workplace
- How to create a long-term Engagement Culture.
- How individual actions & attitudes impact Employee Engagement.
- How to translate insight into action.

Those that attend will learn how to:

- Increase productivity through engaging those around them
- Increase profitability without redundancies.
- Improve the organisations customer service levels.
- Energise workmates.
- Improve morale.

In addition to this we have developed a seminar titled:

Employee Engagement - Getting employees to turn on not just turn up (1-2hr Seminar)

This is aimed at managers, supervisors, owners etc and will give those who attend an in-depth understanding of Employee Engagement.

Contact us if you would like to schedule or discuss a workshop/seminar for your organisation or professional group.

the value of redundancy outplacement support

The value of outplacement support (e.g. cv preparation, interview techniques and job search skills provided to employees experiencing workplace changes or redundancy) is in maintaining a positive public image of the employer. Terminated employees who have been treated fairly & with dignity by their employer generally speak well of the organisation within their work related & personal circles.

Under the ERA, employers need to act in "good faith" extends to employers consulting with employees about the changes to the business.

"Good Faith" practices include:

- giving appropriate notice about any redundancy proposal
- being open minded to alternatives to redundancy, such as redeployment, and
- offering counselling and career advice services such as outplacement services, e.g. cv preparation interview techniques and job search skills

Using outplacement services demonstrates to the employees & the public that the business has a conscience. It makes a strong statement to surviving employees that they are valued & that money, time & effort are being spent to ensure their continued satisfaction on the job.

So, aside from the moral obligation that employers have to genuinely assist & support employees affected by redundancy, providing outplacement services has a positive impact on the bottom line & provides significant return on investment.

Written by Hilary Sinclair-Hyde, HR Consultant for [HR Alive](#) – if you are considering reducing staff numbers and would like some advice you can contact Hilary on [email](#) or phone 021 033 6899

international engagement research

The BRIC block – Brazil, Russia, India, and China – have been all over the media for a few years now for the strength and rapid growth of their economies and the perceived threat that holds for "old" economic strongholds in the U.S. and Europe. Now Brazil and India add another strength – their ability to engage and motivate their teams.

[Kenexa](#) recently announced these two nations to have the highest levels of employee engagement anywhere in the world with India leading the charge at 73% of engagement and Brazil close behind with 65%.

On the other end of the spectrum is Germany, which has consistently low levels of engagement. Not only did Germany score poorly in engagement for 2008 (13% engaged, 67% not engaged, 20% actively disengaged), but also showing similar scores since 2001. What does this mean in real euros?

"[Gallup](#) estimates that actively disengaged employees cost the German economy between 81.2 billion and 109 billion euros per year in lost productivity alone. This does not include additional costs to the economy due to absenteeism, lack of innovation and customer orientation, high turnover, and negative word-of-mouth. ... Germany is positioned well for future growth -- but its high percentage of actively disengaged workers is putting its current and future economic stability at risk."

Current research puts New Zealand's engagement levels around 30% engaged, 60% not engaged, 10% actively disengaged, not so great really!

Influencer by Kerry Patterson, Joseph Greeny, David Maxfield, Ron McMillan & Al Switzler

Influencer is an easy read that uses a variety of examples; medical, kids, health, professional and more. The wide variety of examples make it easy to understand how each person can be a positive part of the change process. The different type of examples also makes it easy to understand that this can be used in my life, or my business. No matter what your circumstances are and no matter what business you are in. The book is divided into two sections.

Section one - The Power To Change Anything.

This section gives the general examples that are used through the rest of the book. Examples in which the authors were active participants and other examples that are easily referenced in the rest of the book.

Section two - Make Change Inevitable.

The second section breaks influence into motivation and ability domains. These two domains are further subdivided into personal, social and structural sources. The range of influence in the six sources are the main content of Influencer.

This book is NOT a guide to getting people to say yes, its much deeper and longer lasting than that, where you want to influence and change people's lasting behaviour!

Influencer is a great read for anyone serious about managing a change and once you learn what causes a behaviour and how to influence the behaviour you will have the power to change anything.

4 questions to ask to identify the real problem!

Actively listening and showing genuine concern for your colleagues and employees are a key driver for employee engagement so when people approach you with something that is bothering them, it is important to get to the core of what the real issue is and chances are they will talk around the issue instead of getting straight to the point.

This is only natural because there *is* a certain element of genuine discomfort involved. If you sense that the real situation isn't being addressed, here are 4 questions to help the person--and yourself:

1. "Can you tell me 3 other aspects of the issue that are bothering you?" (You pick the number; the idea is to help get to the real concern).
2. "If it were your choice, what would you most want to have happen now? (The solution may help uncover the problem).
3. "What is the fundamental goal we should try to achieve?" (Similar to #2, but adds the "we're in this together" element).
4. "What else is worrying you about this particular situation?" (Open-ended version of #1)

Whatever you do, *listen* calmly and ask questions. Once you start making statements before you get to the real deal, you stand a chance of either shutting down the conversation or taking it in your own direction. When you feel the "Aha! So that's it!", you're where you need to be.

quote for the month

As the kissing frogs team (plus a fantastic group of people we managed to con into joining us!) spend the coming June training for [Captain Cooks Landing](#) we came across this quote that we just adore and wanted to share with all of you:

Everyone is an athlete. The only difference is some of us are training and some are not. - Dr. George Sheehan