

# People Matters

Issue 7, June 2005

What does it take to be a Best Employer? This month we look at the Hewitt & Associates 2004 survey of 'Best Employers in Australia and New Zealand' to find out.

This survey has been conducted annually since 2000 and is showing consistent results, for example employers who are able to engage more than 2/3 of their people deliver better business results, including revenue growth.

## Refresher Workshops

JODs™ and Appraisals provide you with foundation elements to be a Best Employer. Ensuring your people understand and use them effectively is critical to success.

Our annual 'refresher' workshops will be held in early August. They are open to employees of our clients and are suitable for:

- new managers and supervisors,
- anyone who was not able to attend the original workshop(s), or
- anyone who wants to refresh their skills.

Call Laura or Carolyn on 9533 0923 for information on sessions and dates.



Do you have a question you would like answered? Let us know - your suggestions for topics are welcome.

## Best Employers

What is a Best Employer? A key differentiator is the level of employee engagement. This is a measure of the extent to which the workplace has captured both the employees' heart and mind. In other words the amount of passion and commitment they have for their organisation.

What does a Best Employer do to create this environment? There are 4 areas they focus on:

- Organisation and Culture
- Talent and Leadership
- Performance
- Metrics.

Some of the survey findings were:

- Best Employers generally expect their managers to have performance and development conversations more than twice a year.
- CEOs of best employers spend more time focusing on people issues, whereas CEOs of Other Organisations spend more time managing current business issues and worrying about corporate governance issues.
- From the employees perspective 60% said they had received feedback to help them improve their performance within the last 4 weeks, compared with 39% in Other Companies.
- 82% of employees see their organisation as both team oriented and ethical compared to 55% and 61% respectively within other organisations. 84% say their organisation is results oriented compared with 63% in Other Companies.

If someone else in your business would be interested in People Matters let us know and we will forward a copy to them.

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