

love your work

the
people
group 

Do you love your work? Do your people love their work?

Your people should love their work – and you should love yours too!

That's our core belief and at the root of everything we do. When people love their work it makes life easier. And that's what we want.

We can help you just like we've helped a range of individuals and organisations for over 15 years, empowering people and leading them to [greater employee engagement](#) – and that's great for you and the bottom line.

It means:-

[Better productivity](#) - [Better retention](#) - [Better teamwork](#) - [Better communication](#)

Too good to be true? We don't think so. It's what we all want after all...isn't it?

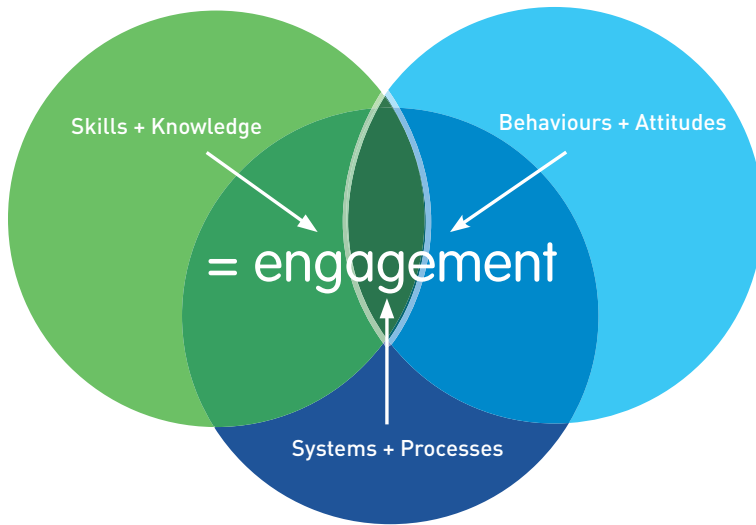
To create a workplace with high employee engagement, The People Group focuses and delivers on three key components:

- Skills and Knowledge - [PeopleTrainers](#)
- Behaviours and Attitudes - [PeopleCoaches](#)
- HR Systems and Processes - [PeoplePartners](#)

Although these services are effective in their own right, they are more powerful when used in combination. We have a pragmatic and transparent approach providing you and your business with the solution you need to achieve your business outcomes.

We'd love to discuss how we would help – just give us a call: [09 359 7010](tel:093597010)





Creating greater employee engagement

'Engaged' employees are enthusiastic and show real passion for their job and where they work. They are willing to go the extra mile and actively look for ways to create a better organisation, product and service.

'Disengaged' employees are at the other end of the spectrum. They are dissatisfied and lack commitment to the organisation. They do the bare minimum and in some cases even actively destroy the foundations of your organisation with their negative influence.

'Ambivalent' employees are the group in between. They are the people who waiver in their discretionary effort; some days they will choose to go the extra mile, other days they will disengage and withhold any such efforts. This group is the largest potential source of improvement for most organisations.

Source JRA Employee Engagement Driving Organisational Performance – 2007 [source data available from www.jra.co.nz]

The People Group advocates a three component model of engagement:

- **Skills and Knowledge** – increasing an employees' skills and knowledge helps them to grow and develop as people, enabling them to contribute at a higher level for the organisation - [PeopleTrainers](#)
- **Behaviour and Attitudes** – positively affecting employees' behaviours and attitudes to the work they do, allows them to not only become an integral part of the organisation but also increases their discretionary effort - [PeopleCoaches](#)
- **Systems and Processes** – improving systems and processes in the organisation makes it easier for employees to innovate, increase efficiency and work effectively - [PeoplePartners](#)

The bottom line

Introducing an employee engagement strategy is rewarding in many areas of a business including generating a high level of return to your bottom line.

Employee engagement affects various individual performance indicators such as customer satisfaction and intention to stay.

These individual performance indicators drive business performance indicators, such as staff turnover and profit per employee which contribute significantly to profitability of the organisation.

Work Engagement and Organisational Effectiveness

Performance Indicator	Engaged Workers	Ambivalent Workers	Disengaged Workers
Return on Assets (ROA)*	54%	21%	9%
Earnings per employee	\$ 88,581	\$ 82,229	\$ 34,577
Employee turnover level	16%	17%	21%
Employee unscheduled absenteeism	3.61%	4.65%	5.13%
Employee Intention to stay	97%	79%	52%

Source JRA Employee Engagement Driving Organisational Performance - 2007

* ROA measures the profitability of a company's assets in generating revenue.

There are three key drivers of engagement in the workplace:

- Designing jobs that are more challenging and rewarding for incumbents - [PeoplePartners](#)
- Taking a genuine interest in people's personal career and development aspirations - [PeopleTrainers](#)
- Creating an environment where people feel a strong sense of belonging to the organisation - [PeopleCoaches](#)

It makes overwhelming business sense to address these three key drivers.

Are you interested in maximising the return on your assets?

The People Group – we know you'll love our work.

peopletrainers

training

skills & knowledge

When you love to train – improvements are certain!

We **facilitate** workshops to ensure every participant learns a new skill or method for improving their performance.

Our varied and interactive training courses are delivered in a variety of learning styles to ensure every type of learner is catered for. Most programmes are delivered over time through an integrated approach which maximises the transfer of learning back to the workplace. The programmes are designed to deliver both **skills** and **behavioural change**.

We work in **partnership** with you to ensure you receive feedback on key concerns and organisational-wide issues that emerge from our interactions with your people.

Benefits:

Increased productivity and profitability through application of skills over time.

Employees feel valued leading to increased retention and bottom line savings on further recruitment.

Individual managers' KPI's are achieved i.e. people investment, retention, succession planning and improved employee survey results.

Team synergy and consistent language across cross-functional areas of an organisation.

The key programmes we offer are:

- Management Development
- Leadership Development
- Team Leader Development
- Customer Services
- Sales Development
- Effective Work Planning
- Performance Management
- Stress & Resilience

We can also tailor a programme to focus on your specific business needs.

Do you want to make improvements
in key areas of your business?

" We were impressed with their broad offering, practical and realistic approach. They worked with us to create a solution that met our needs, priorities, budget and timeframes building hard business deliverables and measurable outcomes for work – not just soft and fluffy." - **Marc Fisk, Head of HR, Metrowater**

coaching

behaviour & attitude

peoplecoaches

Let's get to the heart of the matter!

What do you want to achieve? What do you need to achieve?
Who needs to be engaged in order to achieve it?

We provide **tailored** coaching and facilitation services for individuals, teams and organisations that are looking for results and a **competitive advantage**.

Our coaches and facilitators work one-on-one with people to build self-awareness and performance, and with teams and organisations to create cultures that **drive** and support **high performance**. Whether you are an executive team member, a manager of people, or a career-focused individual, we can help you identify and achieve what is required to make the difference to yourself, your people, and your organisation.

Benefits:

At a personal level - long-term improvements in performance, working relationships, teamwork, communication skills, focus, decisiveness, time management, follow through, commitment, and job satisfaction.

At a team level - operating at a higher level of performance/output, improved engagement, team dynamics, effectiveness, accountability, and independence.

At an organisational level - aligning, focusing and engaging people with the company's vision, values, goals and desired culture which results in increased performance, accountability, productivity, retention, quality of work, levels of customer service, and bottom-line profitability.

For all levels, we provide clear evidence of success as determined by pre-agreed measures.

The key services we offer are:

- One-on-one Coaching
- Team Coaching and Facilitation
- Organisational Coaching and Facilitation
- Training Managers to Coach their Staff

Would you like to start
making a difference today?

"As a result of my coaching, I am taking action and stepping outside of my comfort zone to achieve results. Coaching has kept me focused on what I am trying to achieve and given me new ways of looking at things."
- **Kate Beale, HR Adviser, Auckland Regional Council**

human resources

peoplepartners

processes & practices

Fall in love with your work that is!

It's our aim to truly understand your needs so we can deliver useful, practical and sustainable solutions.

We help businesses, large and small, to establish their people foundations – the processes and practices that lead to attraction, motivation and retention – which will assist you in becoming an employer of choice.

Let us demonstrate the real value that HR solutions will add to your business helping you reach your goals faster and easier. Your **people** are your **most important asset** and we're passionate about helping you get the most from them.

Benefits:

Providing you with the right systems and processes to help you attract, motivate and retain your employees.

Helping you reach your business goals faster by ensuring your HR processes and systems are legally compliant and incorporate best practice people methodologies.

Saving you time and money by taking on HR project work so you can focus on your core business activities.

Advising you how to use HR tools correctly so you can be more assured of recruiting and developing the right people with the right skills, behaviors and attitudes.

The key HR services we offer are:

- HR Life Cycle Projects
 - HR Strategic Plan Design*
 - Organisation Re-design*
 - Reward & Recognition*
 - Performance Management & Competency Development*
 - Induction & Recruitment*
 - Policies & Procedures*
- HR Review and Compliance check-up
- HR Psychometric assessments (individuals and teams)
- HR Toolkits and consultancy support

Are you interested in
getting the best from
your people?

"They provided me with pragmatic advice, prompt delivery, professionalism and consistently provided me with a fantastic service." - **Cath Handley, CEO Youth Horizons**

ph 09 359 7010 | people@thepeoplegroup.co.nz | www.thepeoplegroup.co.nz