

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 16 years, empowering people and leading them to **greater employee engagement** – and that's great for you and the bottom line.

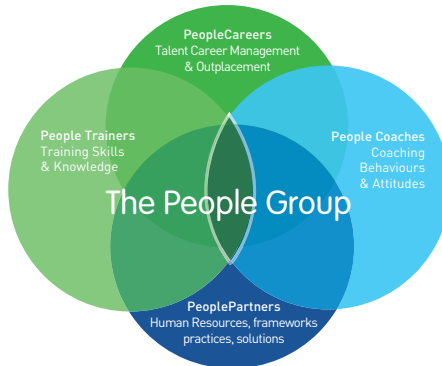
It means:-

**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 greater engagement, the People Group focuses and delivers on three key aspects of engagement.

- **Skills and Knowledge**  
**PeopleTrainers**
- **Behaviours and Attitudes**  
**PeopleCoaches**
- **HR Systems and Processes**  
**PeoplePartners**
- **Talent Management and Outplacement**  
**PeopleCareers**



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: **+64 9 520 6760** or email [people@thepeoplegroup.co.nz](mailto:people@thepeoplegroup.co.nz)



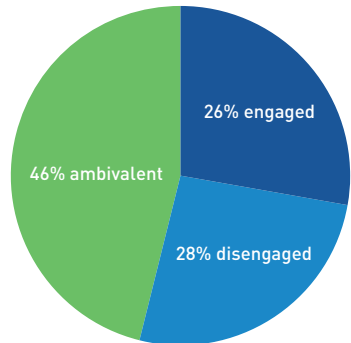
# Creating greater employee engagement

The challenge for organisations is to shift this distribution - to convert the disengaged and ambivalents into truly engaged employees.

**'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.



"Employee Engagement - Driving Organisational Performance"- JRA (NZ) Ltd 2007, [www.jra.co.nz](http://www.jra.co.nz)

The way The People Group helps organisations achieve this shift is by focusing and delivering on three key aspects 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**
- **Career Pathways** - design to equip valued employees with knowledge to develop careers internally, or assist those departing  
**PeopleCareers**

# 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%

\*Employee Engagement - Driving Organisational Performance" - JRA (NZ) Ltd 2007, www.jra.co.nz

Research by JRA(NZ)Ltd has shown that employee engagement is significantly influenced by the following drivers:

There are four key drivers of engagement in the workplace which make overwhelming business sense to address, these are:

- Designing jobs that are more challenging and rewarding for incumbents  
[PeoplePartners](#)
- Taking a genuine interest in people's personal skills and developmental aspirations  
[PeopleCareers](#)
- Creating an environment where people feel a strong sense of belonging to the organisation  
[PeopleCoaches](#)
- Creating increased engagement, career ownership, retention and talent management  
[PeopleCareer](#)

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
- Goal Setting
- Time Management
- Health and Safety Behavioural Training

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." - **Mark Fisk, Change Manager, Auckland Transport**

# 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 senior leader I have found that my coaching sessions with TPG assist me in taking the time out to reflect on current issues and scenarios that I am required to deal with, I find them beneficial as an external soundboard."  
- James Allison, GM Shared Technology Operations; T&SS, Telecom

# 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:**

Ensuring you have 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 framework, 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
  - Organisational Change Management
  - Performance Management & Competency Development
- HR Review and Compliance check-up
- HR Psychometric assessments (individuals and teams)
- HR Toolkits and consultancy support
- Mediation and facilitation services
- OD strategy framework design

**Are you interested in getting the best from your people?**

peoplecareers

careers

career pathways & transition

## Let us bring out the talent in you!

Building a successful career is dependent on the concept that your best work happens when you are doing what you most enjoy and what you are best at. Planning for this takes commitment, effort and a willingness to make your own opportunities happen.

We work with your people (groups and individuals) to identify their career insights and awareness, build an achievements profile, capture skills now and build a roadmap to grow skills for the future. To support this we work with leaders and managers on how to effectively hold career conversations with their people.

### Career Pathways

Individuals establish a blue print of who they are now and who they will become

- Providing career leverage to talent
- Career skill and knowledge profiling

### Outplacement

Employee redundancy should be viewed as an opportunity to treat employees whose roles no longer fit the organisation with respect and dignity. Offering professional and relevant outplacement services can greatly assist those facing job loss in finding suitable employment elsewhere.

Do you know what your employees  
career aspirations are?

### The key programmes we offer are:

- Career Talent Pathways
- Transition Coaching Programs for employees that are either seeking to develop and launch their career within the organisation or are exiting the organisation
- Manager training in "Holding Effective Career Discussions"

"As part of our goal to be a best place to work we have engaged TPG to provide a series of career workshops for managers & staff, on the key principles of effective career management emphasising the need to manage their own careers. Career management is a profession in its own right and with TPG's support we believe our managers and our staff are better equipped to guide and realise their ambitions and futures."

- Judith Jamieson, People and Culture Director, World Vision

"I found The People Group to be incredibly supportive in my career search process. Their approach was professional and insightful and gave me clear direction and recommendations for action. A strong theme focused on being pro-active and making things happen. I highly recommend The People Group." - Tony Oldham, General Manager, Sara Lee

peopleassess

# assessment

attributes & abilities

## Helping you hire the right employee and then develop them effectively!

Psychometric assessment adds value to the selection process through the objective assessment of key personal attributes and abilities required for successful job performance. Our expert advice helps to create a more holistic picture of candidate capability and potential to perform effectively, both in the role itself and within the context of your organisation.

Once the right person is in the role their assessment data can be used to effectively onboard them into their role successfully. Increasing their effectiveness and ensuring they have a development plan.

### Benefits:

- Adds to positive recruitment decisions - helping you hire the right employee
- Assists in making decisions - helping you to avoid the 'wrong' employee
- Can speed-up the selection process, providing targeted questions for final interviews
- Provides a foundation of how you might develop a candidate once onboard
- Ensure the new employee is developed effectively

### The key services we offer are:

- Reports written by Psychologists and tailored to the role
- We manage the logistics allowing you to get on with the job at hand
- Quick turnaround times to meet market demands
- 'Online' and 'supervised' testing options
- Remote access
- Feedback to all candidates
- Bulk reporting capability
- Independence and objectivity
- Personalised and responsive

### Range of tools:

- SHL Suite
- DecisionStyles
- CareerView
- Individual Safety Attributes Test (ISAT)
- Emotional Intelligence
- Belbin Team Styles
- Myers Briggs

Do you understand the work preferences with your people and how this impacts your organisation?

"We find the range of assessment options the People Group has available to be comprehensive and relevant for both recruitment and on-going development of our people."

- Barbara Harrison, General Manager Business Support, North Power

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