

Summary note – Fit for the new dawn – business support webinars

Adapting your business for the new world of work

Our regular speakers:

Paul Jacobs and Howard Greenwood from *LoveWorkLife*

Dave Pye from *ToAugment*

Guest speaker:

Kate Shoesmith from *REC*

Extension of the Job Retention Scheme (JRS) – main changes

Note that more details are expected to be published by the Government next week, around the 12th of June.

- JRS extended until the end of Oct 2020.
- From Aug employers are expected to not claim around NI and pension contributions for their furloughed staff.
- From Sep the Government will gradually reduce its furlough outpayments: from the 1st Sep it will reduce to 70% and from 1st Oct – to 60%.
- Flexible furloughing: from Jul furloughed staff can be returned to work on a part time basis.
- JRS is closing for new entrance – cut-off date is the end of Jun; note that you have to be furloughing people for a min of 3 weeks to qualify therefore the last date to put a member of staff on furlough is the 10th of Jun 2020.
- Portal to claim SSP rebates is open on the gov.uk website; different rules to claiming SSP apply. Main point to highlight – the rebate is for SMEs only (less than 250 staff).

REC support

- The REC has produced a specific H&S advice document and is working on creating a 1-page summary aimed at aiding you with your client discussions.
- The legal team at the REC will publish all legal updates announced by the Government on the REC website; the legal pages are being updated twice daily.
- The REC is continuing to work with the Government around all key areas to help better support our industry.

Your questions answered

Q. What is the biggest change in the way we operate as an industry going forward and how should we prepare?

- Do not abandon the good practices you used to do – build on it, look for areas to improve and invest in training and upskilling your staff.
- Look at changing the mentality and behaviours; soft skills are paramount – be empathetic, be purpose driven and look after your staff's and your own wellbeing.
- Consultative selling – there is an opportunity to provide broader services e.g., around mentoring or onboarding and outplacement and other HR support to clients.
- Presence, visibility and accessibility through effective use of technology (e.g., video interviewing) and extended business hours and flexi hours for consultants.
- “Rainy day fund” – ensure you have sufficient reserves to mitigate potential financial risks in the future (3-6 months).

Q. How do I stay connected with clients and provide value in order to be at the top of their list when they start hiring again?

- To be on the list – start by helping your clients create that list; understand your client’s requirements and demonstrate your commitment to their welfare by being agile, aligning to their long-term plans, advising them along the journey and helping with other suppliers.

Q. How is the recruitment industry changing?

- This humanitarian crisis is providing us with an opportunity to review processes, train and coach our people and introduce new enhancements notably around new technology and AI.

Q. What are your tips for good mental health and a blended approach to working?

- Make sure you understand how your staff are feeling (especially those on furlough), encourage a level of openness and connect weekly (or more frequently). Be mindful around the wording you use when communicating, as leader, offer reassurance, empathise, be supportive and positive.
 - Help put a routine in place (balance between physical and mental wellbeing),
 - Understand the difference between “listening to understand” and “listening to respond” – allow people to express their feelings without being judged,
 - Embrace the technology – have a balance between remote and office working; people have proven that they can work from home and demonstrate results,
 - Help release the negativity – try journaling; put the negative thoughts out on paper to help relieve stress and anxiety. It’s OK to work in “short sprints”, if you’re feeling frustrated – walk away for a bit, the task will still be there.

Q. How can I overcome persistent negative thoughts about the future economy and the impact on our business?

- It’s about reframing your mindset in a positive way: surround yourself with positive people and start looking at the positives. There are companies that make money during a recession – try to think about what those opportunities are and how you can find and seize them with your teams.
- Trust in yourself – your leadership is valuable! Ask yourself “what can I give”, often you are your best self when you’re trying to help others.

Q. Are mindfulness and exercise the antidote to the mental challenge of returning from lockdown and deciding who to bring back or let go?

- As a leader, you need to make a decision around what is right for your business, and to a degree these decisions have to be stripped of all emotions, you need to be looking at particular skill sets, experience, length of service, mindsets (pre- and during coronavirus) that your business will need to survive in the next few months post-COVID-19. However, be mindful, the way you communicate difficult decisions and how you empathise and support those individual(s) is how you will be remembered.

**Q. What new roles do you think will evolve from the crisis and how to get into those spaces?**


- Most roles will evolve and it's important to keep an eye on the market, work with your clients to see what new is coming to their business (e.g., mentoring and mental wellbeing coaches might become part of an HR function).
- Roles that will allow flexi work or remote work will be in high demand.
- Candidates who are tech savvy, critical thinkers and have a high level of EQ will be more likely to get the job.

Q. What other emerging technologies we should be embracing?

- Be mindful of costs, concentrate on what you need – focus on what can improve engagement with your clients and candidates.
- Make sure your software is “mobile friendly” as it is one of the most used devices even for conducting video interviews.
- Virtual reality videos are coming soon – in the future there might be an opportunity to promote our clients' jobs through providing virtual tours of employers' offices.
- Applicant Tracking System (ATS) and Candidate Tracking System (CTS) which are being used by large corporations; these will provide more automated scouting and allow recruiters to use their soft skills/EQ to build on the candidate talent pool.

“It's all about our people and leading with positivity”

Presenters' contact details

	
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