

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

Transforming your workforce to thrive

Our regular speakers:

Paul Jacobs and Howard Greenwood from *LoveWorkLife*
Dave Pye and Bradley Placks from *ToAugment*

Your questions answered

Q. How do we as leaders not lose the focus on wellbeing and the human factor when looking after our staff upon return to business?

- Amalgamate the management and nurturing leadership styles; look at setting up a mentoring system within the business to create a more inclusive environment (consider bringing an external mentor to the business).
- Recruiting the right people and developing your management style creates a more caring culture; focus on motivating staff and make them feel part of the journey to creates a sense of belonging.
- Commit to good mental wellbeing; everyone has their strengths and weaknesses - true leadership is being able to identify where we can help people and recognise that not everyone has to work in the same way; communicate often and show empathy.

Q. How do I identify and develop skills to drive business performance to create a fit for purpose workforce?

- Ask yourself as if you were a buyer of your services “what skills would you like to see?” and “in what would you place your trust?” – this should help identify the skills your business needs right now.
- Key characteristics/skills: compassion, character, competency, commitment, connection, collaboration, courage, “can” deliver results and consistency.
- Try using psychometric testing to understand an individual’s level of Emotional intelligence (EQ): in the new world it’s important to be empathetic, be an active listeners, be genuine and have a level of charisma connected with good verbal skills.
- Segment roles to best utilise people’s strengths; employer value proposition (EVP): external (face of the business), internal (internal culture needs to reflect the external culture) and people (how you treat them, empower them, delegate, etc.).

Q: Is media training necessary to develop the skills needed to use technology (like Zoom or MS Teams) effectively?

- No (in the view that media training teaches individuals how to convey their message whilst being in a difficult presenting situation, e.g., being scrutinised), however, teaching people how to use these platform will be vital, as not all will be comfortable using them.
- Do not neglect the hardware, as the experience of your clients, candidates as well as consultants can be different based on the quality of equipment that they have; invest in a good quality camera, think about noise cancelling/insulating headphones to help reduce background noise, good lighting and presentable backgrounds (e.g., do you need a green screen).

**Q. How do you identify what are the imperatives to develop the skills for the future and not the past?**

- As many embrace the fact that working from home on a regular basis becomes the norm, people being self-sufficient and being comfortable with using technology becomes imperative. People must be trustworthy – both you and your staff must feel that you can trust one another.
- Look at your strategy, understand what you want to achieve and using your data allocate individuals based on their strengths to realise your goals.



Q: Can you develop EQ and critical thinking?

- EQ can be developed but arguably cannot be trained: look at your people strategy (internal and external), look at your internal processes (understand what creates stress), create an open culture and empower staff.
- Personal development - learning and developing skills not directly related to the recruitment industry and/or your sector can be invaluable in helping people mature and add greater value to your business.

Q. What can we do to develop and maintain that all important team dynamic and culture?

- Engagement – celebrate all successes, act with integrity; the more people trust your actions the better engagement it creates. Meet and talk to your teams (121 and in groups) daily and/or at least weekly.
- Company culture is the greatest source of wellbeing; ask your staff “how are you?” and “how is your family” and listen to understand, before moving onto talking about business. Promote collaborative working.
- Make sure people are ready for “the future” – are they equipped properly and trained?
- Manage and monitor your staff performance – trust people and support those who is less experienced.

Presenters' contact details

	
<p>Dave Pye <u>LinkedIn profile -</u> https://www.linkedin.com/in/davewpye/dave@toaugment.com</p> <p>Bradley Placks <u>LinkedIn profile -</u> www.linkedin.com/in/BradleyPlacks bradley@toaugment.com</p> <p>Website - http://www.toaugment.com/</p>	<p>Howard Greenwood <u>LinkedIn profile -</u> https://www.linkedin.com/in/recruitment-mentoring/howard@loveworklife.com</p> <p>Paul Jacobs <u>LinkedIn profile -</u> https://www.linkedin.com/in/pauljacobs/lwc/paul@loveworklife.com</p> <p>Website - https://loveworklifeconsulting.com/ Call Howard on 07966 251 582 Call Paul on 07960 055 756</p>

**REC**

Recruitment
& Employment
Confederation

Call **+44 (0) 20 3909 7990** or complete the online contact form [here](#)

- Opening hours: Mon to Fri 8.30am to 6.00pm