

9 February 2023

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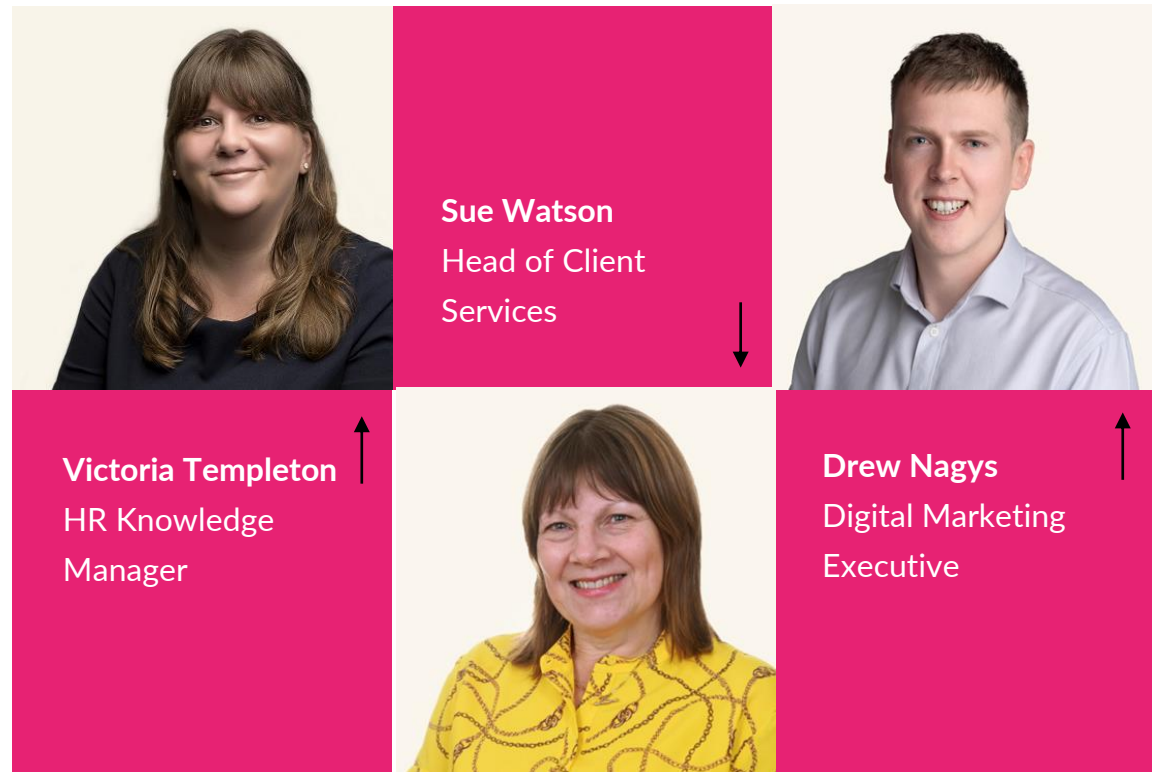
key areas for
managing people in
2023 and beyond



Introductions



Meet the Presenters and Technical Support

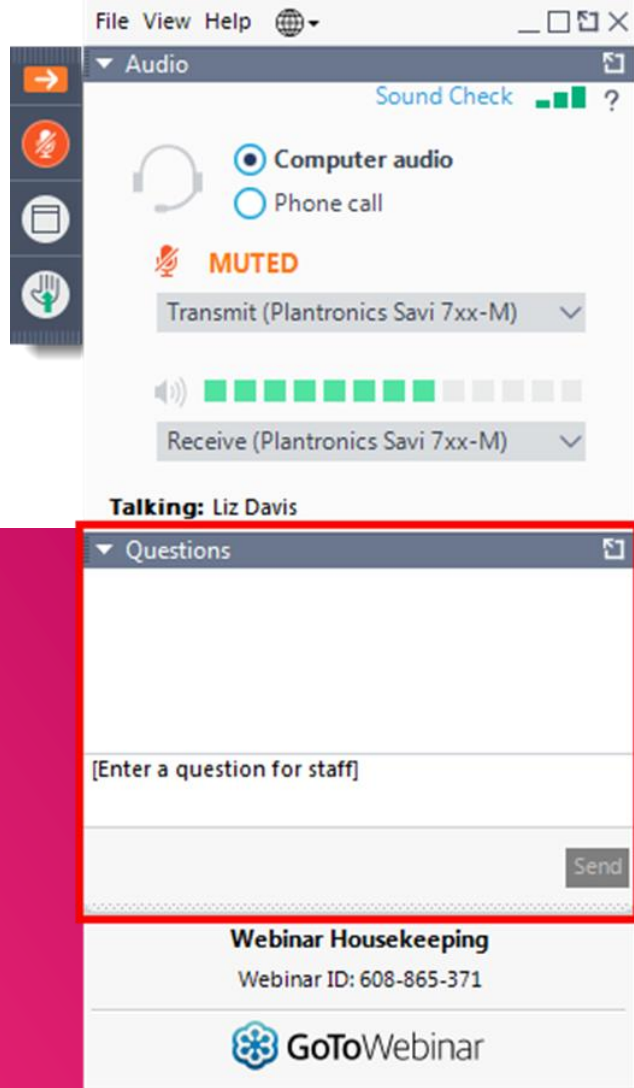






How to ask questions





GoTo Webinar Housekeeping

Time for Questions

Your Participation

Please continue to submit your text questions and comments using the Questions panel

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key areas for
managing people in
2023 and beyond



Agenda

- **SME Survey Report 2022**
- Top 10 key areas for managing people
 - Interesting statistics
 - Cost effective solutions
- Q&A



Our 2022/23 SME Survey Results

Scan the QR code for
a digital copy:



Using one word,
describe your biggest
business challenge

Scan the QR code OR
visit www.menti.com
enter this PIN:
3974 8428

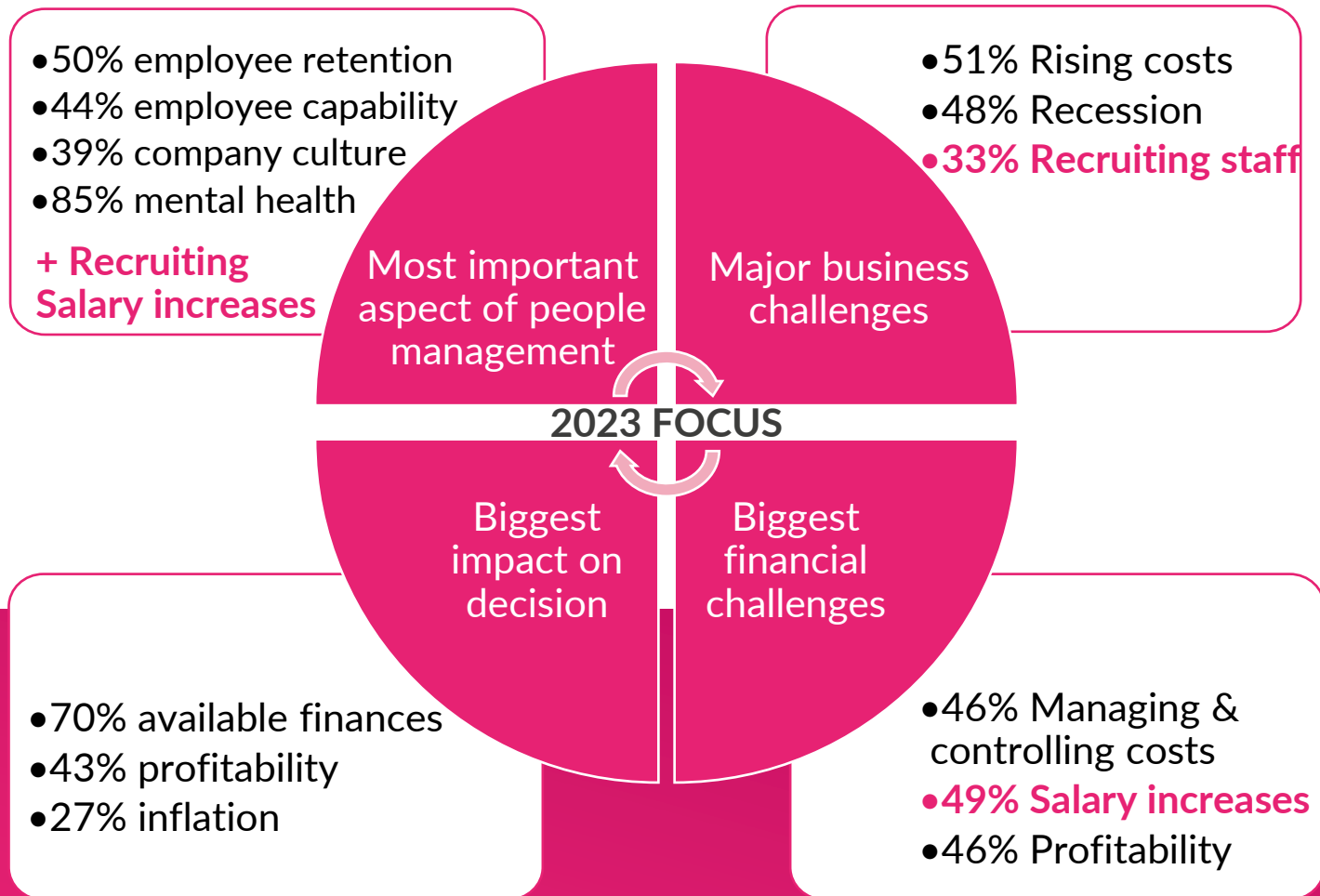


Using one word, describe your biggest **employment** challenge

Scan the QR code OR
visit www.menti.com
enter this PIN:
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Top challenges for SMEs in 2023



Statistics taken from SME Survey report 2022/23

Agenda

- SME Survey Report 2022
- **Top 10 key areas for managing people**
 - **Interesting statistics**
 - **Cost effective solutions**
- Q&A



1

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Mental Health

- In our 2022 SME Survey, **85%** of business owners reported that **mental health** was the **most important** area of Health and Safety going into 2023
- An **increase** of **6%** on the **2021** SME survey



Mental Health

- HSE latest research (November 2022) reports that **914,000** out of 1.8 million work related cases were **work related** absence cases due to **stress, depression or anxiety** in 2021/22
- **65%** of all work-related ill health cases
- Equated to **17 million** lost working days



Mental Health

- Research from the charity Mind, report:
 - 25% of people experience mental health issues each year
 - 17% of people experience mental health issues in any given week
 - 8% of people specifically experience anxiety and depression in any given week.



Supporting Mental Health at work

- Put employee wellbeing to the top of your people agenda
- Train line managers on dealing with mental health at work, including short and long term absence
- Introduce an Employee Assistance Programme (EAP)
- Train employees to become Mental Health First Aiders



Supporting Mental Health at work

- Introduce Wellbeing Ambassadors for people to access wellbeing support
- Link up with local gyms and other health providers to provide discounted membership rates
- Include mental health in your Health and Safety Policy, or have standalone policies such as
 - 'Health and Wellbeing Policy
 - Financial Wellbeing Policy



2

Employee Retention

- 50% of business owners reported that employee retention was the most important area of people management for the next 12 months.

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Employee Retention

- Research published by the CIPD report that more than **6.5 million** people in the UK reported that they were planning to leave their jobs in the coming 12 months in order to find **better pay and benefits**.



Tackling Employee Retention

- Company culture
- Have an effective onboarding process
- Employee Engagement Questionnaires
- Exit/Stay Interviews
- Recognition schemes
- Employee Value Proposition



3

Employee Capability

- Second most important area of people management for 2023 with 55% of the vote is employee capability.

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Employee Capability

- Business Barometer 2022 reports that 78% of UK organisations suffered a decline in output, profitability or growth because of a lack of available skills



Employee Capability

- The Federation of Small Businesses also report **80%** of small businesses faced **difficulties recruiting** candidates with suitable **skills**



Employee Capability

- The Recruitment and Employment Confederation estimates that if **labour shortages** are **not addressed**, it would cost the UK **economy £39 billion**
- Warns businesses that **skills** must be seen as an **investment** rather than a cost.



Increasing Employee Capability

- Training – blended learning to reflect budgets
 - Doesn't always have to be formal 'classroom' training
 - Job shadowing
 - Secondments
 - Project work
 - E-Learning
 - Free courses available via Government schemes (GCSE level)
- Succession planning
- Career development – job families
- Performance Management
- Appraisal process



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Employee Engagement

- Organisational culture was the third most important people management issue for SME businesses with 39% of the vote.

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Employee Engagement

- 2023 Global Culture report found that businesses scoring **highly** on the **community index** were **100% more likely** to have employees produce **aspirational** levels of **great work**
- **58% less likely** to have employees actively **looking for** alternative **employment**.

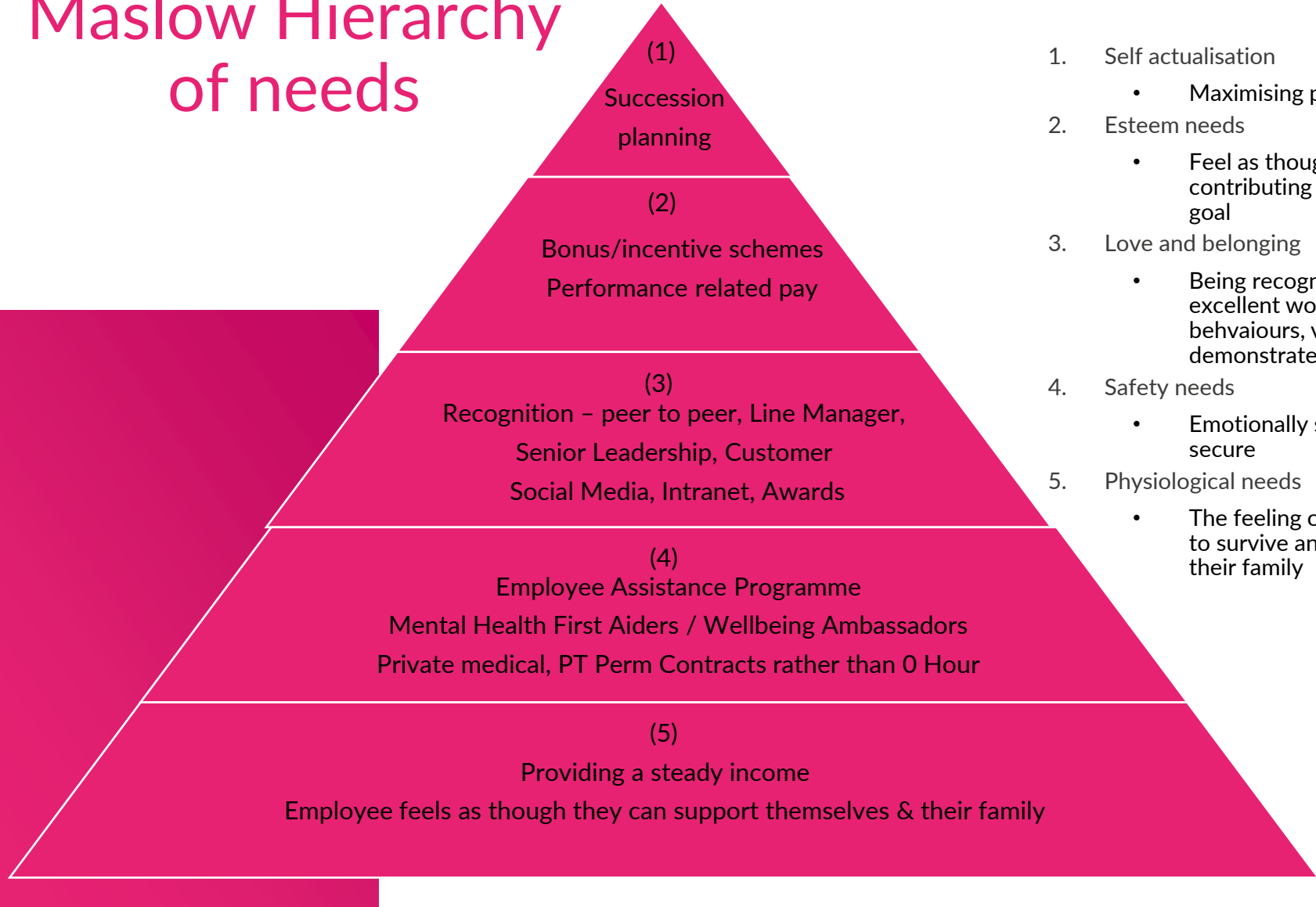


Employee Engagement

- People Management reports that 34% of UK employees do not consider their workplace to be a community
- 65% admitted to wanting to feel a strong sense of belonging at work



Maslow Hierarchy of needs



1. Self actualisation
 - Maximising potential
2. Esteem needs
 - Feel as though contributing to a higher goal
3. Love and belonging
 - Being recognised for excellent work, behaviours, values demonstrated
4. Safety needs
 - Emotionally safe and secure
5. Physiological needs
 - The feeling of being able to survive and look after their family

Employee Engagement

- Consider how Maslow's Hierarchy of Needs can be translated into your workplace
- Employee engagement survey
- Social team
- Corporate social responsibility
 - 'green' policies
 - charity work



Employee Engagement

- Development
- Career opportunities
- Culture
- Recognition
- Reward and Benefits



5

Flexible and hybrid working

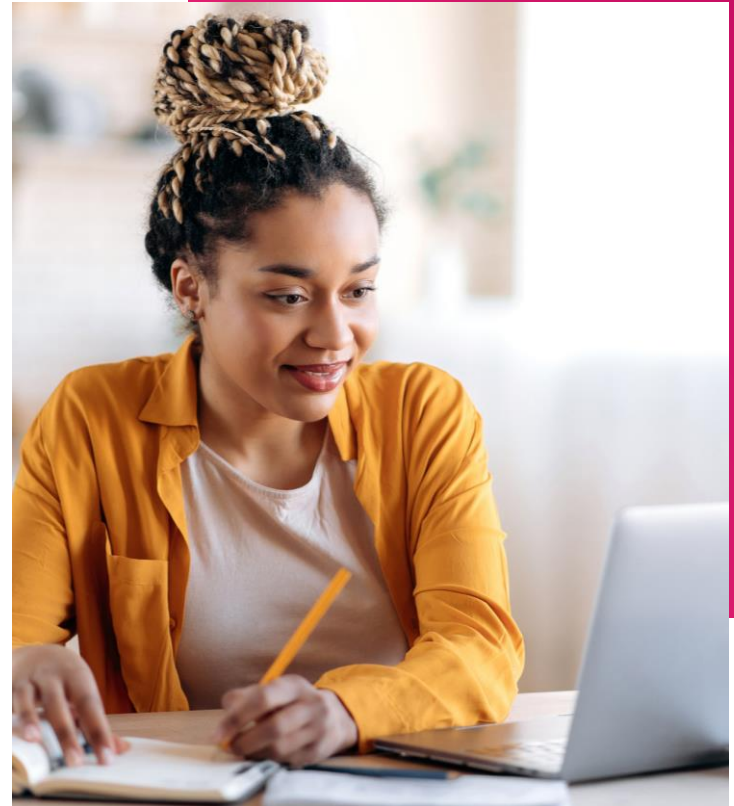
- The third major business challenge with 36% of the vote is recruitment.

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Flexible and Hybrid Working

- Allows businesses to respond better to external influences
- Used to overcome recruitment challenges
- Support mental health and potentially reduce sickness absence
- Positive impact on employee engagement
- Aid employee retention
- Encourages diversity and inclusion



Flexible and hybrid working

- Flexible working from day 1
- Flexi hours
- Job share
- Term time
- Annualised hours
- Fixed term contracts
- Hybrid working – part remote/part office



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Recruitment

- In our 2022 SME Survey, business owners said that the **third** major **business challenge** for 2023 was **recruitment** with a vote of **33%**.

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Recruitment

- Candidate shortage
- Inability to compete with larger businesses for top talent
- Candidate motivation more aligned to need rather than want
- Skill based recruitment strategy vital for the year ahead
- Employee Value Proposition



Recruitment

- Skill based hiring
- Quiet hiring
- Consider different types of contract
- Flexible working day 1
- Widen talent pool in which you search candidates
- Make effective use of social media
- Staff referral schemes
- Review recruitment processes – are they efficient as they should be?
- Employee Value Proposition
- Outsourcing



7

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Pay and Reward

- Our 2022 SME Survey, found that the **third biggest financial challenge** was **salary increases** with a vote of **49%**
- The **most important** aspect of people management is **employee retention** with a vote of **50%**.



Pay and Reward

- A **Reward and Recognition** strategy could **positively** impact:
 - Employee **retention** (48%)
 - Employee **engagement** (32%)
 - Ability to **recruit** (19%)



Pay and Reward

- Levels of pay rises anticipated:
 - 18% likely to award 1-2%
 - 58% likely to award 3-5%
 - 9% likely to award 6-7%
 - 6% likely to award 8-10%
 - 3% likely to award a rise around inflation level



Pay and Reward

- One off bonus as alternative to pay rise
- Benchmarking: equity & fairness and competitive market rates
- Share save schemes
- Salary sacrifice scheme
- Flexible benefits
- Season ticket loan
- Career break and sabbatical schemes
- Suggestion schemes



Pay and Reward

- Contractual sick pay
- Enhanced family friendly pay
- Private medical insurance
- Permanent health insurance
- Health cash plan
- Employee assistance programme
- Enhanced annual leave
- Buy and sell holiday scheme
- Cycle to work scheme
- Shopping discount platform



8

People Data

- Accurate and timely data leads to effective decision making
- Can make the difference between success and failure
- Enables the business to make targeted decisions that specifically address issues the business face



People Data

CIPD research shows:

- 46% of organisations collect data on recruitment and retention
- 46% on diversity
- 47% wellbeing
- 44% training and development
- Main challenges reported from respondents included:
 - Skills and labour shortages
 - Inflation
 - Wages
 - Wellbeing



People Data

- Leavers
 - Length of service
 - Leavers during probation
 - Voluntary or forced
 - Business area
 - Equal Opportunities
- Starters
 - Time to recruit
 - Recruitment source
 - Cost to recruit
- Training and Development
 - Return on investment
- Absence
- Employee Relations



People Data

- Introduce HR metrics and Key Performance Indicators
- HR Information Systems
- Applicant tracking systems
- E=Learning platform



9

Technology

- Technology is critical to business success
- Facilitates decision making
- Progressive and maintains competitiveness
- Business efficiency



Technology

- HR Information System
- Applicant tracking system
- Exit interview platform
- Employee Engagement Survey
- Performance Management System
- E-Learning platform



10

Social Conscious Policies

- Volunteering days
- Sponsorship events
- Environmental practices (paper free working environment)
- CSR Policy



Social Conscious Policies

- Nominated company charity
- Volunteering days
- Sponsorship events
- Environmental practices (paper free working environment)
- CSR Policy



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Virtual Employment Law Seminar

Join us for our annual employment law virtual seminar. We'll take a look at the upcoming developments in the world of HR, that are likely to have an impact on your business and how you manage your people in 2023.

Wednesday 22 March
10am – 12pm

This free, 2-hour practical approach to employment law will help your business to plan and respond accordingly.



Training Courses Management

- Effective Communication Skills
- Leading the Team
- Managing Conflict at Work
- Effective Appraisal Skills
- Managing Poor Performers
- Recruitment and Selection
- Holding Difficult Conversations
- Equality, Diversity & Inclusion
- Managing Grievance
- Managing Disciplinary
- Employment Law
- ILM Level 3
- ILM Level 5



2023 Dates are being scheduled

Scan to find out more



Training Courses

Health & Safety

- **Level 2 Emergency First Aid**
21 February @ 9:30am
- **Level 2 Mental Health First Aid**
7 March @ 9:30am
- **Level 2 Health & Safety**
14 April @ 9:30am

Dates currently being scheduled:

- **Level 2 Fire Safety**
- **Level 2 Food Safety**
- **Level 2 Mental Health First Aid**
- **Level 3 Safeguarding**
- **Mental Health Ambassador**
- **Safeguarding Ambassador**



2023 Dates are being scheduled

Scan to find out more



Webinars

- 5 key considerations when employment ends
9 March @ 10am
- Return to work interviews – why do them?
13 April @ 10am
- EU Law (Reform and Revocation) Bill
11 May @ 10am

****New Webinar
Programme Coming
Soon****



Scan to find out more





Thank you

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