



YOUR PEOPLE ARE OUR BUSINESS



Outsourced HR



Training



Interim Resources



Resolving Problems

# YOUR PEOPLE ARE OUR BUSINESS



## Things you can do for your People now

It is simply amazing to experience the degree of change that has taken place in a short time frame, the impact it has had on our lives and the way we do businesses across the planet. Who would have believed the size, scale and speed was possible and more importantly that it would become necessary as a result of a virus. Over one third of the population on the planet are operating in the most extreme circumstances of our lifetimes and the list of restrictions are lengthy.

So, in the meantime enough about what you can't do ... lets look at what you can do for yourself, your team and your business.



Top 10 people related things you CAN DO;

### 1. Check in with your team/friends/colleagues

It doesn't really matter how you do it, what matters is you do it!

We are spoilt for choice - video call, phone call, messaging apps, etc.. and can you imagine the joy of receiving a handwritten letter. More importantly, please don't limit who you check in with - don't forget your clients, customers, suppliers, your business network and perhaps other local businesses.

### 2. Encourage them to check in with each other

Infect everyone around you with positivity by encouraging them to check in with as many people as possible. Pay particular attention to less obvious clients, team members or neighbouring businesses who may get missed.

The purpose of the phone call can simply be to just check in and keep in touch.

### 3. Find a problem and work on solving it together

Give people a reason to focus on something positive, like solving a problem. It can be work related or not, just give them a reason to work together.

### 4. Share your good ideas and thoughts

Inspire people and help keep them positive, they will remember it!



## THE IMPORTANCE OF "HOW ARE YOU TODAY?" IN OUR NEW WORLD

Most people are able to "tell" how the people around them are feeling and some people managers are masters at tuning into their team members needs and wants subconsciously. These abilities, skills and experiences are fine-tuned over the years and we "knew" how things were ... up until recently.

In a very short time frame our world has shifted from clearly defined spaces for work, play, entertainment and home into a very narrow world with shared space, fixed physical boundaries and all this while under threat of widespread illness and possible death for the vulnerable and elderly. As a result, we are all coming to terms with the clash of cultures, rights, responsibilities, needs, competing timelines and relatively limited physical space - well, it is a challenge in my home.

As people managers, we may need to adapt our approach to tune in to our team's changing needs and wants. It isn't simply the fact you are not meeting in person that makes the challenge more difficult, other factors are also at play. Some of us are not comfortable with, or skilled in, digital communication. Others have to work very hard tuning into our teams and it is a learned skill, rather than a natural ability and the thoughts of having to learn a new way of engaging may be unwelcome and perhaps daunting. At a personal level, we may feel out of control and unsure of what is happening or is likely to happen.



### THINGS TO CONSIDER

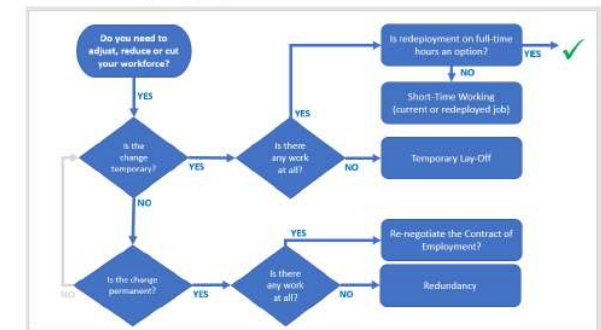
1. None of your team expect you to have all the answers all of the time.
2. Your team need, expect and want you to learn how to use the new technology and communicate effectively with them. There are endless possibilities with free accounts offering video face to face solutions, every method has an endless supply of How-To video's and instructions on the internet making it very easy to get up to speed ... so you have no reasonable excuse not to do it.
3. When speaking with your people always begin by asking "how are you today?" (regardless of the method of communication). Wait for a response and be supportive by just listening - most people just want someone to listen, especially when they are not feeling great.
4. If you are asked ... tell them how you are actually feeling - be authentic as you are unlikely to be able to fake it, not even over the phone.



## WORKFORCE RESOURCING OPTIONS

Where it becomes necessary to change the level of resources in your business the options and choices are relatively straight forward. In some cases the outcome is selected for you by the level of impact on your business, the remaining workload or the availability of cash. Covid-19 is by far the most significant and necessary change imposed on people and Irish business in living history and you are not alone in having to make these changes.

None of that changes the fact that "it isn't what you do, but how you do it" that matters most to people. In particular, the pace at which you can implement these options is specified in law and all options require (and benefit significantly from) regular communication, consultation and engagement - to avoid unnecessary stress, delay or resistance for all involved.



The decisions are logical but not easy to make or implement. It is important to reflect on and discuss the available options and the priority must be to secure your business while maintaining as many jobs as possible.

Short time working occurs when the job continues to exist but the employer is unable to regularly provide the full contracted hours of work. This must be notified to the employee(s) in writing - Further information on Short-Time Working can be found here;

[Short Time Working](#)

- Keeping your people engaged
  - NOW!
- Planning your people requirements
  - Different phases
- Problem solving/avoidance
  - Consistency and honesty

YOUR PEOPLE ARE OUR BUSINESS



John is Owner Director of Sunflower HR, based in Clane Co. Kildare.

Sunflower HR Ltd. provide HR and Learning and Development services including delivering in company training programmes, developing and maintaining an effective engagement and employee relations agenda and will support you managing the various situations that arise with the people agenda in your businesses.



John is a HR and Learning and Development professional with extensive experience in the FMCG sector in Ireland and the UK.

John has an MSc in Training and Performance Management, a Diploma in Training and Development, a Certificate in Employment Law and is a Certified IMX Consultant. John is also a Fellow and past President of the Irish Institute of Training and Development.

A graphic containing contact information for Sunflower HR. On the left is the Sunflower HR logo. To its right are four icons in a 2x2 grid: a person icon for "John Gorman Director", a globe icon for "www.sunflowerhr.ie", a telephone icon for "087 947 1575", and a location pin icon for "Clane, Co Kildare". The graphic is flanked by two vertical yellow bars.