



121 HR Solutions sets ten places at the Mary's Meals Big Family Christmas dinner table!

This year, instead of sending Christmas Cards, 121 HR Solutions has set ten places at Mary's Meals Big Family Christmas dinner table to give 10 hungry children the gift

of a brighter future. Every place set at Mary's Meals Big Family Christmas table feeds a hungry child from one of the world's poorest communities for a whole school year.

We would like to wish all of our clients a wonderful Christmas and a very Happy New Year!
www.marysmeals.org/big-family-christmas

Happy Christmas Party!

In the majority of cases, the festive season presents a great opportunity to recognise the hard work your team have put in over the year and is often a time for staff to "let their hair down" However in some cases it can create problems for managers once the partying is over, and can lead to a headache for employers if things get out of hand.

So here are some tips to help you prevent your Christmas partying becoming a New Year hangover.

Remember your responsibilities. You have a duty of care to your employees. When it comes to harassment, as an employer you are responsible for the actions of your employees at Christmas parties, even if they are outside work. This includes behaviour which is sexual in nature. You should remind staff of the harassment and discrimination policies which you have in place, and the consequences of failing to adhere to them.

Take any grievances seriously. If you do receive a grievance from a member of your staff, ensure that it is dealt with as soon as possible. If in doubt, call 121 HR Solutions for advice.

Make sure your team know the ground rules. Although it may appear a little Bah Humbug, it is worthwhile circulating the ground rules to staff before the event. To prevent the festivities getting out of hand and to be able to discipline employees for being too drunk or late for work the next day, you need to make it clear exactly what behaviour is acceptable. If your party is held at an outside venue, it is important that staff understand that the company's reputation may be put at risk if things get out of hand.

Limit free alcohol you provide to staff and feed them well. Employers will often provide free alcohol at Christmas parties as a way of saying thank you, but make sure that this is not excessive. Remember that some individuals may not drink on the grounds of their religious beliefs,

and it is important to ensure that they do not feel uncomfortable with abstaining from alcohol.

Consider organising a bus or taxis for staff to get home to avoid people being tempted to drink and drive. If staff are expected to be at work the next day, it is worth reminding them about the effects of drink driving the next day, particularly if they require a drivers licence to fulfil their job requirements.

Limit your own alcoholic intake. It is important that you model the behaviour that you expect from your employees. Avoid being tempted to talk business at these events and don't promise employees something that you would later regret!

Enjoy! Remember that Christmas nights out can be a great way to boost morale so remember to enjoy.



Keep your employees engaged and they won't get itchy feet in January!

The New Year is often the time of year during which employees re-evaluate their job prospects, posing a risk to employers who may see an increase in resignations if employees are unhappy within their current positions.

It has been reported that 32.5% of the UK's workforce consider moving on professionally in the New Year; however interestingly, statistics reveal that many hang on until after January's salary date.

Below are several steps an organisation can take in order to assure a consistently impressive standard of employee retention and improve employee satisfaction:

1. Provide a positive working environment:

A workplace which inspires creativity and motivation will reap rewards for the company, ensuring employees function to their optimum level of productivity. Of the many ways to achieve this, communication is the simplest

of them all; encourage an open environment to discuss what your employee wants and needs outside of a corporate, appraisal setting once every few months.

2. Reward and recognise:

Acknowledging the success and effort of your employees is an invaluable motivator; especially considering one of the biggest complaints from staff is not feeling appreciated. Research suggests that a simple 'thank you' is enough to promote a further sense of purpose within an employee, while more meaningful and detailed demonstrations of appreciation outline with more clarity what it is they are doing well, and how they can continue with their achievements.

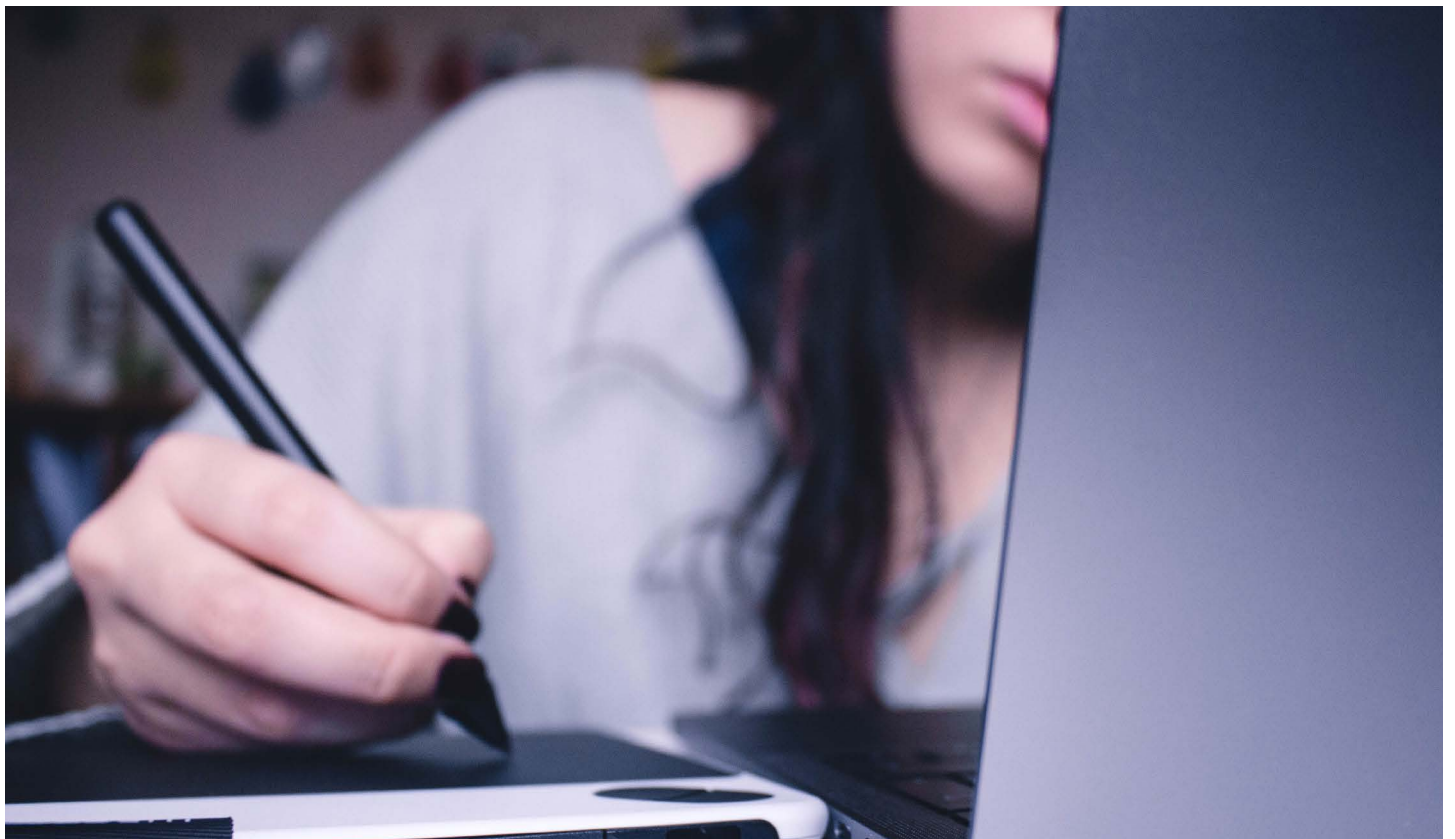
3. Evaluate and measure job satisfaction regularly:

This step makes employees feel they are being listened to, and their requests genuinely considered.

4. Enhance motivation with team activities:

Offering staff training and development which translates through to personal lives, ensures staff remain a motivated. For example; improving communication skills, as a whole, will allow staff to create better working relationships as well as personal ones.

People want to be listened to, valued and considered; if the training resonates with them on both a personal and professional level, their engagement is heightened.



If you need any advice or have any questions regarding this month's articles please contact us at enquiries@121hrsolutions.co.uk for more information.

Employee Engagement Surveys with 121



2020 may very well be the year that differentiates your business from the rest of the pack. Have you considered undertaking an employee engagement survey to determine motivation and morale levels in your business?

An Employee Engagement Survey measures the degree to which employees feel valued at work. Tracking employee engagement is important in determining whether or not your employees are happy and how long they'll stay with your company.

The questions in an engagement survey are directed towards

employees to understand their level of engagement with their employment at large, because happy customers are usually the result of happy employees.

Usually, best questions for employee engagement surveys revolve around the following five key metrics:

1. Employee motivation levels
2. The alignment of employees' understanding with business goals
3. Questions that help understand employee mood and morale
4. Insights on how to improve employee productivity
5. Analysis on team working and whether teams are functional

Employee engagement surveys will really help to drive a work culture that positively cultivates employees' moods and morale while increasing workforce productivity.

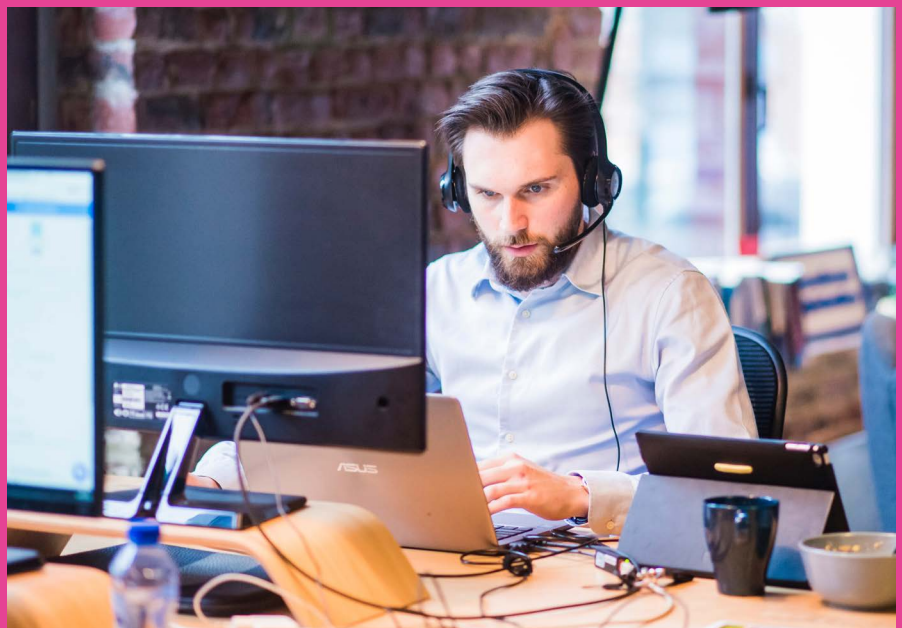
Why not make 2020 the year that you really find out how your employees are feeling – contact 121 today to find out more and to receive a quotation for a personalised and anonymous engagement survey. enquiries@121hrsolutions.co.uk

Breathe Winter Offer!

121 partners with Breathe to bring HR software to our clients. Breathe takes the hard work out of managing employees and centralises all your employee information in one easy to use system. Key features include: online holiday booking, performance management, absence management, expenses management, employee record storage.

There are plans to suit all types of businesses from 2 to 250 employees and 121 can arrange a 14 day free trial to see how we can help you streamline HR admin and improve employee performance.

Clients who sign up to Breathe by 1st February can take advantage of a special winter offer of 50% off for three months!





January/February Training Workshops

Managing Performance

14th January
22nd January

Dundee
Glasgow

This workshop covers an overview of performance and examines the benefits of regular review, tied into an appraisal system, whilst also looking at how to manage poor performance using a capability process:

This workshop will cover:

- The value of Performance Management - why it matters, covering the benefits of effective performance management and covering the most common reasons for underperforming.
- How to strengthen and develop skills to improve the performance of those they manage.
- Setting "SMART" Annual Objectives
- The roles of manager and their direct reports in the performance development plan.

- Manager's role as a performance management coach and how to get the best from poor performers by identifying personal leadership and coaching style and how to make changes to get the most from poor performers.
- Managing and motivating individual performance
- Disciplinary and grievance process and how to manage such situations.

**Cost £160 per delegate
(10am – 4pm)**

Managing Disciplinary and Grievance

28th January 2020
6th February 2020

Dundee
Glasgow

Many managers will find that during some point of their careers, they will be involved in handling a disciplinary or a grievance. There is very specific legislation as to how a disciplinary/ grievance procedure should be carried out, which can be a minefield.

We will guide you in a step-by-step way leaving you with confidence to proceed.

This workshop will cover:

- Recognising and understanding when a situation needs to be managed, using a disciplinary or grievance procedure
- Full guidance and tuition in how to apply the ACAS Code

- Guidance as to how to respond to and manage conflict and internal tension
- Coping strategies for dealing with difficult people and difficult situations
- Support to reduce the effects of disputes in your team

**Cost £160 per delegate
(10am till 4pm)**

Book now!

To book email us at events@12hrsolutions.co.uk or call **0800 9995 121**
Full details of our training workshops can be found at www.12hrsolutions.co.uk