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## Why do we say – “make a note” or “jot it down?”

Unfortunately, we all know how easy it is for a little problem or small annoyance to become much bigger problems.

A simple example is the person who has arrived a few minutes late a couple of times, or the person who you think is going on their personal mobile phone when you expect them to be working.

What do you do?

If you've spoken to any of us about what can seem a small thing we may well have said:

- have a quiet word
- make them aware that you have noticed these things
- ask if there is anything they would like to tell you about relating to the conversation
- be clear about the expectation or adjustments going forward

Generally, that's all it takes but sometimes the behaviour continues, that's when the note you made is helpful.

It gives you a clear and recorded point of reference to revisit the situation.

It shows you mean what you say and that while you are fair you aren't going to have the micky taken.

The message is clear, consistent and says you will hold people accountable if they are not meeting fair and reasonable expectations.

“Make a note” or “Jot it down” is such a good practice to be in, certainly something to encourage all your managers to be doing.

Keeping simple factual records of these things means that if needed Apex can really get alongside you. It will help us to be able to act sooner if needed. Any concrete facts you give us really help us to be able to give clear advice and then support you through any process that might be needed.

It's important to say that we shouldn't assume someone is being difficult or disrespectful, perhaps there is a genuine and understandable reason for the change in their behaviour.

Maybe they need a little support or adjustment? Without speaking to them you just won't know.



## Plymouth Treasure Hunt

Plymouth Treasure Hunt is back by popular demand.

Can you assemble a squad capable of finding the hidden treasure chest?

Solve puzzles, crack codes, read maps, and decipher riddles. This is a mammoth hunt and is not a one day affair. Pick your team wisely.

All monies raised during this event will go to St Luke's Hospice in Plymouth. This is the best treasure hunt you will ever do!

Why not join the fun?

<https://www.visitplymouth.co.uk/whats-on/plymouth-treasure-hunt-2021-p2965803>

## Top Tips 'Champion workplace wellbeing'

Employee's wellbeing has always been important in the workplace, and in recent times the wellbeing of people in the workplace has never needed more focus.

Since the start of the Pandemic a multitude of changes, adaptations or challenges has affected a large percentage of the population, whether this has been work-related, personal or a combination.

The UK has had challenges of adapting to working from home in many cases; home learning of their children; loneliness; restricted from social aspects of life people enjoy; fear and anxiety of the threat of the virus; financial impact of reduced income the list goes on. All of which has impacted on individuals in very different ways.

There has been a heightened level of mental health issues, but also expanded to physical, financial and social issues.

Employers who focus on the wellbeing of their teams are far more likely to have a more loyal and productive teams than those who do not.

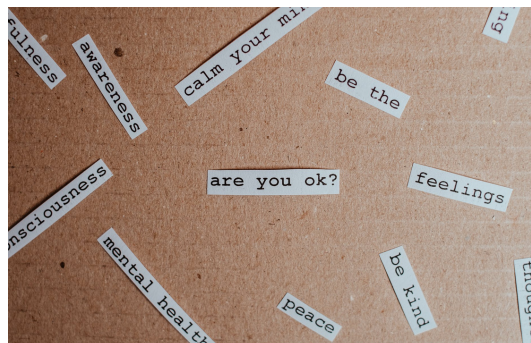
So, what does championing workplace wellbeing look like?

Here are our 5 top tips;

- Try not to take a blanket approach when dealing with wellbeing challenges, your teams are individuals and suggested best practice is to engage on a case-by-case basis.
- Active listening is key to the individual and seek to understand the wellbeing challenges they are experiencing. Discuss what they see as good outcomes to help them whilst balancing the practicalities of fulfilling the needs of the business.
- Where individuals are really struggling, make use of occupational health services for advice and guidance on how to best support them, encourage them to reach out to any employee assisted programmes (EAP's) or signpost to any relevant external services.
- Encourage an inclusive workplace community, to help each other out or participate in work or external events. It is important not to force it on people that are not comfortable with participation.
- Open communication, encourage team members to take ownership and how they deliver of their work, allow for flexibility where the work or role permits.

There are so many other ways you can champion wellbeing in the workplace, but these are some key ones that make a difference to how you make people feel.

If you would like more information, we'd love to hear from you, connect with us at [info@apexhr.co.uk](mailto:info@apexhr.co.uk) or visit our website page 'FOR YOU' <https://www.apexhr.co.uk/for-you/> which offers a range of well being signposted services.



## Credit where it's due - Blog post by Kevin Miller

Harry S Truman once said, 'it's amazing what you can accomplish if you do not care who gets the credit'.

This is a philosophy I have always sought to abide by.

I have been privileged to hold leadership positions in many organisations. I have seen many examples of great people-centred leadership, with some bad examples too.

The bad examples are where leaders do not recognise the people who create the value. Worst still, are those leaders who seek to take credit for other's achievements.

When leaders operate from a 'to serve' mindset, it means they put the needs of the people they are privileged to lead ahead of their own. It requires a real character ethic to do this. A powerful leadership quality is humility – genuinely recognising that you are no better than others.

Some of the best leaders that have inspired me have been extremely humble despite being successful. You would never know the extent of the success as they operate with humility, they remain grounded and do not let success go to their heads. They always thank the team rather than indulge in any self-gratification of accomplishments.

Some people attain leadership roles and ego can take over – the bad examples I have experienced have been where the leader needs to be the one taking the credit. If there is a single bigger trust destroying action on the part of leadership, I am yet to find it.

I believe there is real wisdom in Truman's words, I think we could all help to build better organisations by ensuring credit is placed where it is due – when people feel they matter we build trust and start whole new cycles of success and accomplishment.