

Welcome to our August Newsletter

And thank-you for
your continued
support

Celebrating Success

People4Success recently received the Excellence in Innovation Award at the Waipa Business Awards.

We are thrilled to have been recognised in this way and want to take this opportunity to thank both our clients and our applicants for the support they have shown us as we have developed our services to meet their needs.

Winning the innovation award was particularly exciting as it recognises the effort we have put in to bring new services to the marketplace and reflects the value we place on being flexible to meet your needs.

From left: Paula Lynn Lee & Leeza



And speaking of being FLEXIBLE

The **Flexible Working Act** came into force on 1 July 2008 and allows for a 'right to request' flexible working by an employee and an 'obligation to consider' on the employer.

The Act gives employees who have been employed for at least six months and who are caring for 'any person', the statutory right to request a variation to their working arrangements (hours, days or place of work) once every 12 months.



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The Act is specific about the requirements for requests. Among other things they must be in writing, must specify the proposed commencement date for the new arrangement and the period if it is not permanent; and must explain how the arrangement will help provide care.

An employer is obliged to deal with a request as soon as possible, but no later than three months after receiving it. If the request is refused the employer must state why, and must also give reasons, if relying on paragraphs (b) or (c) that follow.

Under the Act an employer can refuse a request on the following grounds:

- The request is inconsistent with a collective agreement applying to the employee; or
- The employer is not eligible to make a request (i.e. they have not been employed for long enough); or
- For any of eight prescribed business reasons:
 1. Inability to re-organise work among existing staff
 2. Inability to recruit additional staff
 3. Detrimental impact on quality
 4. Detrimental impact on performance
 5. Insufficiency of work during the periods the employee proposes to work
 6. Planned structural changes
 7. Burden of additional costs
 8. Detrimental effect on ability to meet customer demand.



Under the Act employees can only challenge the employer's procedure when dealing with requests and not the reasons for refusing them (although employees may challenge this latter aspect by raising a disadvantage personal grievance).

Labour inspectors are the first port of call if there are any disputes, then mediation and the Employment Relations Authority. In this latter forum, employers are exposed to the potential for a \$2000 penalty.

If you have a request for flexible working hours and are unsure about how best to manage the process please give us a call on 07 870 5402.

TIPS ON GETTING THE BEST FROM YOUR TEAM

Lee Astridge and Caroline Britton have been working on a book designed to help people who manage teams, identify the best management style for each team member.



Former PM Mike Moore has described the book as ‘...a good read as well as a useful tool for success.’

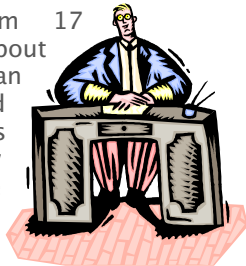
Annah Stretton (of Annah S fame) said ‘There really is something for every level of leader in this book.’

E-mail info@people4success to secure your copy now for posting out to you by the end of August. At \$26.99, it’s a small investment for a lot of knowledge!

NZ MANAGERS WORK LONGER

Kiwi Managers are putting in longer hours than managers in economically booming Ireland.

Over 5000 managers from 17 countries were questioned about their working hours for an international survey conducted by Robert Half - and results show 17 percent of New Zealand managers work three weekends or more a month.



Across the Tasman, 21 percent of managers said they work three weekends or more a month, while in Ireland only five percent give up their weekends that often.

New Zealanders and Australians also aren’t as good at switching off from phone calls and email during the weekend. Only 20 percent of Australians and 26 percent of New Zealanders always switch off their work phones and emails during the weekend - the Irish maintain a much firmer work-life boundary, with 55 percent of managers always doing so.

The Irish also work fewer hours during the week, with only 3 percent saying they work more than 55 hours a week, compared with 13 percent of Kiwi managers working these hours and 11 percent Australians doing so.

The main reason for working longer hours was the same in all three countries - managers had taken on more responsibility and were feeling more pressure.

What are the lessons for us?

Here at **People4Success**, we believe it is important to achieve a work life balance. We also acknowledge that where this balance sits is as individual as us all. Just make sure that you’re not the one sitting there wondering why Generation ‘Y’ gets all the fun while we’re doing all the work...! We do have a choice.

We are seeking a new **Recruitment Advisor** to join our team at **People4Success** following Leeza’s decision to take on a Marketing Manager’s position in Hamilton.

Well done on this great career move Leeza!

Our new Recruitment Advisor will take on responsibility for attracting and selecting talent for our customers and continuing the great growth momentum we have established over the last few years.

Leeza leaves us on the 27th August and we have arrangements in place so that there will be no interruption to our services through this period of change.

DRIVING WORKERS TO DISTRACTION

In another global survey it was found that overly talkative colleagues have taken over from cigarette breaks as the biggest enemy of workplace productivity - and New Zealanders are among the worst culprits.

The survey shows the distraction caused by smoking (seven percent) pales in comparison to surfing the internet (28 percent) personal emails (22 percent) and the number one disruption, talkative colleagues (39 percent).

Personal calls were found to be the least common work distraction (four percent).

Regional trends uncovered included:

- Luxembourg and Belgium workers are most disrupted by office chatter, with more than 60 percent of their local vote going to talkative colleagues
- New Zealand came in at 50 percent
- UK workers are the worst culprits for time-wasting with personal emails at 36 percent
- The survey was completed by 1036 respondents from 15 countries.

| What is your most time consuming distraction at work? | Globally |
|-------------------------------------------------------|----------|
| a. Personal email | 22% |
| b. Internet surfing | 28% |
| c. Smoking breaks | 7% |
| d. Talkative colleagues | 39% |
| e. Personal calls | 4% |

CHANGES AHEAD AT