

It's well known that companies with engaged employees tend to be more successful and boast lower attrition rates, but did you know that the best way to engage your workers is to inspire them?

After being awarded a place in Britain's 100 Best Workplaces, we're keen to pass on some of our know-how — and we've found that inspiring your team to be their best (as well as making them happier, healthier and more fulfilled) leads to improved business performance.

So each fortnight, we'll be bringing you top tips on hiring, inspiring, developing, and thanking your employees to help you fill resource gaps in your team, retain your best performers, and make your office a more attractive place to work.

**Great Place to Work®** research and recognise leading organisations in more than 45 countries worldwide. Based on data representing over 10 million employees, these best workplaces competitions form the world's largest and most respected study of workplace excellence and people management practices.

#### About us

Office Angels sources talented and hardworking office professionals across every sector and region of the UK. With an extensive network of branches, we pride ourselves on our local service and national coverage. And because we take the time to foster supportive, long-lasting relationships, you can be confident in our ability to make the right connection, every time.

Office Angels was awarded 36<sup>th</sup> place in Britain's 100 Best Workplaces, 2014



# INSPIRED WORKERS GIVE THEIR ALL

Top tips from the experts



 For more information, get in touch with your local Office Angels.

[office-angels.com](http://office-angels.com)

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RECRUITMENT CONSULTANTS

# Highly engaged workplaces have employees who feel inspired

## ★ Well planned inductions

Attracting great workers to your door is essential for lasting success, but you need to be able to keep them there if they're going to have a real impact on your business.

### **Purpose of an induction**

Inductions help new recruits to learn the ropes, feel more at home, and become productive quickly; what's more, research has shown that tailor-made induction programmes can significantly boost retention levels.

### **What are the risks of not having an induction?**

You need to make a favourable impression from day one. Get it wrong at this stage and you risk having employees who never really understand the organisation or their role in it — leading to poor integration, low morale, and loss of productivity.

### **The induction process**

Inductions should be a shared process: the line manager offering an overview of the organisation, department and job; HR giving details on health and safety issues and collecting important information (such as bank details); and a 'buddy' to help shorten the settling-in period.

To find out more, download our free induction checklist at [office-angels.com/bestworkplaces](https://office-angels.com/bestworkplaces).

## ★ Having a purpose

One of the best ways to inspire your team is to communicate a specific, consistent and achievable vision so that people feel their work has real meaning.

### **Purpose, vision and values**

Those employees who work for inspiring leaders tend to be more committed, satisfied and productive. But what makes an inspiring leader? It takes communicating where the company has come from and where it's going; motivating, empowering and supporting employees; encouraging them to voice their opinions; involving them in the decision making process and doing what you say you're going to do.

### **What makes your team tick?**

Knowing what makes your team tick is the first step to inspiring and engaging, so identify how your employees feel about their job — including pay and benefits, management, learning and development, and work-life balance — to highlight areas for improvement and drivers for engagement.

### **Inspiring results**

A minority of employees may not want to be engaged. Use performance management to set objectives and encourage improvement of individuals' skills, behaviour and contributions.

## ★ Open communication

When your employees feel understood, they're more likely to produce great work.

### **Two-way communication**

Once you know what inspires your team (and what they think makes a great workplace), you can formulate an action plan. Show that you've listened to their feedback and are committed to continually improving processes to support their hard work. But remember: failing to act on the feedback you receive can seriously erode trust.

### **Helping staff feel understood**

Employees need to know what's going on in their company to feel engaged, but they also need to feel understood. It's not all about task management, so allow sufficient time in 1:1's to check how your employees are doing, adopt an open door policy to remain accessible, and show your workers you're listening by recapping and validating what's said.

### **A win-win strategy**

These reciprocal exchanges encourage a sense of unity and collaboration. They also give you a greater insight into the issues that affect employees and their work, along with what motivates them — something that will ultimately help your company to achieve its goals.