



THE COMPLETE GUIDE TO GETTING YOUR EMPLOYEE STRATEGY CORRECT

The background of the entire page is a dense, overlapping pattern of large, vibrant teal leaves. The leaves have prominent, parallel veins and are set against a dark, almost black background, which makes the teal color stand out. The lighting is soft, highlighting the texture and natural shape of the foliage.

CONTENTS

INTRODUCTION 03

BACKGROUND - THE ENGAGEMENT ENVIRONMENT 05

THE ENGAGEMENT EFFECT 07

THE ENGAGEMENT APPROACH 10

THE ENGAGEMENT OBLIGATION 13

EMPLOYEE ENGAGEMENT WITH PEOPLE SERVICES SOLUTION 17

THE SIGNIFICANCE OF EMPLOYEE ENGAGEMENT CAN'T BE

EXAGGERATED – EMPLOYEE COMMITMENT TECHNIQUES HAVE BEEN

DEMONSTRATED TO ACCOMPLISH UP TO 5 TIMES MORE INCOME DEVELOPMENT,

DECREASE STAFF TURNOVER BY 67%, IMPROVE EFFICIENCY,

RETAIN CLIENTS AT A HIGHER RATE AND INCREASE PROFITS.



Above all engaged employees mean more joyful employees, both at work furthermore, at home. When an Individual is happy and connected, it injects all that they do with Reason, vitality, and excitement.

When we at first consider employee engagement, it tends to be mistaken for how fulfilled your staff may presently be inside their job role. In any case, making a clear distinction between levels of happiness and authentic employee engagement is important for building a powerful, successful engagement plan to transform organizations with successful outcomes.

Your employees may appear to be happy whilst working, be that as it may, that doesn't necessarily mean they are working productively or meeting business KPIs.

While giving staff pleasant treats, for example, recreational spaces or Friday evening drinks are special rewards, guaranteeing employees are genuinely engaged is a different story. A widely inclusive methodology is required to construct a propelled and faithful workforce.

Employees are at the core of each business and holding great employees is vital to success. Engaged employees essentially lower the danger of problematic staff turnover for an organization. When employees are more invested into the success of a company, they likewise display more reliability, which means they are more likely to stay with the organisation. Moreover, organizations that have an exceptionally engaged workforce have an expanded capacity to pull in new, qualified representatives.

WHAT DOES ENGAGEMENT MEAN?

It means an expanded and sound bottom line.

When workers are engaged, they become progressively productive and proficient.



26%

An examination by Watson Wyatt found that organizations that have exceptionally engaged employees produce 26% higher income per employee.

We'll cover a range of topics within this eBook regarding employee engagement factors that your company can adopt to ensure there is a robust plan in place and understand tangible benefits for the company, including refined retention, amplify innovation and boosting profitability.



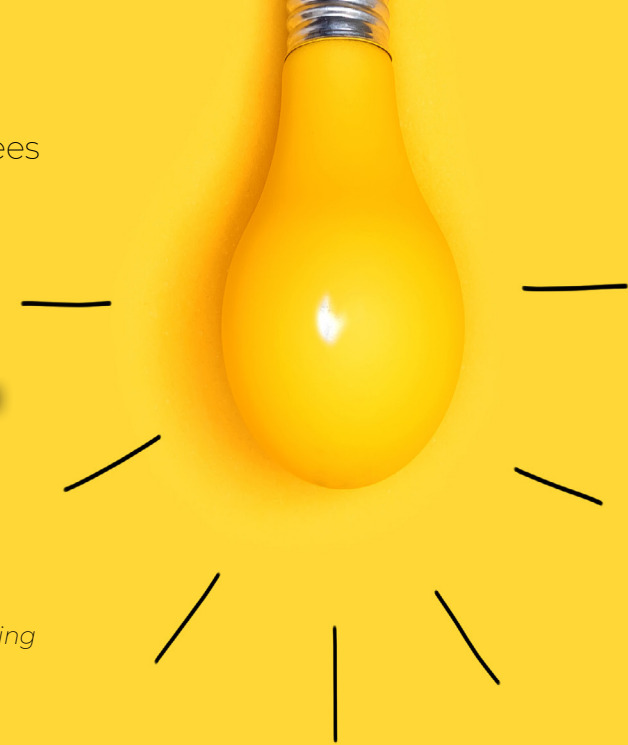
BACKGROUND - THE ENGAGEMENT ENVIRONMENT

Organisations are finding it difficult to give their employees a unique employee experience to raise levels of engagement over their workforce.



54%

A recent study of research, completed by enrolment site Glassdoor, found that 54% of employed individuals felt that, if they somehow happened to quit or lose their job, they'd be fruitful in finding employment inside six months.



Less than a quarter of organizations feel they are at present exceeding expectations in this area. No more is this conspicuous than inside people-intensive service industries, **where retention standards are as low as 70%, contrasted with a UK average of 85%.**

in the hospitality area, with up to half changing jobs yearly. Studies included contribution from 48 nationalities working inside the UK furthermore, with Brexit liable to affect on the availability of such foreign nationals, the strain to hold staff is going to increase significantly over all industry divisions.

If employees realise that there's something proportional or better just around the bend, it's essential that organizations are taking unique consideration to situate themselves as an engaging employer who prepares, contributes, and holds their most important asset – their individuals.

Unsociable hours, low pay and a lack of benefits all contribute to low degrees of employee engagement creating a higher staff turnover rate and employees who are unsatisfied with their jobs.

Organizations that neglect to pay attention to employee engagement regularly experience the ill effects of poor profitability, stressing staff retention levels and frail overall revenues.

To put it briefly, if you don't make the work environment a satisfying, fulfilling, and engaging place to work, you're going to lose your staff, or keep on accomplishing low or unremarkable efficiency.

The selection of talent available to employers is rapidly evaporating. Studies have shown a few frightening realities in regards to staff retention

This is from elevated levels of staff turnover working with least exertion in undervalued jobs.

People Services Solutions know that attracting and retaining employees is more important than ever.

BACKGROUND - THE ENGAGEMENT ENVIRONMENT

THE EFFECT OF DISENGAGED EMPLOYEES

ON YOUR BUSINESS' PRIMARY CONCERN

CAN'T BE OVERLOOKED.

Generally, disengaged employees care less about their occupations than engaged employees. They'll be less invested into their work which causes a snowball effect on levels of efficiency, affecting profits and staff turnover. With the creation of occupation portrayals and adverts, leading interviews, on-boarding and preparing, the expenses of recruiting new workers can rapidly rack up.

To such an extent, that it can cost your business as much as £30,000 for each new representative you bring into the business.

Furthermore to this cost, you need to contemplate the expense of paying your current staff overtime to cover the absences of your disengaged employees, altogether increasing the monetary impact of low levels of engagement.

Connect with People Services Solutions now and decrease the expenses related with workforce disturbance.



THE ENGAGEMENT EFFECT

**EMPLOYEE ENGAGEMENT CAN TURN STRENUOUS ORGANIZATIONS
INTO INCREDIBLE ORGANIZATIONS, WHERE POTENTIAL EMPLOYEES &
EXISTING INDIVIDUALS OF STAFF ARE PLEASED TO WORK.**

Employee engagement is a term which may seem like it is only a current marketing trend, however in the working world, real concrete business benefits can be attained by creating an engagement strategy. Along-side the evident benefits of better retention rates & ease of recruitment, pure staff engagement will manifest itself by increasing motivation & productivity levels, positively shaping the success of your business.

PRODUCTIVITY

***A scarcity of employee engagement is
costing organizations around £340 billion
each and every year.***

Disengaged employees rarely push themselves to meet company objectives and even more so, do not contribute much to inventive work. Since they do not accept that their work adds to the associations cause; they abstain from finishing assignments correctly, influencing the teams productivity also, the organizations capacity to convey billable yield.

Expanding efficiency can move and flow, similar to a wave, through the workforce, impacting employees and divisions to support and expand on a regularly increasing degree of productivity.

IMPROVED SALES

First rate customer service and enhanced productivity means more sales.

Exceptionally engaged work forces see an average of 20% higher sales than their disengaged partners. Ongoing studies indicate that the equivalent manager practices that drive engagement also, concurrently, drive business outcomes.

ATTENDANCE

Engaged employees are infused in their roles, care about the accomplishment of their team and are subsequently more averse to become absent and negatively sway the degree of work finished and the general accomplishment of their team. Engaged representatives are solidly dedicated to their companies mission: entering the work-place motivated each day with the intent of ensuring the work is completed correctly.



41%

Exceptionally engaged workplaces report a 41% lower absenteeism rate.

THE ENGAGEMENT EFFECT

Taking the odd day off doesn't necessarily mean employees are disengaged.

They have a sense of safety in their job, and they're certain one missed day won't influence the work to be carried out. Although, you should be wary if patterns of absence start to become frequent.

EMPLOYEE PATRIOTISM

As the millennial generation become increasingly central in the working environment, the meaning of employee loyalty is evolving. What used to be characterized as long term devotion to an organization's objectives, presently looks increasingly like a quid pro quo interplay. That's not the only unnerving news:

Your employees may not be effectively searching for new employment, however that doesn't mean they wouldn't acknowledge an offer if the correct one was to present itself. In any case, when employees are engaged, they tend to stay. Employees don't leave when they are invested in the organisation's principles and care about the achievement of the company and they are challenged and rewarded for the work they do.



46%

46% of representatives would acknowledge another job offer if the opportunity presented itself.

GIVEN THE BUSINESS BENEFITS, EACH BUSINESS OUGHT TO HAVE A CLEAR APPROACH FOR EXPANDING EMPLOYEE ENGAGEMENT.

Less than a quarter of organizations feel they are at present exceeding expectations in this area. No more is this conspicuous than inside people-intensive service industries, **where retention standards are as low as 70%, contrasted with a UK average of 85%.**

Unsociable hours, low pay and a lack of benefits all contribute to low degrees of employee engagement creating a higher staff turnover rate and employees who are unsatisfied with their jobs.

The selection of talent available to employers is rapidly evaporating. Studies have shown a few frightening realities in regards to staff retention

in the hospitality area, with up to half changing jobs yearly. Studies included contribution from 48 nationalities working inside the UK furthermore, with Brexit liable to affect on the availability of such foreign nationals, the strain to hold staff is going to increase significantly over all industry divisions.

Organizations that neglect to pay attention to employee engagement regularly experience the ill effects of poor profitability, stressing staff retention levels and frail overall revenues.

This is from elevated levels of staff turnover working with least exertion in undervalued jobs.

If employees realise that there's something proportional or better just around the bend, it's essential that organizations are taking unique consideration to situate themselves as an engaging employer who prepares, contributes, and holds their most important asset – their individuals.

To put it briefly, if you don't make the work environment a satisfying, fulfilling, and engaging place to work, you're going to lose your staff, or keep on accomplishing low or unremarkable efficiency.

People Services Solutions know that attracting and retaining employees is more important than ever.

THE ENGAGEMENT APPROACH



PEOPLE SERVICES SOLUTIONS TOP TIPS

Encourage engagement from the start


First impressions are crucial on the first day of employment, avoid tedious tasks, paperwork and dated presentations. New employees tend to start with enthusiasm & curiosity, involving them with existing employees makes them feel part of the group & gives them confidence in your company.

Review

Start by creating an employee engagement survey, this can help gauge employees feelings and thoughts. Companies usually create surveys for data collection that is presented to the board members and doesn't always mean change is apparent through out the whole company. Take the information from surveys, create an informal meeting over food, talk about issues and ask the whole team how this can be improved and make a public commitment to create the changes needed.

Don't talk, just do

The single most effective employee engagement strategy to deploy is one where management are displaying signs of engagement. Employees need to see their leaders showing these behaviours that is being asked of them.



55%

Companies that show this behaviour across the full work force show that 55% of representatives are more engaged, focused and more likely to stay with the company



Leadership teams at the top are the role models for the rest of the company. Seniors are encouraged to show goals and visions of the company to their teams. The board needs to ensure the leadership teams have all the tools necessary to push effective employee engagement.

The management role

Studies have shown that middle management involvement can create a 70% improvement in any engagement strategy.

Culture and values of a company are influenced from managers and team leaders. They are constantly communicating effectively to push these values. Studies have shown people don't leave companies they leave

managers. Ensuring managers are participating is crucial, employers are obligated to create an environment in which employees have a key position to become more engaged.



The employee role

The same study also shows that 80% of managers aren't seen as being motivating. Self motivation is then dependent on the employee to manage. In order to create a suitable and productive environment they should be supported with the right tools and benefits.

Companies that exhibit high levels of employee engagement have been shown to produce **5 times more revenue growth.**



Money matters

Senior individuals from the finance group should focus on multifunctional matters with consideration paid to performance improvement, productivity and business support. Finance groups should work with HR to make a performance culture, something that is essential so as to contend and prevail in the current scene.

Employees are your fundamental resource and guaranteeing they stay faithful to your organization will, in any event, decrease the costs related with drawing in and preparing new employees. These savings can be diverted towards employee rewards to guarantee that their engagement

levels go past simply staying with the business – truly engaged workers can create real, include genuine and quantifiable results. From a financial perspective, employee benefits can frequently appear to be an extra expense to the business.

Be that as it may, incentivising employees should be seen as a long term investment that will firmly influence the benefit of the organisation, through better efficiency, productivity and eventually to better serve its client base. Inspired employees are a key resource for any business in the drive to outperform the opposition. Thus, employee

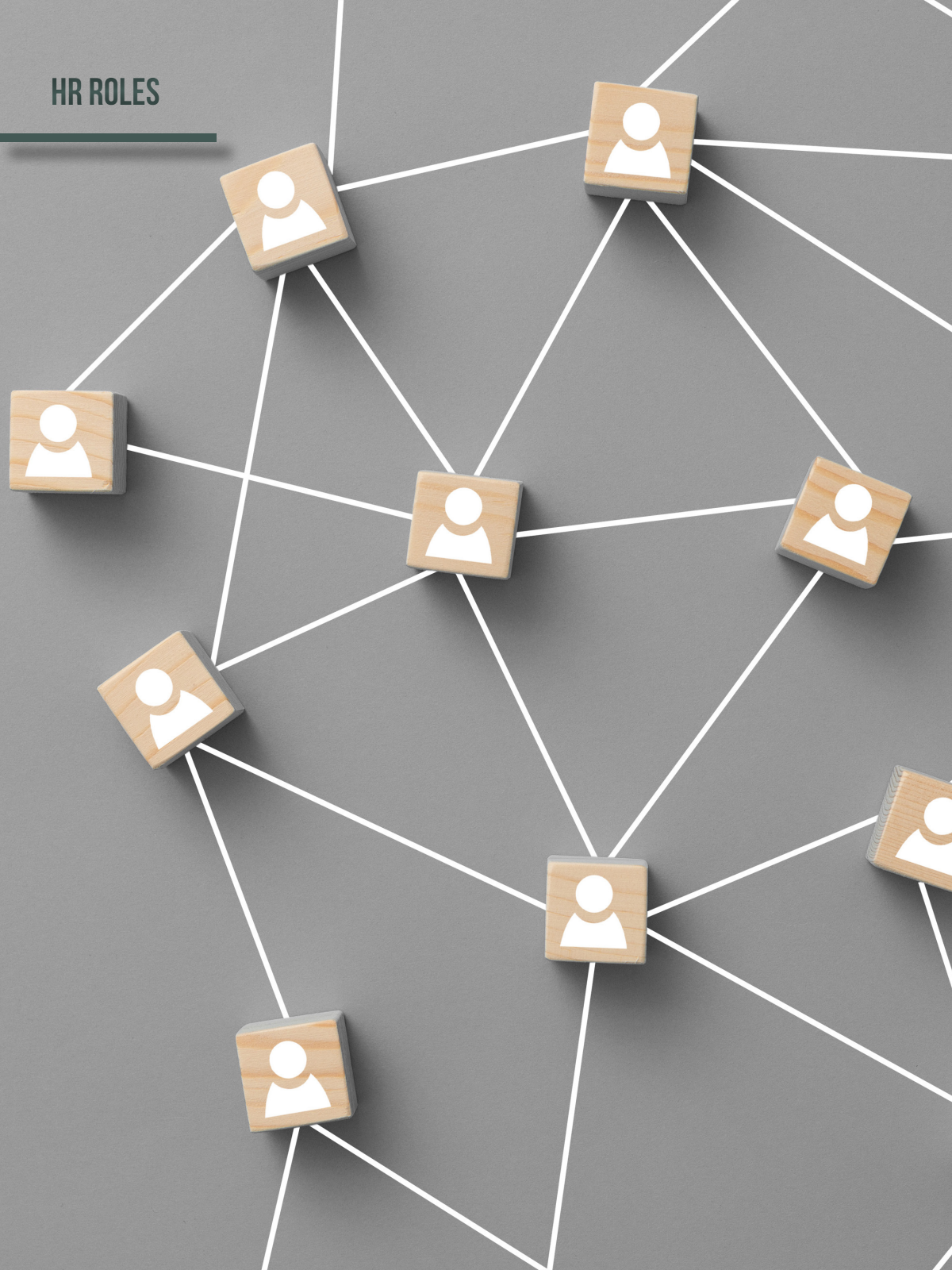
engagement plans are essential to guarantee companies persistently improve profitability and proficiency to accomplish business objectives and to always be a step in front.



HR ROLES

HR is responsible for creating engagement methods. They create the culture needed that attract and retain the employees with the skills required for a healthy business growth. The more suited an individual is to a role, the more engaged they will be and less likely to leave the company, compared to employees who don't feel as if they fit in the companies work culture.

Incentives and bonuses are not always a full proof way to gain employee engagement. One of the best ways is to gain engagement is open communication. Having a clear path for employee - employer communication is essential for employees to share and contribute their thoughts professionally to work matters. With no smoke screen between employee - employer, employees feel fulfilled when they are directly involved in the company and have knowledge of the business and how everything is impacted on the day to day activities. With this liberation, they deliver real improvements and contribute higher levels of engagement for the whole work force.



WE BELIEVE A COMPANIES GREATEST ASSET ARE THEIR EMPLOYEES, HEALTH AND GROWTH STEMS FROM YOUR EMPLOYEES

People services solution take the obstacles out of engagement delivery by creating a simple and easy to use plan for employers to implement and can be accessed easily by staff. Our goal is to liberate our clients by meeting their employment needs and offering a wide range of services to support them. Lower productivity, profits and growth are factors of low employee engagement. On average, it takes a company 63 working days to hire a new member to their work force. This equates to £300 productivity loss per day, minimising loss and keeping employees engaged is the key to retention.

We provide your company with the correct services, tools and products to keep your employees engaged. Our benefits are much more than discounts and deals, we provide solutions to help create a healthier workplace. All of our services are catered to your company via our all in one employee portal.

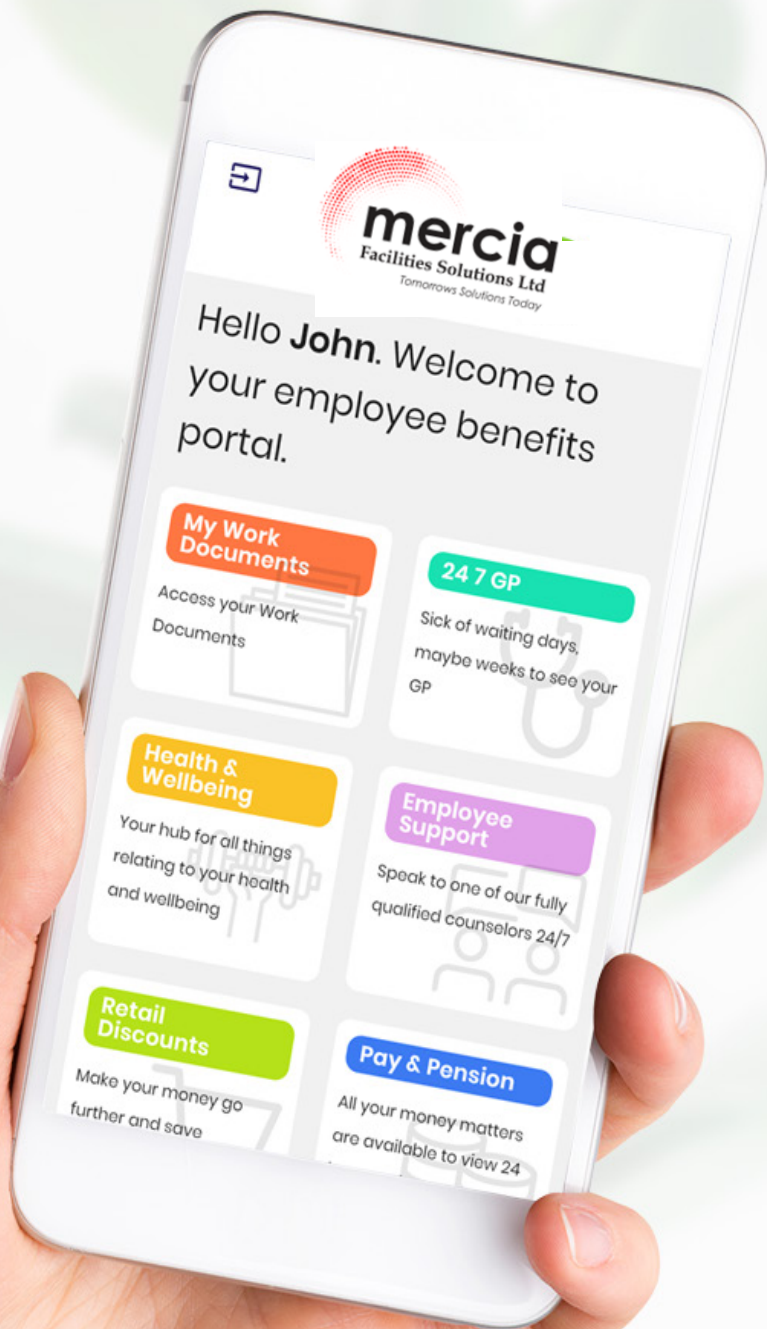
PSS Services

PSS provide workplace pensions, auto enrolment and payroll consultancy, with access to benefits and services.

73% of employers are now using additional benefits to retain existing and attract new talent. Its crucial that staff are aware of the benefits and tools you are providing for them. Our distinctive portal lets you see this in real time.

PSS have designed a portal that gives your employees instant access and visibility to their benefit packages.





My Work Documents

Access all your important work documents from one convenient location.

24/7 GP

Speak to a Doctor 24/7, get a diagnosis and get prescriptions sent to your home or direct to your workplace.



Health & Wellbeing

Your hub for all things relating to your health and wellbeing, including health checks, gym discounts and insurance.

Employee Support

Speak to a counsellor anytime of the day to get emotional, legal or financial support for free.



Retail Discounts

Hundreds of retail discounts at your finger tips, on average saving people up to £1,000 per year.

Pay & Pension

All of your payslips and pension information at your finger tips. View your latest payslips and check your pension pot.



PSS SERVICES



EMPLOYEE ENGAGEMENT WITH PEOPLE SERVICES SOLUTION

PAYROLL

Your company will improve from industry leading expertise in payroll management along with any additional support required. Accurate and well timed payroll data is crucial for management and to gain financial insights. Strengthen your managerial decisions with:

- Full alignment with your tasks
- Simple and faster processing
- Full visibility over your workforce
- Flexible reporting

In one swift move, you have access to our payroll specialists, who manage your payroll to the highest standards. We will provide you with real advice that you can implement, immediately removing tedious tasks like payments of wages, payroll processing, data & time sheets, issuance of payslips and more.

PENSION

As an employer, you have the responsibility to ensure your company has a workplace pension. Our pension experts will keep track of all the latest changes, products and services throughout the workplace pension landscape and also will:

- Manage NI contributions
- Register with the Pensions Regulator
- Create workforce assessments
- Monitor employee wages
- Re-enrol every 3 years
- Maintain precise up to date records
- Communicate with employees



Studies show that **65% of employees** worry about financial security post retirement. We at PSS can provide your employees with 24/7 access to their pensions via our portal and the ability to trace where their money is going, this immediately gives your employees control and reduces the stress levels in your work force.

EMPLOYEE ENGAGEMENT WITH PEOPLE SERVICES SOLUTION

HEALTH BENEFITS

PSS are focused beyond financial matters, with one of our key features having top rated health benefits, for example:

- Confidential helpline for stress issues
- Email prescriptions
- Access to a qualified GP 24/7 for all staff and immediate family
- Social care services (pharmacies, local hospitals, dentists etc..)

Providing your workforce with health benefits will show that your employees are genuinely valued and cared for, this creates a more positive, motivated and healthier work landscape.

LIFESTYLE BENEFITS

We offer your employees a vast selection of complimentary benefits, saving money on shopping, travel and leisure, all employees will have access to discounts from hundreds of high street shops.

78% of employees have said that benefit packages are very important factor when making a decision to accept or reject a job offer.

With employee turnover costs being so high, retention is crucial within your business. Offering your employees the best packages will ensure your skilled employees remain with you and continue to perform to a high level

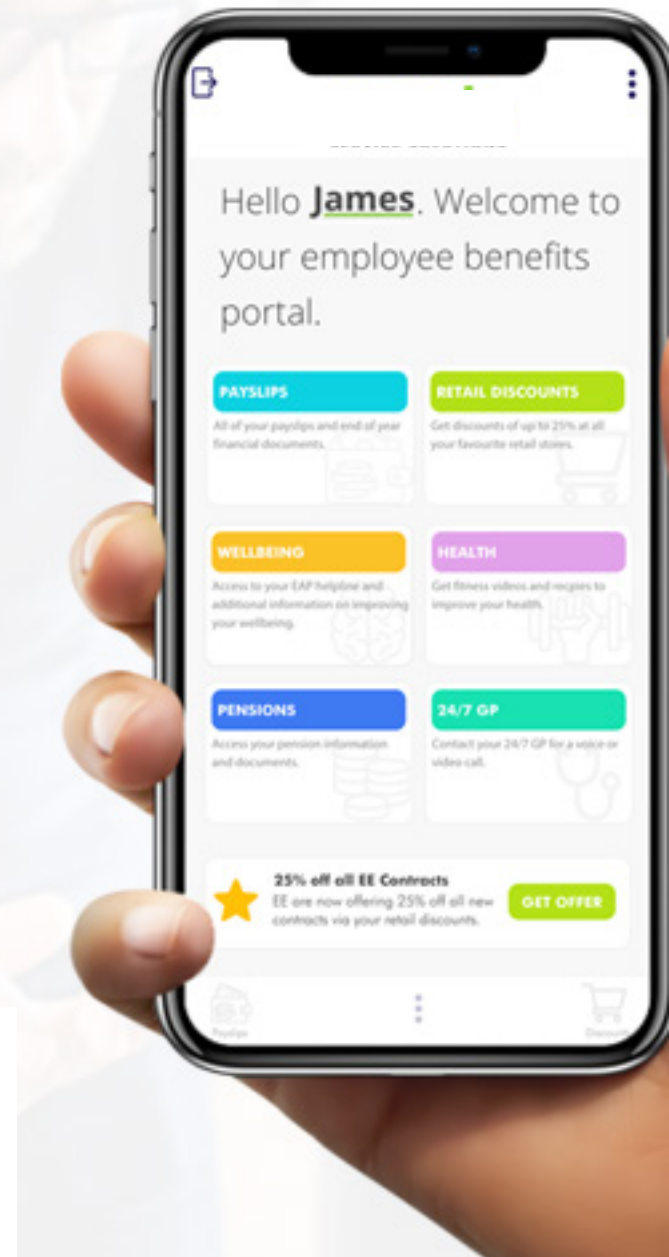
Our unique portal puts your key rewards of pensions and payroll at the very centre, this encourages employee usage of other benefits to a huge 90%+, giving your organisation the employee engagement it requires. Transform your employee engagement with People Services Solution.



Employee benefits in the palm of your hand.

Download the people service solutions employee benefits app today!

For free via the Google Play Store for Android, or the App Store for iOS. Giving you instant access to your discounts and payroll documents.



Tel: 0330 390 2001
info@merciasolutions.co.uk