



Tourism Industry HR Newsletter

August 2014

IN THIS ISSUE

Four Tips To Keep Employees Engaged During the Summer

by Forum Corporation

Summer is in full swing for those of us in the northern hemisphere, and while that's good news for everyone, businesses have to grapple with the fact that many of their employees will be plotting about how often they can take off early on Fridays to hit the beach. It's more than a hunch that summer weather saps productivity and employee motivation. Creating a work culture with highly-engaged employees is a hot topic right now because research shows that engaged employees are happy, more productive, and are more willing to go the extra mile. Besides monitoring the thermostat, savvy employers can help keep their employees' heads and hearts in the game – when they'd rather be elsewhere – by taking these four steps:

1. Keep it Fun

Work doesn't stop during the summer, deadlines must still be met and projects completed, but that doesn't mean that warm weather should be ignored either. Offering up summer-related perks and activities, including the classic early-release summer Fridays; ice cream truck visits once a week and summer outings will help keep employees motivated during the summer, but still feeling like they're taking advantage of the warmer temperatures.



2. Be Flexible

Even if summer hours aren't in the offering, try to accommodate employee vacation requests, even if they're last minute, as most staffers will ask for time off this time of year. A 2012 survey from Harris Interactive found that Americans did not use about 9.2 days of vacation, up from 6.2 days in 2011. Rested employees are far more productive at work, so encourage workers to take those summer breaks.

3. Foster Year- Round Engagement

No matter what the weather is, employees who feel as though they work in a culture where they're trusted, respected and where their unique contributions are valued, will be highly motivated to excel at their jobs. Savvy employers know this and are always evaluating their tactics to make sure the proper systems are in place to create a positive work culture.

4. Don't Forget Training

Training opportunities should not go by the wayside just because a large percentage of the office is off on vacation during June, July and August. Employees who are constantly building up their skills and knowledge will be more engaged and happy that they're getting the training they need to advance in their jobs. Perhaps an all-day offsite in a gorgeous location with a business expert can combine training and summer fun.

In the end, managers should check-in with their team leads to get their thoughts and take the "engagement temperature" on how to best engage their employees and liven up the office when everyone would rather be outside.



How Engaged is Your Staff?
6 Steps to Finding out

Page 2



Want a low-stress vacation?
Do these 4 things

Page 3



Staff parties are a great way to increase morale and have some fun with co-workers.

Page 4

FAST FACTS

60%

Of employees globally are considered engaged

40%

Of employees globally are passive or actively disengaged

2013 Trends in Global Employee Engagement "AON Hewitt"



Want a low-stress vacation? Do these 4 things

by Anne-Marie Vettorel / Canadian Press

(CP) — Need a vacation to recover from that vacation? You're not alone, say experts from the University of Ottawa. Typical vacations do not decrease long-term work-related stress levels, according to Jane O'Reilly, a human resources professor.

What's more, if vacation experiences are "resource-consuming", they can leave someone even feeling more drained than before, said another human resources professor, Laurent Lapierre. Here are four ways to get more rest, have more fun, and avoid wasting that precious summer reprieve.

1) When people experience work-related stress during a vacation, it can be because they are "output-oriented" individuals, according to management professor Michael Miles. "They worry about getting this done and getting that done," he said. Some people just need to recognize that this need to be productive is an aspect of their personality, he said.

"The one thing that I found for myself — I fall into that category — is that I make goals for my vacation itself. So for example, one of my goals for this vacation is to clean out my garage, which sounds really crazy, but it's really relaxing. It's enjoyable because it's a goal and I can check it off and feel like I've achieved something."

2) O'Reilly suggests two time-management strategies, to reduce stress before and after a vacation, in her own list of helpful tips. Before leaving, she suggests making a list of all the things that need to be done, and resisting the temptation to leave things for

after the break. Leaving on a high note of productivity and accomplishment, he said, will help output-oriented people relax once they're away.

O'Reilly's second strategy is to "be mentally and logistically prepared for your workload upon your return. Organize your tasks based upon what is most important to get done." This approach, of doing the big chunks first and working through details later, is a habit of successful and productive people in general, said Miles.

3) While there are vacations that consume resources like time and energy, there are also "resource-providing" ones, said Lapierre. Colloquially, these are laid-back vacations that help people "recharge their batteries." He suggests dedicating time off to doing things that promote relaxation — such as massages, yoga, using a sauna, going swimming — or cultivating a talent, hobby or passion.

4) Don't count on the benefits of a single, restful vacation to carry through the entire calendar year, said Lapierre.

"Hoping that your annual vacation time is going to be the time when you're going to recharge your batteries or recover from work really is foolish. It's absolutely foolish," he said. "There's actually some pretty impressive, compelling research that shows that time that you spend away from work, that's evenings and weekends, really has to be used wisely." Miles recommends people give themselves time and space for mini-vacations on a daily basis.

10 WAYS TO DE-STRESS FROM A HECTIC WORK WEEK

BY JENNIFER VILLAMERE

1. Take a bath

Add a few drops of essential oil, such as lavender, to help you relax.

2. Breathe deeply

Count to eight as you inhale, exhale slowly. Repeat eight times.

3. Phone a friend

Venting about your crazy work week can help.

4. Catch a comedy

It'll give you a much-needed distraction and make your work week seem miles away.

5. Kick back for a nap

Get a nap in so that you're fresh to focus on the weekend ahead.

6. Grab a green tea

Avoid stimulants like coffee that can intensify your stress.

7. Get outside

Fresh air has calming effects that are often overlooked.

8. Curl up with a good book

It'll take your mind off your work worries and help you unwind.

9. Pamper yourself

Beauty rituals can be relaxing, so paint your nails or slather on a rich facemask.

10. Make plans

Make a to-do list you can't wait to tackle, then make it happen.

How Engaged Is Your Staff?

6 Steps to Finding out

by www.profitguide.com

If you think your staff is highly engaged, what proof do you have? After all, workplace surveys typically show that bosses overestimate the job satisfaction levels of their employees. And when your personal gauge of employee engagement is on the high side, you're missing opportunities to improve productivity, innovation and staff retention.

An employee engagement survey can help you determine whether your staff is as committed to your company's growth, vision and strategy as you'd like them to be, and measure key drivers of engagement, such as alignment with the company's values, opportunities for career advancement and training opportunities.

Here are six tips for programming and executing an engagement survey in your company:

1. Set goals

Figure out what you want to get out of the survey, and develop your questions accordingly. Stick with three or four areas of priority, such as whether staff believe their opinions and input matter and how fair they perceive the promotion process to be. Don't exceed 40 multiple-choice questions.

2. Be transparent

Tell employees what you are trying to achieve with the survey and that the results are intended to help management create a better work environment.

3. Ask a few smart questions

A good starting resource is the Gallup Q12, a set of 12 simple and straightforward indicators of employee engagement from which a richer engagement survey can be built. To wit: "I know what is expected of me at work," "At work, my opinions seem to count," and "The mission or purpose of my company makes me feel my job is important."

4. Go online

Web-based survey tools like SurveyMonkey are affordable, easy to program, offer rich analytical options and provide for respondent anonymity, making them excellent DIY resources for small businesses on a tight budget.

5. Dig deeper

Conduct a focus group with employees to ensure you interpret the numerical data correctly and to develop ways to operationalize the results of the survey.

6. Act!

Develop and implement one or two focused initiatives based on the survey results, communicate them to staff, track progress and communicate that progress. If staff don't see something positive come out of the survey, they'll assume you're paying mere lip service to their needs and making a false commitment to improving engagement.



BC ROCKY MOUNTAINEER RAILTOURS

Executives agree: you don't address employee morale problems only when they become an issue, but instead you do a good job of looking after them on an ongoing basis. One of the most successful programs at RMR is the Community Spirit committee.

This program is employee-driven and involves raising money for community charities through fun activities like ice cream days, potlucks, and Fun Fridays. Not only do all the employees get involved in the events, the money raised presents Rocky Mountaineer as a good corporate citizen in the community. The company also hosts a picnic for all employees and their families right in the middle of the season to acknowledge the commitment and pressure of a busy summer on their staff.



Summer Staff Parties



Suggestions for hosting a party

If you are hosting a staff party, either on your own premises, the home of an employee, or at another establishment, here are a few best practices for employers:

- Provide taxi cabs, at the employer's expense, to and from the party;
- Before the party, communicate to all employees that they should use taxis if they will be drinking at the party. Make a similar announcement during the party;

- If an open bar is provided, limit the time the bar is "open." This discourages overindulgence and makes it easier to manage alcohol intake;
- Appoint managers to casually monitor guests' alcohol intake;
- Ensure that there are lots of non-alcohol options for guests; and
- Create a social media policy obligating employees to obtain approval before posting company information and pictures on their individual profiles or on the company profile, making it easier to monitor the organization's image.

Being a careful employer does not mean that you have to play "Scrooge" at office parties, but being mindful of your staff's safety is a best practice.

SUGGESTIONS FOR STAFF PARTIES ON PEI

- Dinner at one of the many great PEI restaurants
- Bowling
- Staff & Family BBQ
- Deep Sea Fishing
- Lobster Excursion
- Attend a Show/ Concert or Dinner Theatre
- Laser Tag
- Golf
- Red Shores Racetrack and Casino
- Potluck
- Mini Putt
- Paintball
- Clam Dig
- Zip Lining
- Horseback Riding

WHY IS EMPLOYEE RECOGNITION IMPORTANT?

- Lets employees know that their work is valued and appreciated
- Gives employees a sense of ownership and belonging in their place of work
- Improves morale
- Enhances loyalty
- Helps build a supportive work environment
- Increases employee motivation
- Improves employee retention



Walking Club

Give employee's the chance to get outside to walk for 30 minutes. It will reduce their stress, lower their cholesterol and increase their afternoon productivity.



FOR MORE INFORMATION

Please contact Laura, HR Advisor @ 566-5008 or email lbevan@tiapei.pe.ca

TIAPEI

25 Queen Street
Charlottetown, PEI
Phone: 566-5008

FAX: 368-3605