



Tourism Industry HR Newsletter

January 2017

HIGHLIGHTS IN THIS ISSUE

10 HR Trends You Will See in 2017 Pg.1 &2

10 HR Trends You Will See in 2017

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The growing popularity of social media and the use of technology are causing businesses to redefine the role Human Resources plays in companies around the world. To help you better understand what these changes mean for HR professionals in the future, here are 10 trends that you should expect to see in 2017.

1) Recruiting will be data driven

Since it keeps getting easier and more affordable to access information, experts expect that much of the recruiting will now be data driven. Instead of relying largely on applicants' honesty and references, HR personnel can access all of the data almost instantly online. This allows leaders to be more strategic in their hiring decisions, while also helping them to be more efficient and better able to understand the current and future markets.

2) Relationships instead of programs.

HR will continue to focus on building relationships instead of using programs to better understand the business. A key set for HR professionals in the future will be their ability to effectively understand and manage the impact that mergers and demergers, along with globalizations has in the workplace.

3) Keep employee skills up to date.

In past years companies often turn to outside sources when they needed to provide extra training for their existing workforce, and keeping employees skills up to date is crucial for the success of the business. In the future HR personnel will be looking more closely at the different skills individual employees already have and find

ways that this can be turned into more cost effective in house training.

4) A new priority will be company culture and employee engagement

The recent economic climate has forced business to implement new operational methods. Since it is necessary to stay ahead of local and global competition businesses are embracing one common theme, Workplace Culture and Employee Engagement are crucial and they are connected. Once this is accomplished the benefits will help the company succeed in the future. Leadership is another important theme that is no longer being overlooked, and this means having the right people in place to head the team. When these themes are combined companies have the foundation they need to create a brand that can compete in today's commercialized society

5) Improve employee's experience.

In the past companies have worked on improving their customers' experience, and now it is time for the HR department to do the same for employees. This can be time consuming and frustrating for employees. In the future HR personnel should look towards streamlining this process for employees so companies are better able to retain their employees, and keep them engaged.

6. Focus should be centered on resilience and well-being.

The resilience and well-being of employees should already be a primary focus of HR personnel and more emphasis will be placed on this in the future. Well-being refers to an employee's mental, emotional and physical



Using Benefits to Retain Employees Pg.2



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- Emerit offers training products and programs based on industry-defined standards, recognized across Canada.
- Emerit works for everybody. Businesses that have used the emerit line to enhance and recognize the skills of their employees in their respective fields continue to tell us about increases in repeat business, in word-of-mouth referrals and in incremental spending by loyal customers and efficiency of staff.
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state, and some companies are now providing external support when needed for staff and their families. The future is slated to bring about changes both social and economic and employees need to be resilient to meet all of these challenges. When they have the support that they need, these employees are more likely to stay engaged and remain productive members of the company.

7. Work on developing the human side of your business.

One of the most common reasons companies find themselves struggling is that they don't tap into the full potential of their employees or even empower them. While many companies followed a platform that was structured and people were encouraged to work as a machine, if the companies want to succeed in the future they need to remember the importance of utilizing the human side of their business. Companies will need to encourage employees to connect with each other through conversation and not be afraid to experiment. Curiosity will be important for success in the future since it will help businesses develop better ways to get things done. Even though having different departments do ensure accountability and help clarify specific roles, it can also impede progress by erecting barriers. HR personnel will need to redefine what it means to fail and help employees and businesses understand that sometimes it is the only way to succeed. This will help to stimulate the new ideas that will ensure a business is successful in the changing global marketplace.

8. Office attire and workplace culture becomes more casual.

With younger generations, and more employees working remote, there's no doubt that the workplace is increasingly casual. In 2017, you will see a continuation of this trend, with more employees demanding to drop their suits and ties in exchange for jeans and shirts.

9. Millennials meet Generation Z in the workplace.

2016 marks the first year that gen Z is in the workplace, while a third of millennials are in management roles, some of whom have direct reports. 2017 will mark the first full year that gen Z will be settled into the workplace, with a new outlook on business, new demands and widening technology gap even more between younger and older workers. Just like with all generations

studies, millennials negatively stereotype gen Zs as being lazy, which will cause some friction. Both generations will continue to put pressures on companies to transform the office, reward employees, embrace flexibility, and align the companies' interests with a cause.

10. Change how workplace performance is reviewed.

One topic that is constantly being discussed in HR departments around the world is how an employee's performance is reviewed. Previously a performance review was generally graded like it was a test. It was extremely impersonal and often didn't take into account difference between employees, even if they were performing separate jobs. Many businesses have already taken an important step and removed performance grading and ratings from their reviews, instead of relying on comments and discussions, when possible, with employees. Other companies have eliminated performance based bonuses, which can cause dissension in the workplace. Studies have also shown that these monetary rewards do little to improve performance or overall employee morale.

WELCOME TIAPEI'S NEW HR ADVISOR

Hi, my name is Fallon MacKinnon and I am the new HR Advisor at TIAPEI. I am a recent graduate of the Sobey School of Business at Saint Mary's University where I received my Bachelors of Commerce and a Certificate of Human Resource Management. I am originally from Nova Scotia and just recently moved to the Island, I fell in love with the beauty and people and decided to make PEI my new home.

Being a recent graduate I am excited and grateful to start my HR career and be able to stay in the Maritimes. I look forward to providing my up to date skills related to recruitment, interview tactics, retaining employees, ethical business practices, management skills, and much more!

I am excited and eager to contribute my enthusiasm and up to date HR skills here at TIAPEI.

Please contact me by email at fmackinnon@tiapeli.ca or by phone 902-566-5008 with any questions and all your HR needs!

Using Benefits to Retain your Employees

Tourism Employers can't always offer high rates of pay, therefore it is very important to offer other forms of compensation & benefits – some ideas are:

- Competitive wages.
- Sales bonuses, incentives and profit sharing for high potential, loyal employees.
- Wage raises for exceptional performance and for returning to the workplace.
- Bonuses for staying until the end of the season.
- Bonuses for chefs, housekeepers, supervisors and managers based on productivity.
- Pay for training and Emerit certification.
- Support for formal education of high-potential employees with a requirement that they return for a predetermined amount of time.
- Food and room discounts, golf memberships, fitness centre memberships, discounts on taxis, dry cleaning, and so on.
- Sales promotions with rewards such as a dinner or trip.
- Group insurance plans and medical coverage.

PASSPORT TO EMPLOYMENT

Are you or someone you know an unemployed mature worker looking to re-enter the work force and join the exciting and ever growing tourism industry?

Passport to Employment is a program focused on the tourism sector that helps unemployed mature workers develop valuable skills to assist them in re-entering the workforce. It provides training in job search, employment skills, computer skills, tourism skills, and personal awareness training.

If you are an unemployed mature worker between the ages of 55-64 you are eligible to apply.

To find out more there will be an information session held **Tuesday January 10th, 2017 at 10:30am** (Storm date: January 11th, 2017 at 10:30am) at Trinity United Church 220 Richmond Street, Charlottetown.

Program Start Date: January 23rd to February 24th, 2017

Call: Kathy Livingstone at 902-566-5008 or email klivingstone@tiapei.pe.ca to register or for more info.

READY TO WORK YOUTH PROGRAM

The “Ready to Work” Cook Program for Youth is for unemployed or underemployed youth between the ages of 15-30. The program provides you with essential skills required to work in the tourism industry, the basic skills to work in a kitchen environment, an opportunity to practice the skills in a real life setting and help you find meaningful employment in the tourism industry!

If you know someone who is unemployed or worked in a restaurant and is currently unemployed that could benefit from this program and are between the ages of 15-30, looking for an exciting new career path in the cooking field they are eligible to apply.

To find out more there will be an information session held **Wednesday, January 25th, 2017 at 10:30am** (Store date: January 26th, 2017 at 10:30am) held at Trinity United Church 220 Richmond Street, Charlottetown. Program Start Date: February 21st, 2017 for 22 weeks. Call: Kathy Livingstone at 902-566-5008 or email klivingstone@tiapei.pe.ca to register or for more info.

Why you Should take advantage of Mature Workers for your Business!

- “Productivity” is a character trait – not a generational trait.
- A large portion of the customers in the tourism industry are over the age of 40. By hiring employees who can relate better to the customer base and potentially create a better connection based on understanding the customers’ needs you are creating a better overall experience that the customer will remember.
- Workers between 45 and 54 stayed on the job twice as long as those 25 to 34 according to the Bureau of Labor Statistics.
- Attendance records are actually better for older workers than for younger ones.
- Mature workers have valuable experience.
- Excellent mentors: There is nothing like having a mature worker around to share experiences, what worked, what didn’t, and to provide wisdom for challenging situations to help a younger staff member grow and learn.
- Focused on goals.



HR HELP DESK AT TIAPEI

Are you in need of some HR help? TIAPEI has a “Help Desk” service available for you. This service is absolutely free and is offered to all tourism operators. Reach out to Fallon at fmackinnon@tiapei.pe.ca or by phone at 902-566-5008.



www.choosetourism.ca

Did you know that TIAPEI has a job board on choosetourism.ca? If you are looking to hire staff take advantage of this free service available to all tourism operators on PEI. Did we mention it’s FREE?!

FOR MORE INFORMATION



Please contact Fallon MacKinnon
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