



We Develop Great Workplace Culture

## *6 Strategies to Build a Great Workplace Culture*



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# **BUILDING GREAT WORKPLACE CULTURE**

Post-pandemic rehabilitation is a phrase in current organisational rotation – it's early 2022 and our organisations have been dealing with the impacts of the Covid-19 pandemic for 2 years.

We have pivoted, navigated uncertainty, been challenged with long-term lockdowns. We have become experts in virtual online meetings, and for some organisations had a crash course in juggling teams who are collectively working from home offices or quasi home offices – working from the dining table, covered in the detritus of family life, with toddlers playing with blocks on the floor, pets running around in the background, and school-aged kids asking maths questions, whilst your team face-up on Zoom or Teams!

And now as we navigate a new phase of our working environments – the return-to-workplaces, many organisations are adapting to hybrid working environments, where their people are requesting and expecting to truly work flexibly.

The pandemic has left us exhausted. Anxious. Stressed. And sometimes disorganised. How then, if our teams are feeling this way, does it impact our workplace culture? And how do we rebuild?



We have all started hearing the term 'The Great Resignation'. If you are in healthcare, hospitality, the travel sector, or the Arts – you're in an industry that has already been decimated by Covid-19. But employers everywhere are now feeling the pressure of a tightening market of supply for employees.

Across Australia, our current unemployment rate is a very low 4.2%, and in January 2022 SEEK advertised the most vacant jobs in its history! The supply market for staff is HOT!

What does this mean for your organisation? If you have been trying to recruit skilled staff recently, you may very well be coming up against some real recruitment challenges – finding people with the skills you need is one thing, but then finding people with the right motivation and attitude to do the job is also a massive struggle.

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# BUILDING GREAT WORKPLACE CULTURE IN 2022

Off the back of Covid-19 and all of the government support (think Jobkeeper, Jobseeker, Jobtrainer, etc), along with the current desire by many for a hybrid working model, our collective workplace cultures are changing before our eyes, as we try to secure new recruits that can not only fill the vacant jobs we have but also bring with them the attitude and motivation we need to add value to our organisations. Those gems really help us build and keep a great workplace culture.

We can't solve the global and national shortage problems on our own. These exist because for 2 years our borders have been closed to immigration and international workers who come

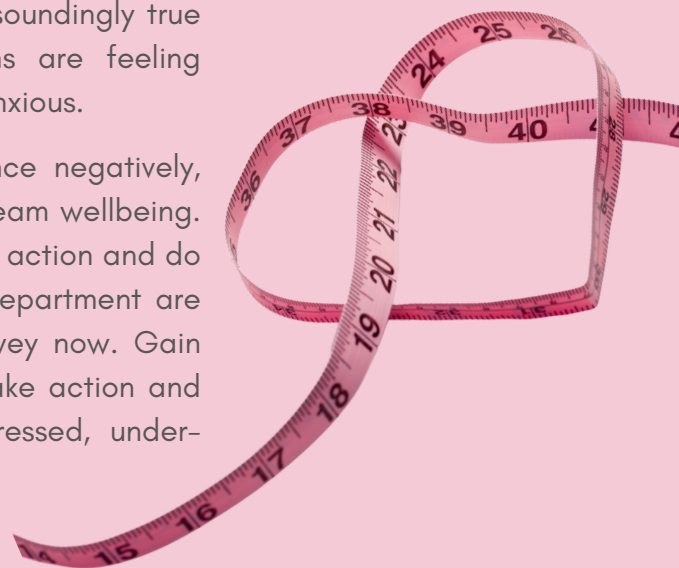
to visit for long periods and bring their skills and knowledge to our workplaces. And for 2 years we have had no international tertiary students coming to stay, study and work in our cafes, pubs, and retail stores. And for what feels like decades we have been struggling through a healthcare system in crisis, with low rates of retention of new entrants, an aging workforce, and unrewarding pay rates and ratios for those caring for our most vulnerable in the aged care sector. As individual organisations, we cannot stand alone and solve these problems. So what can we do? We must create a great workplace where people want to STAY!

*Here are our **6 Strategies** for creating the kind of organisational culture where your skilled and engaged people never want to LEAVE!*

1

**Measure How Your People FEEL About Work.** The old saying 'You can't monitor what you don't measure' is resoundingly true right now. You need to know if your teams are feeling exhausted, disorganised, mistreated, stressed or anxious.

Not only do these types of feelings impact their performance negatively, feeling this way for too long can impact their individual and team wellbeing. If you know how your team are feeling, you can choose to take action and do something about it! To find out exactly how your team or department are feeling, take our complimentary Emotional Culture Index survey now. Gain insights on the pain points in your organisation so you can take action and make a change before people get overwhelmed, tired, stressed, under-appreciated, and simply LEAVE.



**Order your complimentary  
Emotional Culture Index TODAY!**



# BUILDING GREAT WORKPLACE CULTURE

2

**Clarify Or Revisit Your Organisations Purpose, Mission, Vision And Values.** If you haven't looked at these in the past few years (or ever) now is the perfect time to clarify what they are. If your team are lagging in energy and seem to have lost their mojo – reinvigorate them through redefining what they are there for.

This inspires the team by refocusing them on your purpose and how you make a difference and bring value to others. Aside from motivating them, this enables your team to make decisions independently, it also helps your organisation track whether or not it's achieving its goals for success and sustainability. It's important to not only create these motivators but also ensure staff live and breathe them throughout their day-to-day operations.

3

**Prioritise Your Own And Your Teams Wellbeing.** The constant uncertainty in all facets of our lives creates stress and anxiety in the most positive people in our organisations.

Prioritise everyone's wellbeing. Don't leave it to one day a year on 'R U OK' Day to check in with your people. Create a team wellbeing plan. Find out what wellbeing looks like for each person on your team. Share together as part of team meetings what each of you does to feel better and bounce back from tough times. Explore the meaning of wellbeing as a group and support one another to invest time in activities that build your resilience.

4

**Clear is Kind.** In the words of Brene Brown 'Clear is kind, unclear is unkind.' Review and update your Human Resource Documentation. Start with your organisational chart, including current roles and positions, who is in them

and who people report to. Too often this is unclear and people in our teams get frustrated, anxious or stressed (insert unpleasant emotions that people feel) because they are unsure either who they report to or worse, they report to more than one person. Update your Position Descriptions – roles have changed in the post-Covid world and responsibilities and expectations have to be tweaked as we update positions to reflect our hybrid work environments.

Doing this consultative way with your people will help them feel informed, included, and collaborated with – pleasant emotions that positively influence their decisions, behaviour and performance.



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5

**Invest In The Emotional Intelligence Development Of Your People.** After an uncertain couple of years, where many tasks and responsibilities in jobs have changed, we have innovated, pivoted and digitised our lives at home and at work – people are still the lynch-pin in our organisations.

If the goal is to retain the people we already have, as well as recruit the right people that are motivated to go the extra mile in our organisations we must be recognised for how well we look after and care for our people. In the words of Sir Richard Branson 'look after your people and your people will look after your business'. If you are interested in learning where to start, take a look at our **Emotional Intelligence development programs**.

*The World Economic Forum in its Future of Jobs Report 2020, listed their identified Top 15 Workplace Skills by 2025. Of these 15 – number 11 is Emotional Intelligence, and 8 of the other identified essential skills have their foundations in Emotional Intelligence. Complex problem-solving; leadership & social influence; creativity, originality & initiative; resilience, stress tolerance and flexibility are all skills that require an understanding of the impact our emotions have on the way we decision-make, bounce back from difficulties, and collaborate and impact others – all of which are skills of attuned emotional intelligence. The future has arrived. It is time to focus on the Great Retention of the best people in our organisations and develop their skills for the future. Organisations who have people that feel valued, cared for, collaborated with, and empowered, have been identified as higher performing than those organisations where people feel exhausted, stressed, anxious, frustrated and disorganised.*

6

**Show Your People How Much You Appreciate Them.** Treat your people like you don't trust them and they will mirror you. As we rebuild our organisations for the future – and the future looks very bright indeed – tell your people how well they are doing.

Tell them you appreciate them. Communicate with them and kill off your negative mindsets. Cease micromanaging and start empowering, stop second-guessing and undermining their decisions and start allowing people to make mistakes and make sure you have their backs – focusing on solutions and building up their ability to make sound decisions rather than breaking them down. If your people are hybrid working – trust that they are working when they say they are. Your distrusting heart will break your people and your organisation. And this ultimately will impact your organisations brand and reputation, impacting your goals and financial results.

***We take our clients on a journey through all aspects of best practice HR standards and people development***



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- *IGNITE Emotional Intelligence Enhancement Program*
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organisation by developing a

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