

People Management and Support

Addie Stevenson, Chief Executive Aberlour



Exploding with energy...or
just fireworks?



Good People
Management...means

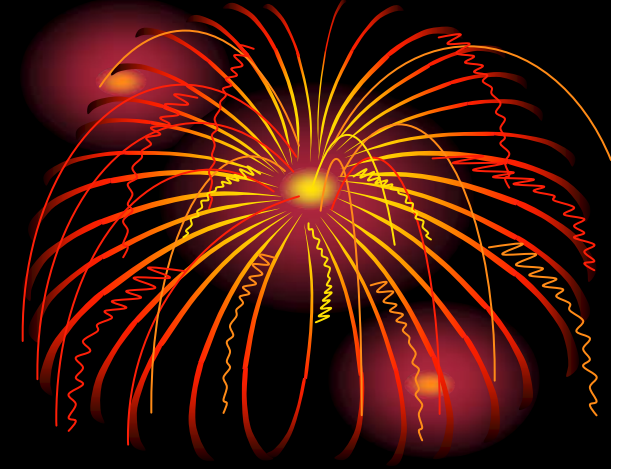
Engaged, Motivated, Retained,
Flexible, High Performing and
Happy People

WHY?

- The better the people management the better the performance; the better the performance the better the services
- People who feel cared for respected and valued give high quality customer service, building loyal and committed relationships that are more effective than the very best marketing and public relations



The Alternative



'Every let down costs a little more heart until the person leaves or settles for doing a 'good enough job' saving their excitement and enthusiasm for elsewhere'

Treat a colleague (member of staff) badly and within 2 weeks they treat a customer badly
(CEO - ASDA)



Person centred services

Staff Care

One and the same?

The Social Care Workforce



Enabled and Empowered

- Leadership and Management, national and local
- Tangible Rewards and Awards
- Role definition
- Back room support (internal customer approach)
- Workload Management
- Effective Processes, reduced bureaucracy
- Effective Communication and Consultation – inclusion in decision making



Safe and Healthy

- Accommodation & Equipment
- Healthy Workplace
- Managing Violence / Aggression / Harassment
- Sickness Management / Wellness Management

Flexible and Diverse

- H.R. Policy and Practice
- Flexible Working / Family Friendly Policies
- Safe Recruitment
- Induction
- Information Technology
- Career Progression and Internal Job Swaps
- Research and Development
- Positive Partnership Working

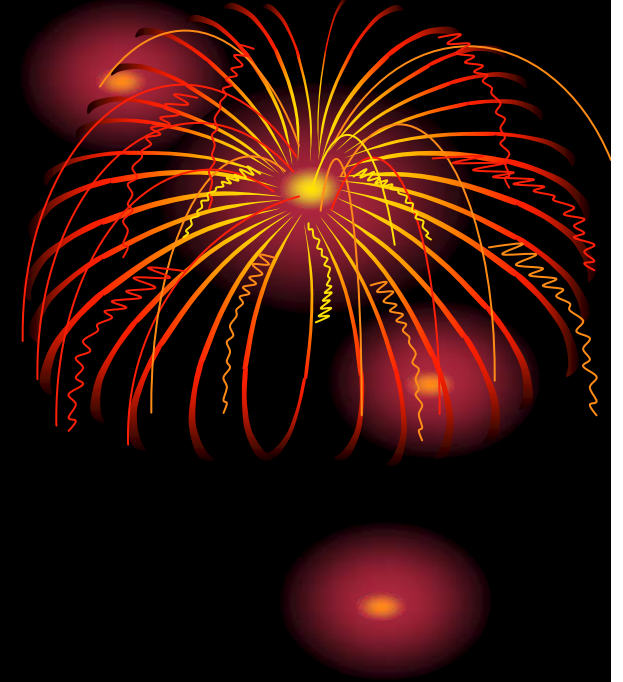


Competent & Confident

- Qualifying and post qualifying training
- CPD Performance
- Management / Development Planning
- Mentoring / Coaching and Counselling
- Evidenced based practice
- Learning Organisations / Cultures

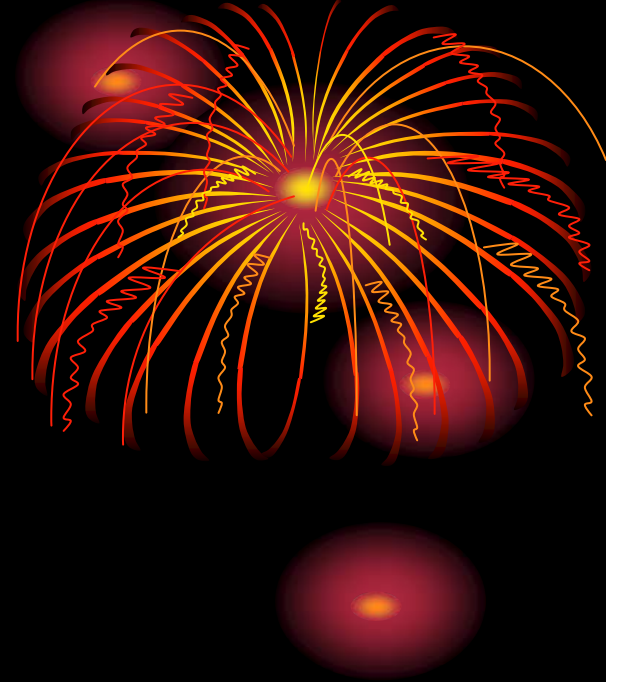
Flexible and Diverse

- Diverse population
- Diverse lifestyles
- Diverse services
- Diverse and flexible working practices
- The New Rules of Engagement



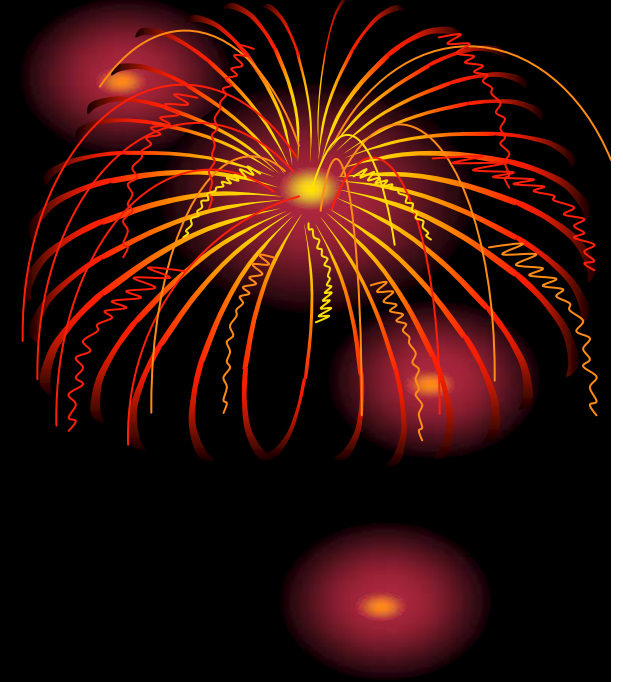
Safe and Healthy

- Wellbeing at work
- Physical environment
- Safety and protection
- Emotional wellbeing
- Fun



Enabled and Empowered

- Beginnings and endings
- Rewards
- Performance management
- Workloads and supervision
- Backroom supports, systems and processes
- Effective decision making
- Outcome focused management



Turning Rhetoric into Reality...becoming the employer of choice



- Recognise the business case
- Belief and Trust; start with yourself
- Challenge, Compare, Consult, Collaborate, and Compete
- Project Plan
- Communicate, Communicate, Communicate



A job, a career
or
a calling?

Managers can't demand
commitment and loyalty, but
they can create the conditions
for it to grow