

Should you put your staff or your customers first?

Clearly your customers are vital to your business but if your employees feel under-valued or disenchanted will they go the extra mile for your customers? We think not. So how do you make your staff feel valued when times may be a bit tough and paying them more is probably not an option?

All the research on employee motivation shows that money is only an issue when employees are unhappy. What matters more to people is to feel valued and to have an opportunity for personal development. Do your employment policies and procedures reflect the value you place on your staff? When did you last review them? Do your policies reflect the new changes to statutory holiday entitlement for instance?

Conker Consulting is able to offer clients a "Personnel Review" – it is like an MOT or Healthcheck on your organisation. It is broken down into the 5 keys areas; employees, policies & procedures, training & development, motivation & retention and communications. By spending a couple of hours with you Rosanna will be able to easily identify which areas need to be addressed, which areas can be improved upon and which areas could be noted for future development. We can then produce a brief, bullet point report in order to identify priorities and help you create a work plan for going forward. There is no obligation to book us for future work although obviously, we would be delighted if you did!

To book a Personnel Review contact Rosanna on 07961 134 033 or see 'Range of Services' at

"If any of you employ staff or plan to, then I suggest you sit down with Rosanna as soon as possible. Otherwise you will be missing something that will either retain or motivate your staff or protect you."
Kristian Torode, Crystaline Communications Ltd.

www.conkerconsulting.co.uk to see other ways we can help you look after your staff and ultimately, your business.