

# DEVELOPING YOUR STAFF HELPS MAKE A GREAT PLACE TO WORK

We see it as a big part of our role to share our know-how with you, and because we've been awarded a place on Great Place to Work's 'Britain's 100 Best Workplaces' list, we're keen to pass on our own best practice.

The following template will help you get the most out of your team. A workforce that feels supported and encouraged will aid retention and help make for a happy office environment.

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## About Great Place to Work

Great Place to Work® research and recognise leading organisations in more than 45 countries worldwide. Based on data representing over 10 million employees, these best workplaces competitions form the world's largest and most respected study of workplace excellence and people management practices.

## About us

Office Angels sources talented and hardworking office professionals across every sector and region of the UK. And because we take the time to foster supportive, long-lasting relationships, you can be confident in our ability to make the right connection, every time. With an extensive network of branches, we pride ourselves on our local service and national coverage.

## **Developing your staff helps make a great place to work**

Coaching helps to leverage your team's strengths and address their development needs. As a leader, it's down to you to help people achieve their best. Don't think of it as training them to move onto pastures new; think of it as a way to motivate and engage your workers so they'll want to stay and grow their careers with you.

Coaching doesn't have to take the form of a meeting or training program; in fact, it's often more effective when you make it part and parcel of daily working life.

### **On-the-job coaching**

On-the-job coaching can be given on a daily basis by simply having meaningful conversations with your team about their performance, actions, attitude and behaviour. This will give your employees a better insight into how well they're doing, whilst helping them to identify any areas for improvement.

### **Feedback**

Giving your employees honest and constructive feedback is essential for their development. However, few people respond well to criticism so try to deliver your feedback with sensitivity and a desire to help people improve.

### **Mentoring**

Mentors provide support and practical advice on a variety of professional development and career topics. This differs from on-the-job coaching, which provides daily support on work-related topics. Mentoring relationships can be formally structured, but they often develop naturally over time.

### **Performance review**

Everyone likes to keep track of how well they're doing at work: the positives increase confidence, motivation and engagement, while constructive criticism can help people to up their game and achieve their best. Performance reviews allow you to look back at the actions, attitudes and behaviours of your team members and evaluate their performance in their role (and the wider team). It also helps people to leverage their strengths and address any development needs.

### **Career development**

In addition to performance reviews, career development conversations are an important part of giving your employees a sense of direction in the form of a meaningful goal to work towards. These conversations should challenge your workers to explore their individual interests, aspirations and options.

For more information on how we can fulfil your recruitment needs, get in touch with your local Office Angels.