

ProActive ReSolutions builds respectful workplaces through prevention programs and incident management.

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Studies show saying “thank you” can increase engagement by up to 30%. It begs the question, why don’t we say it more often?

## Mind your P’s and Q’s

**A**round the world this month people celebrated Earth Day and it seems as though every company is looking for a cause. You could go green, support a worthy charity, or sponsor a local youth sports team – all are great ideas.

But lean times mean getting back to basics: how about focusing on engaging your workforce as your cause? It’s as simple as saying “thank you” and ensuring your employees know how much they are appreciated. An international study by O.C. Tanner and Towers Perrin goes so far as to say that simple “thank yous” can increase employee engagement by up to 30%. Now that’s bound to affect your bottom line.

Want to reap even greater benefits? This quarter’s feature will give you a simple three step plan on how to “build a house” for your employees and take engagement to its peak. Take a moment to take stock of who is in your organization and what they do on a daily basis. Letting them know that you recognize their contributions and truly appreciate them is a great way to keep great employees engaged and working their hardest.

And while you’re at it, you may as well turn the lights and the air conditioner down... We can all make a difference!

Richard Hart, Director  
ProActive ReSolutions Inc.



## This Issue

### In The Media

Page 2 - Twitter @buildingrespect: ProActive joins the masses on the social media phenomenon.

Page 2 - David Williamson: Behind the Scenes: An eye opening biography about one of Australia’s most beloved playwrights. ProActive Director John McDonald receives a mention for the role he, and ProActive’s products, have played in Williamson’s life.

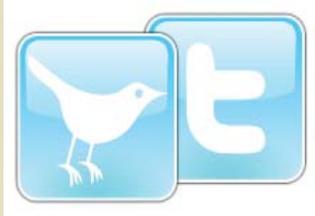
### Featured Product

Page 2 - Workplace Violence Prevention: In a down economy incidents of workplace violence inevitably increase. Is your company prepared?

### Building Your Corporate House

Page 3 - Using the analogy of building a house, we offer a simple process for engaging your employees so you’re in a prime position to grow once the economy turns around.

## IN THE MEDIA



ProActive joins the masses on Twitter!  
<http://twitter.com/buildingrespect>

ProActive continues reaching into the social mediasphere with its new twitter profile. Be sure to get signed up and follow @buildingrespect (that's us!) for helpful tips and to get linked to articles that are relevant to building a better workplace.



David Williamson: Behind the Scenes

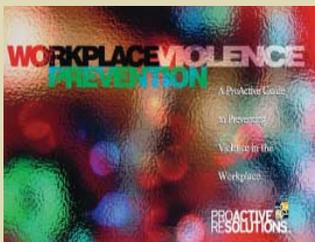
"The woman who knows him the best describes the life of - and life with - Australia's most beloved playwright."

Williamson is the creator of The Jack Manning trilogy of plays, based on ProActive's TJA Conference: a process for addressing conflict in groups that provides unparalleled results.

In a new biography of the beloved Australian playwright, Kate Williamson, David's wife, presents the intimate details of their life together, and what has brought David to where he is today, both personally and professionally. ProActive Director John McDonald gets a mention in the book as one of Williamson's long time friends and co-creator of the TJA Conference process that inspired The Jack Manning trilogy.

## FEATURED PRODUCT

Workplace Violence Prevention



Increased stress levels at work due to the failing economy mean that every workplace is at a heightened risk for workplace violence. Comparing it to the recession of the 90s, researchers are saying that violence levels are proven to increase during a recession and your organization needs to be prepared.

Training your staff on how to deal with the potential for workplace violence and how to recognize the warning signs is critical to the safety of your workers. Contact us today for more information on how you can safeguard your staff in times of instability.

For more information visit: [www.proactive-resolutions.com](http://www.proactive-resolutions.com)



## Employee Engagement in Tough Times: Let's build a House!

It's a fact: we are currently witnessing the largest recession in history. That reality brings issues on all levels, but for employers the single biggest is that employees are disengaging faster than the media can spit out another recession related buzzword. So what's a company to do?

Build a house. Build a house your employees want to live in until they retire. It only takes three simple pieces to put it all together: a solid foundation, some quality bricks and mortar, and a roof to hold it all in.

**The Foundation:** Without a rock-hard foundation, your house is liable to crumble. With tension hitting the upper echelon, everyday frustrations are inevitably spilling over into workplace interactions – how could they not? This is where creating a solid, lasting corporate culture comes into your plan – the foundation of your house.

Your employees are doomed to feel unnecessary, unwanted and disengaged if your culture is lacking. People want to feel as though they are a part of something bigger. The first step to achieving that is ensuring that all of your employees feel respected from the minute they walk through the door in the morning. This doesn't mean pussyfooting around issues and never engaging in healthy conflict or difficult discussions, but it does mean teaching people how to navigate those difficult interactions respectfully.

When people feel respected, they're more likely to pick up a screwdriver and participate in creating the lasting, solid foundation that your house needs to be built upon.

**The Bricks and Mortar:** Now that your foundation is set, it's time to move on to the bricks and mortar – they're what keeps people inside the house. It seems as though employees these days are happy simply to have a job, and in some cases that's true. The fact remains though that for great employees, there are still jobs out there and you can't risk losing someone great simply because you lacked the foresight to keep them.

People aren't looking for flashy or expensive perks, and frankly, we can't afford those things right now, but you have to give them something they find valuable. Employees need to feel as though they are growing even though the sales might not be.

Ensuring that your employees have the skills they need to move forward in the organization once things start to pick up again gives them the reassurance they need. It shows them you're still invested in their future and tells them you value them as employees. Teaching essential management skills like effective communication and emotional intelligence will contribute to their personal and professional growth *and* benefit the organization.

They'll want to stay in the house even when it's sunny outside!

**The Roof:** It provides shelter and holds everything together. Some would argue that the roof would be senior management and the executive team, but I beg to differ; consider them the skylight in the house we've built. In the best of situations, they shed light on everything that's happening in the house and keep their sights on the skies when it comes to company success.

But the roof – the piece that supports the skylight and shelters everything within – is your front-line managers and supervisors.

Studies indicate that the major disparity between an engaged and a disengaged employee is their feelings towards their immediate supervisor. Not feeling valued by a supervisor or feeling that supervisors don't listen to employee suggestions are some of the issues cited by disengaged employees as a cause of their disenchantment.

Have new managers sit down with teams from the outset and develop a team charter, discuss the inner workings of the team, and come up with ways to make the team even better. Then, ensure regular check-ins and that managers are soliciting feedback from the front lines...and using it!

It doesn't take much to keep an employee engaged. Just build them a house they can live in and be proud of. All too often companies try to over-complicate things that are really quite simple.

Give people a place to come to every day where they feel valued, safe and respected; demonstrate your appreciation and interest in their growth through personal and professional development opportunities; and ensure they have someone reinforcing these principles on a daily basis. It's the only way to build a house people want to live in until they retire.

Then of course it's off to the Caribbean.

For more information on building a house visit  
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