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WELCOME:

Welcome to the 2011 Christmas Edition of the Henricks Consulting newsletter.

The end of the year is a frantic time for most businesses and ours is no exception. We have included a number of articles in this newsletter that should be particularly useful at Christmas. We have also include a number of important announcements.

In addition to a range of announcements, with Christmas time fast approaching, we provide some useful reminders for managers to ensure the festive season is both an enjoyable and safe time of year for everyone.

We also introduce a particularly inspiring new team building exercise that I hope you are all interested in investigating further.

Last but not least we detail a special new offer for those clients looking for assistance in designing a tailored 360 degree assessment for use within their business



A NEW ENTITY IS BORN.

As of January 1, 2012, our business will cease trading as Henricks Consulting and will commence trading as Henricks Consulting Pty Ltd. Although this is only a small change, we are confident that our new company structure will enable us to provide better services to our customers than we would otherwise have been able to do.

In the most part, our customers should not experience any inconvenience as a result of this change. If anything our services to you should be better! Any outstanding invoices written up until December 31, 2011 and issued by Henricks Consulting should still be paid into our old bank account listed on the invoice concerned. Then from January 1, our invoices will look the same, just with a "Pty Ltd" at the end and you will need to update your records with our new bank account details and ABN!

For those clients that have long-term contracts with us (such as those clients who utilise our exit interview services), it is of course our intention to honour any pre-existing commitments made as Henricks Consulting. However, we will be in touch in coming months with each of you to ensure that all existing contracts are updated to reflect our new company details.

HOT OFF THE PRESS....!

Caroline Pyszko has recently completed her Honours degree in Psychology at Macquarie University and this morning has been informed that she was one of the few students in her class to be awarded First Class Honours!

We always knew that we had a star on our hands and Caroline's recent results only confirm how lucky we are to have her! As part of her thesis, Caroline completed a thesis on an incredibly interesting (and different) emerging area of psychology.

With a bit of luck, in coming months, we should be able to twist her arm into sharing some of the insights she gained during her university research in future newsletters. Stay tuned!

Christmas Opening Hours

Our office will be closed from **Saturday 24th December** through till **Sunday 8th January**

We will reopen on **Monday 10th January**.

If any of our clients anticipate any urgent testing requirements during this period, please advise us as soon as possible.



Christmas Traps for Managers

Christmas time can be an exciting time to be at work. There are often lots of parties, presents are exchanged between colleagues and decorations give the workplace an entirely different feel. However, there are a number of simple mistakes that line managers make during this time; often with significant consequences. This article will hopefully assist all of our readers to navigate safely through the festive season at work.

When planning the office party

- ◇ Clearly distinguish between company-sponsored and informal functions
- ◇ If holding your party at an external venue, Occupational Health and Safety regulations still apply. A separate risk assessment should be conducted for each venue
- ◇ Consider accessibility for people with disabilities
- ◇ Place limitations on the availability of alcohol and ensure non-alcoholic beverages are available
- ◇ Provide plenty of food (especially if alcohol is being provided)
- ◇ Consider allergies and dietary requirements when planning menus
- ◇ Remind attendees that they are attending a company-sponsored event and as such the company's code of conduct still applies
- ◇ Arrange for safe transportation home if providing alcohol at the event
- ◇ Consider employee part-funded models
- ◇ Be sensitive to staff members, colleagues and customers that come from different cultural backgrounds and do not celebrate Christmas

When decorating the office

Be aware of fire hazards and the proximity of decorations to electrical appliances

- ◆ Use step ladders to hang decorations, not desks or chairs
- ◆ Be aware of trip hazards
- ◆ Do not hang things on door knobs, sprinklers or emergency exit signs

Duty of care to staff working over the holidays

Often in the rush to get off to our own holidays we can forget to brief the staff that are holding the fort over the Christmas period! Always make it a priority to ensure that staff are given clear reporting lines and processes to follow if they need assistance or encounter an emergency.

A sad time of year for some people

Although most of us would like to think that Christmas time is a happy, light hearted time for everyone, sadly this is not the case for many people. At Christmas time, often those people that already feel a little socially isolated, anxious or depressed can be left feeling helpless as they see others around them enjoying the fruits of the festive season. Most years, this results in heightened rates of depression and suicide. Most medium and large employers have access to an Employee Assistance Program. Often a short reminder about such services via email or a post on the company intranet can be a worthwhile initiative at this time of year.

If your company does not have access to an EAP service then there are also free counselling services that could be publicised. Crisis support services can be accessed by calling Lifeline on **13 11 14**. Lifeline also provide a range of free resources at their website: www.lifeline.org.au/. Alternatively, Beyond Blue is a government initiative targeting depression. Beyond Blue provide a specialised referral service and a range of resources that can be accessed by calling **1300 22 4636** or by visiting their website: www.beyondblue.org.au



SPECIAL OFFER: 360 Degree Assessment Tailoring

Due to humbling feedback and overwhelming interest, we are pleased to announce a special offer for those clients that are interested in tailoring their own 360° assessment instrument.

WHAT IS A 360° ASSESSMENT?

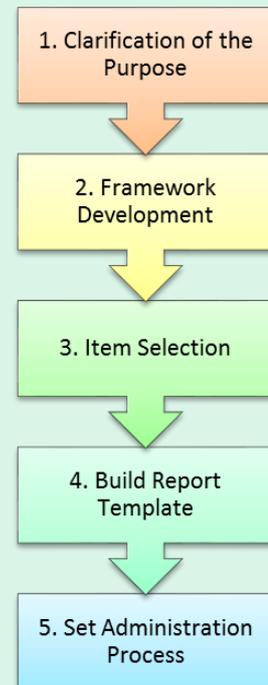
360° assessments are designed to increase an individual's awareness of their own behaviour and performance in the workplace. In a 360° Assessment, feedback is obtained from multiple sources, including managers, co-workers, direct reports, customers and other stakeholders. Although the process can be confronting, it can often be a truly life changing experience for employees that are provided the opportunity to participate.

WHAT IS A TAILORED 360° ASSESSMENT?

Although we have our own standardised 360° assessment tool, a number of our clients have recently engaged us to develop a tailored assessment tool that is unique to their specific business. Tailoring unique assessment tools is core business for us and you might find that the process is a lot simpler and cost effective than you would expect.

HOW DO WE APPROACH TAILORING?

Each time we design a tailored 360° assessment for a client, the process will be different. However the process normally involves the following five steps. (PTO to view)



SPECIAL OFFER...

For a limited time HC is happy to **develop a completely tailored 360° assessment tool for a fixed rate of \$3500**. The tailoring process incorporates each of the five stages above. Ongoing administration fees do apply once you have built the assessment tool. These will vary depending on the nature of the final agreed tool. However, as a guide, administration costs usually range between \$100 - \$300 per assessment (depending on the agreed features incorporated into your tool).

If you are interested in this offer or would like to receive more information about our standard 360° tool, please email us at in-

Continued over the page

360s SPECIAL OFFER continued...

Firstly, we work with you to clarify the purpose of the initiative.

This might seem like an obvious point, but each company has a different motivation for introducing 360° assessments. Being clear about what you want to achieve up-front, will guide the development of your assessment tool at each step of the process.

Secondly, we construct a unique development framework with you.

This development framework underpins the design of your assessment tool but can also be applied more widely as part of your talent, performance management or development systems. Of course building this framework can be a major exercise in itself, so we have a few tricks to help make this a relatively painless process. If your organisation already has an established framework in place, then we simply work with you to adapt it where necessary.

Thirdly, we select the best combination of items.

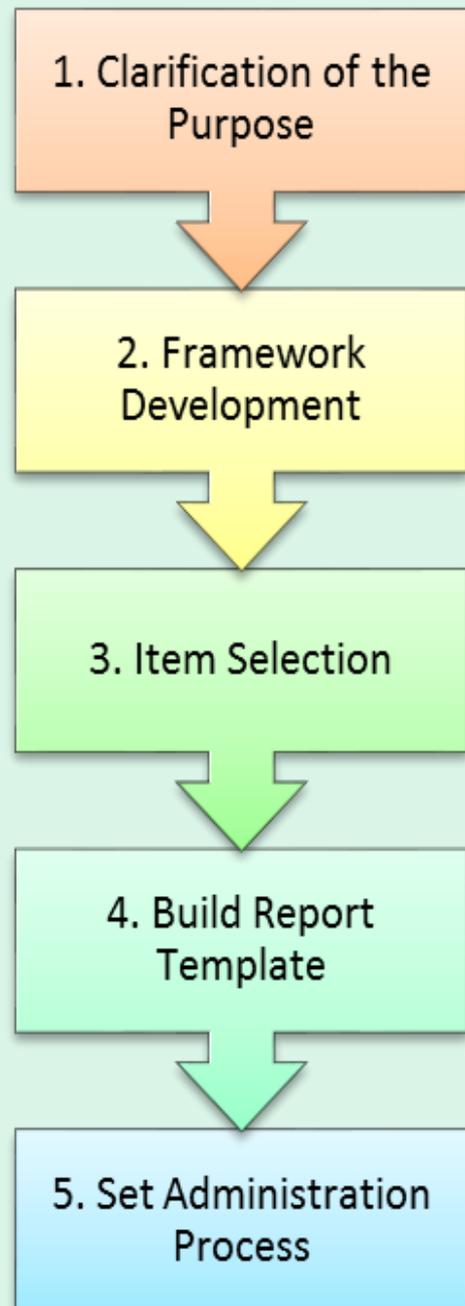
The items that you choose should always reflect the constructs that you are attempting to measure (namely those detailed in your development framework). We have an extensive item bank of proven questions which can be easily adapted to measure any dimensions that you may want included in your tool.

Fourthly, we build your report template.

This is completely tailored to meet your needs. There are a range of options available and you are limited only by your imagination. Report templates are normally designed with the specific feedback process that you anticipate using. The one feature that we typically insist on including is integration of your development plan template into the report itself. There is no point in identifying meaningful development actions during the feedback process, if they cannot be seamlessly integrated into your existing development planning process!

Finally, agree on the administration process.

This is a part of the process that is often neglected. In our experience, if you do not talk about the administration process in detail, often it can become unnecessarily complex and undermine the effectiveness of the initiative. We work with your staff to tailor order forms and map internal processes to make sure that you are 100% prepared for a smooth roll-out.



HELPING HANDS and how to inspire motivation in your company.

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Recently, I was lucky enough to attend the best conference I've been to in years. This was largely due to the passion, organisational skills and effort of an incredibly talented HR Professional that I have now worked with for a number of years. I was particularly moved by one activity that she arranged called "HELPING HANDS". Put simply, this team building exercise is unlike anything I had ever seen before and if any of you are currently planning a conference, offsite or team-building activity, you would be crazy not to at least investigate this activity further!

Here's how it works. The program is called Helping Hands because it is an activity that challenges participants to assemble artificial hands for later donation overseas. What you build with your hands, literally finds its way to an amputee land-mine victim that would not otherwise be able to afford a prosthesis. The plastic hands are composed of moving and non-moving high-grip digits controlled by a spring-loaded mechanism. They are strapped on, not surgically attached, and can be easily mastered so that recipients are quickly undertaking the tasks of daily living such as sipping a beverage, tying a shoelace, holding a pen or computer mouse like you are now!

Participants in the Helping Hands activity learn teamwork by confronting, discussing and puzzling over their challenging and/or engaging activity. As participants realise what they are building, a great sense of purpose and responsibility emerges. They also grow to understand what they do professionally and personally can resonate with their customers, their communities and beyond.

The origins of Helping Hands lie with Ernie Meadows, an industrial engineer and his wife Marj, a Californian couple whose daughter died in a car accident. In her memory they created the Ellen Meadows Prosthetic Hand Foundation and Ernie Meadows designed the prosthetic hand for the foundation (<http://ln-4.org>).

Odyssey Teams (based in USA) are the exclusive suppliers of the Helping Hands activity. If you would like to run this activity, it is relatively easy to facilitate it yourself. Just let us know and we can put you in touch with Odyssey. Alternatively, expert facilitation often makes a good activity even better so if you would like us to help you bring this amazing experience to life, let us know by dropping us a line at info@henricksconsulting.com.

Christmas Time is a period of giving and reflecting on those things we are thankful for. So if you are still planning activities for your Christmas events why not consider this activity? We just ordered a number of kits and they were delivered from the US in less than a week, so it's not too late! Another idea would be to use the Helping Hands to help invigorate your staff upon return AFTER Christmas. Why not kick off 2012 by giving staff the renewed sense of purpose they will obtain from this activity!

For more information about Odyssey teams and this exciting activity, visit the following link:

<http://vimeo.com/24539307>



YOUR CHRISTMAS HOLIDAY OBLIGATIONS

With the holiday season approaching quickly, some of you may be confused about your public holiday obligations over the 2011-2012 festive season. The following summary has been adapted from a timely newsletter article recently published by one of our partner organisations, Nelson Consulting Group. As this is not core business for HC, if you have any further questions about this topic please feel free to contact Nelson Consulting Group directly via www.ncg.net.au

Always check the relevant Industrial Instrument first

The first step that you should take when considering your festive season obligations is to check your relevant industrial instrument. The relevant instrument will be different for every company and role but will typically be either an Award, Enterprise Agreement, Individual Contract or combination of all three.

Check which days are Gazetted as public holidays in your state

Some of you may not be aware but every year, each state and territory makes a decision about which days of the year will be gazetted as public holidays. The following table is a summary to help you quickly identify some of the differences this year.

	WA	NSW & QLD	VIC	TAS	SA	ACT & NT
SUN 25 Dec	Yes	Yes	No	Yes	Yes	No
MON 26 Dec	Yes (Add. for 25 th)	Yes (Add. for 25 th)	Yes	Yes	Yes (Add. for 25 th)	Yes (Sub. for 25 th)
TUE 27 Dec	Yes (Sub. for 26 th)	Yes (Sub. for 26 th)	Yes (Sub. for 26 th)	Yes (Add. for 26 th)	Yes (Sub. for 26 th)	Yes (Sub. for 26 th)
SUN 01 Jan	Yes	Yes	Yes	No	Yes	No
MON 02 Jan	Yes (Add. for 1st)	Yes (Add. for 1st)	Yes (Add. for 1st)	Yes (Sub. for 1st)	Yes (Add. for 1st)	Yes (Sub. for 1st)

Scenario specific obligations

The implications of public holidays will be different for each business depending on how you choose to manage each of your staff. The following table summarises some common situations, along with the implications for pay of each situation.

Employee	Your public holiday pay obligation
The employee usually works on the day the public holiday falls on but does not work because it's a public holiday	The employee is entitled to the same pay that they would have received if they had worked ordinary hours on that day and the day was not a public holiday
The employee works on the day the public holiday falls on	The employee is entitled to public holiday penalties if they are payable under an applicable modern award or enterprise agreement
The employee does not usually work on the day the public holiday falls on and does not work on the public holiday	The employee is entitled to the same pay that they would have received for not working on that day if the day was a public holiday
The employee does not work on the public holiday because it falls within a period of annual leave	The employee is entitled to the same pay that they would have received on an annual leave day and that day was not a public holiday, but the day is not counted as an annual leave day.

Disclaimer

The above summary tables were produced by Nelson Consulting Group. They are intended to be general summary information only. The contents of the tables and this blog in its entirety does not constitute professional advice and should not be relied upon

HC TEAM CHANGES...

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As many of you would now know, Katrina has recently chosen to take a different direction in her career and pursue a role in Health Psychology research. Although I was sad to see Katrina go, I am also excited for her as she has been planning this change for some time now. I'm sure everyone who has worked with her during her time at HC will join me in wishing her all the very best in her future endeavours.



Being good HR professionals we have had a robust succession plan in place for some time and I am confident that none of our customers should experience any decrease in our level of service as a result of Katrina's resignation. Katrina's replacement will be Liz Torpey. Liz has now been a member of the HC team since September and brings to the role not only tertiary qualifications but a proven track record as a people manager. Liz can be contacted at liz@henricksconsulting.com or on (02) 8084 4284. Of course you should continue to send all generic survey-related enquires to surveys@henricksconsulting.com. The whole team has access to this email and it is still the most time-effective way to have basic requests actioned.

Another change that I am very excited about is that both Liz and Caroline, have agreed to begin working five days a week from now on. Both Liz and Caroline are incredibly talented professionals and having them in the office every day will be an extraordinary asset.

If you have any questions or concerns about any of these changes then please feel free to drop me a line directly on matt@henricksconsulting.com



If you have any questions or would like to provide feedback about this newsletter:

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