

MONDAY, August 25, 2008

Dr. Lyndel Cuesta is a registered psychologist, and a behavioural profiling specialist at Drake International (<http://www.drakeintl.com/au/>). Her many years of experience studying workplace psychology allow Dr. Cuesta to help Drake customers enhance organisational effectiveness, improve employee attraction and retention strategies and set the foundations for happier individual staff, more productive team dynamics and greater success for the business as a whole. Maintaining healthy workplace dynamics in tough times is a specific challenge, so Dr. Cuesta has provided her professional advise on a few things to consider:

TIPS FOR HELPING STAFF COPE WITH CUTBACK

- Implement performance management programmes as the first course of action. These kinds of initiatives benefit the business in general and provide the objective data needed to support a decision to let someone go or reposition them into another area of the business.
- If it appears that cutbacks or retrenchment is likely, it may help to prepare staff in advance and to educate them around the reality of organisational change. Careful planning and management of this process will help to minimise distractions to core business.
- If having to make a decision to retrench staff, change management consulting should be offered to all retrenched personnel. If possible, put programmes in place that make it possible to offer career transition counselling, facilitate re-training or provide assistance to help them secure a new role that is well suited to their skill set.
- Help staff that have been retrenched or are experiencing cut backs to their working hours address feelings of loss, confusion and anger. Employee Assistance Programmes that offer counselling are one way this support can be provided. HR departments are not always resourced to provide this, so engaging an expert HR services firm like Drake International can provide the experience and sensitivity needed to support people through the tough times.
- Remember those that remain in the business can be equally affected, even if their jobs are secure. It is important to help even experienced and well-seasoned staff to address their personal responses to making tough decisions. Engaging HR service professionals that specialise in organisational psychology can help facilitate constructive meaning around their experience of this event.
- Honesty is valuable. Loyal employees can appreciate the bigger picture and managers can be supported through communications skills workshops to help explain cutbacks to their teams, working honestly and plainly through the information and facts, ensuring people understand that decisions are not personal.

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Interview opportunities and images of Drake spokespeople are available on request.

About Drake International

Drake International is a global HR Services company and a leader in sustainable HR practice and talent management.

Established in Canada in 1951, Drake's business philosophy has stayed true since inception – 'organisations achieve the highest level of performance when they are staffed with the right people, working with the right skills, knowledge and behaviours, using the best processes and technology-driven solutions.'

One of a highly select number of global organisations providing a network of services so comprehensive it adds value across the entire HR function, Drake's portfolio of offerings include:

- Permanent and flexible recruitment
- Retention strategies and consulting
- Psychometric, behavioural and skill assessments
- Top performer profiling
- Team Building
- Training and development courses
- Six Sigma
- Employee assistance programs
- OH&S training and consulting
- Performance management solutions
- Succession planning
- Knowledge management systems
- Call Centre & Payroll Outsourcing
- Executive Coaching

For over 50 years Drake has grown to span numerous borders, industries and professions. With 25 metropolitan and regional offices across Australia, as well as New Zealand, Singapore, the Philippines, China, South Africa, Monaco, the United Kingdom, Canada and the United States, Drake is positioned to help you manage your greatest asset – your people.