



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Hospitality & Hotel Management Level 4



Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk



BMIH4010 / BMIH4010D Personnel Resourcing and Development Week Two

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk



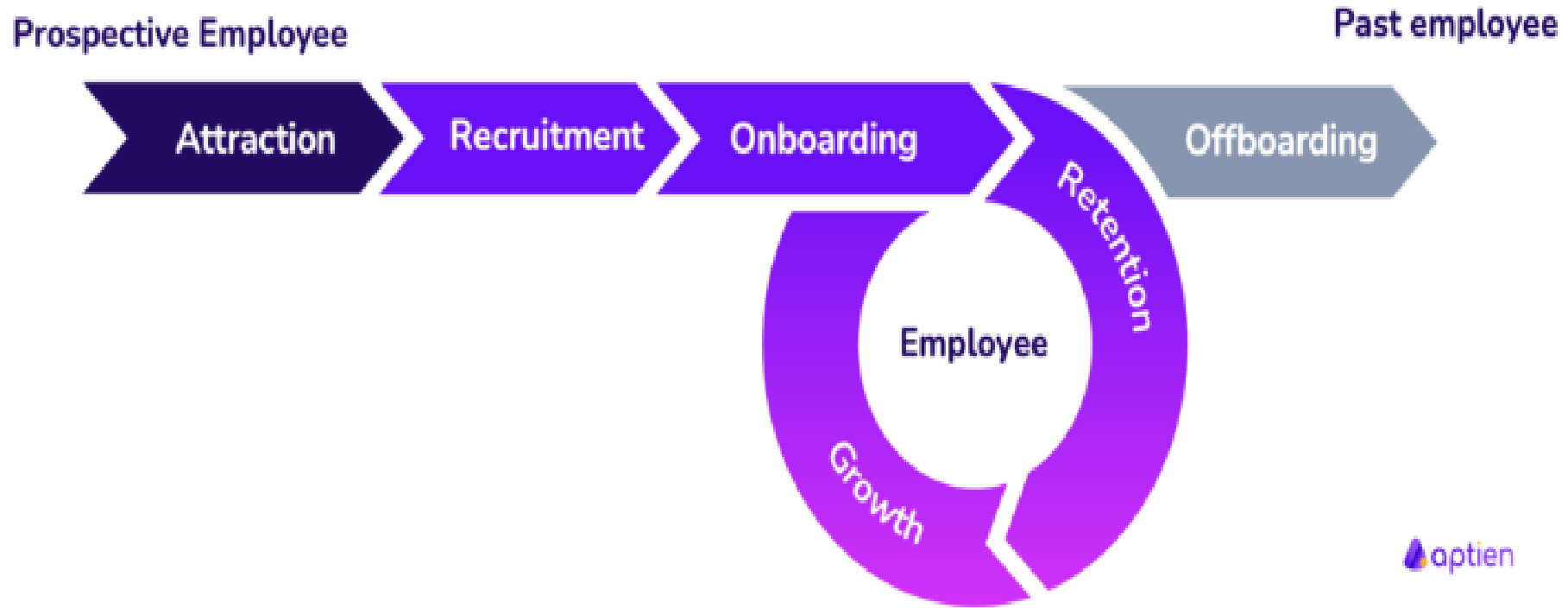
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Employee Life Cycle

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk

Employee Life Cycle



Activity

30 Minute Activity

Use the headings and Share your own experience of the Employee Lifecycle





Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Employee Engagement

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk

Employee Engagement

What does the word 'engagement' mean to you?



Employee Engagement

There are over 50 definitions of Employee Engagement!

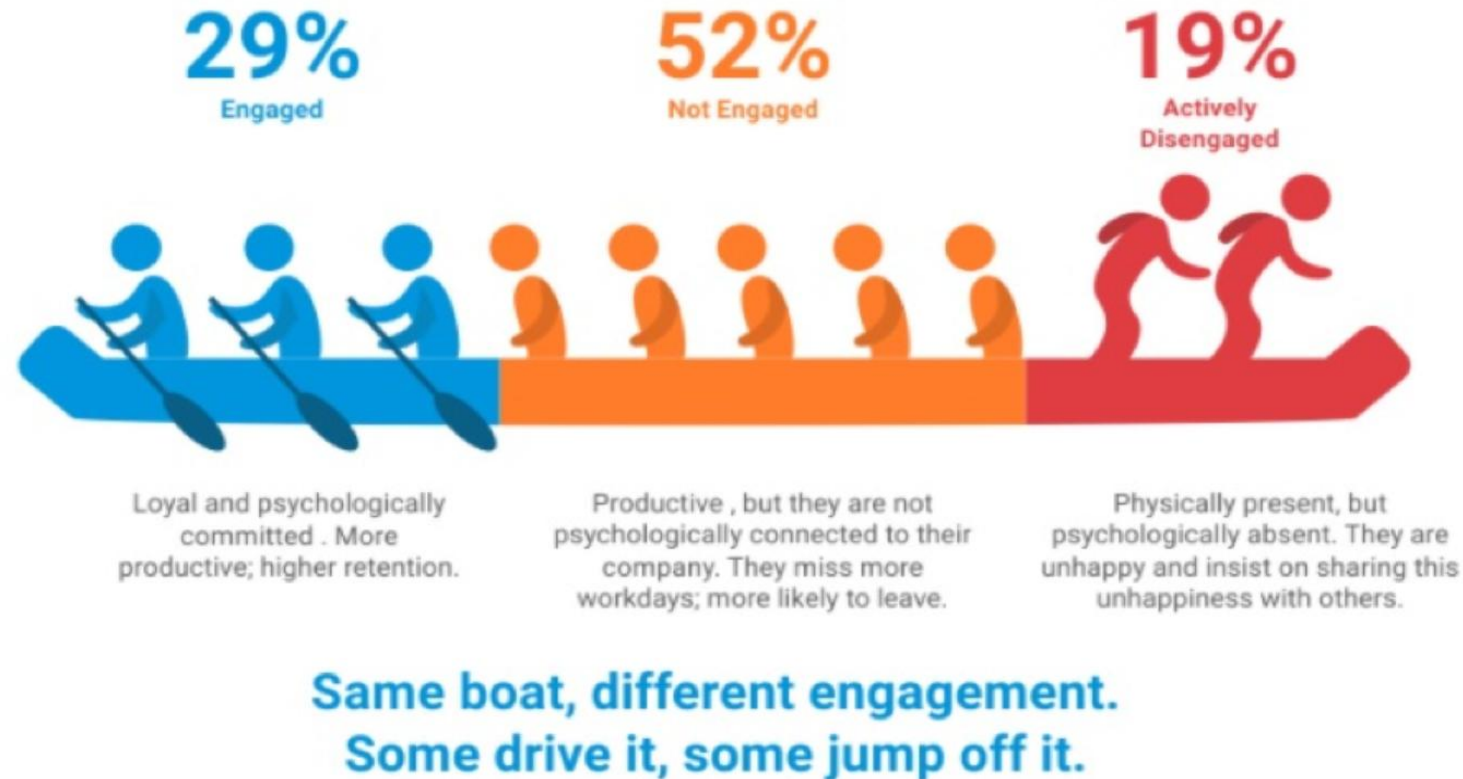
How people ‘express themselves physically, cognitively, and emotionally’ as they interact with their jobs

Employee engagement could mean the following:

- **Having a meaningful connection with an experience**
- **Feeling a sense of belonging and ownership**
- **Having a positive emotion towards an experience**
- **Purposeful involvement and active contribution**



Employee Engagement



Employee Engagement

Question:
What makes us engaged
employees?



Employee Engagement

Question:
What makes employees
disengaged?



Employee Engagement

Diana Dosik



https://www.ted.com/talks/diana_dosik_why_we_need_to_treat_our_employees_as_thoughtfully_as_our_customers

Employee Needs

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk

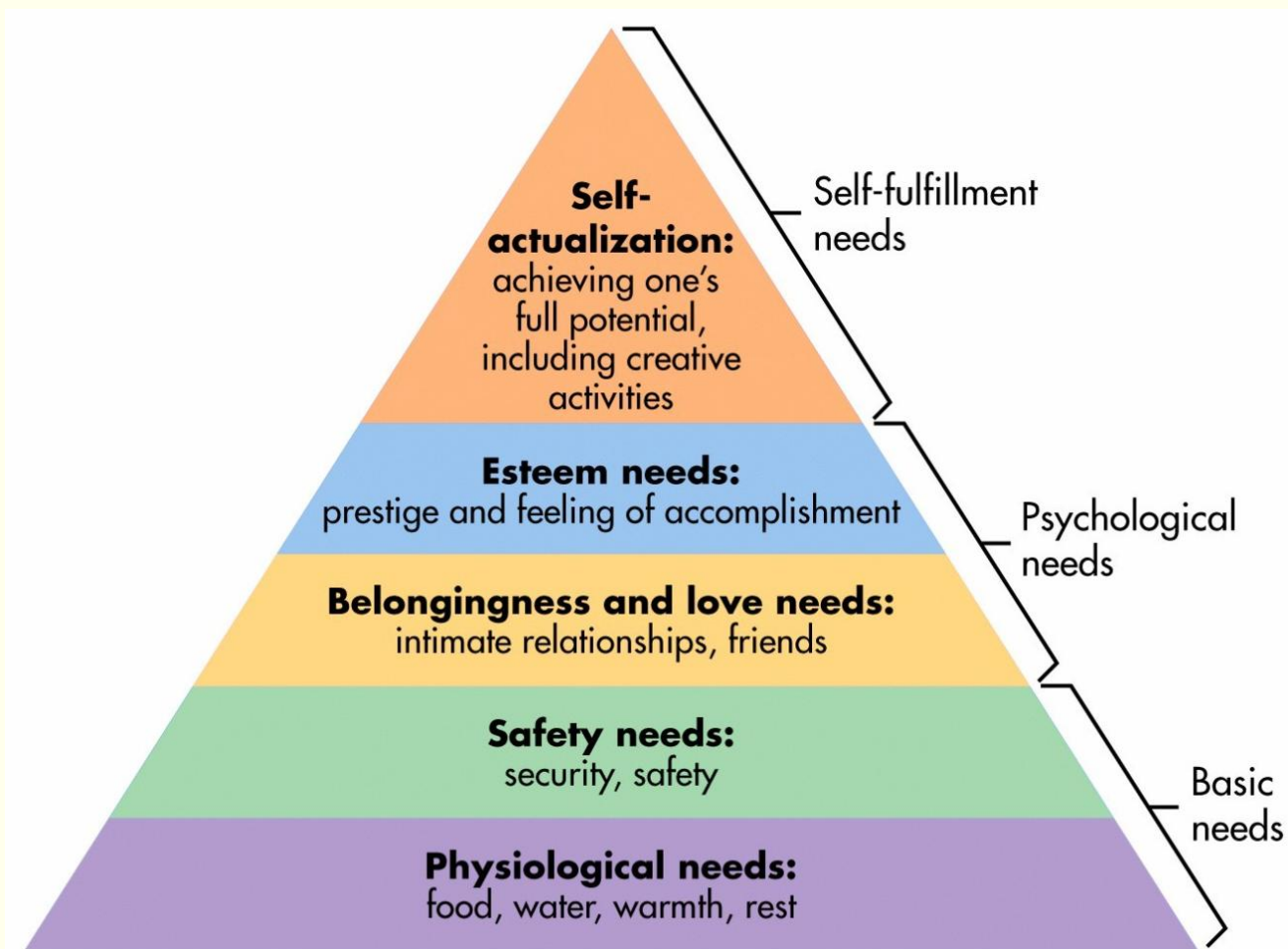
Hierarchy of Needs

Abraham Maslow

The Most Influential Psychologist
of 20 Century.



Maslow's Hierarchy of Needs



Maslow's Hierarchy of Needs



<https://www.bing.com/videos/riverview/relatedvideo?&q=maslows+hierarchy+of+needs+employees+hotels&&mid=66DDDC977623DE758DA566DDDC977623DE758DA5&&mcid=7B546980A69B49F59DE938C29DCFE624&FORM=VRDGAR>



Rank from 1-10 the attributes that influence your choice of work

- Pay and benefits
- Form of employment
- (Full-Time Part-time....)
- Work-life balance
- Job design and nature of work
- Relationships at work
- Employee voice
- Job satisfaction
- Health and safety
- Career Prospect
- Equal opportunities and fair treatment



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Employee Wellbeing

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

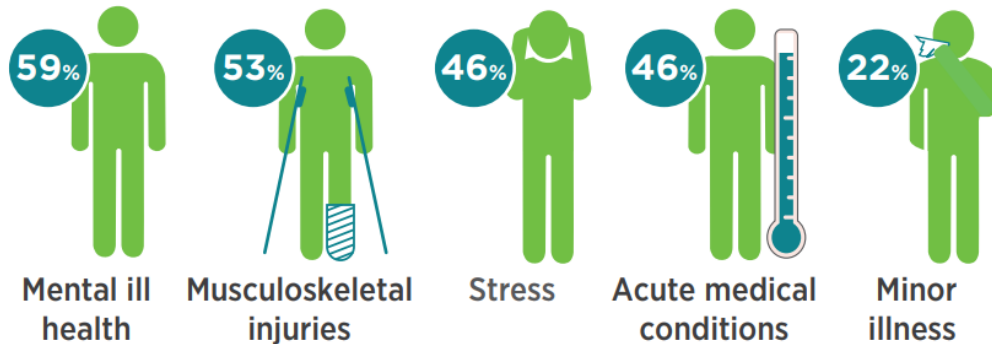
www.uwtsd.ac.uk

Engagement and Wellbeing

One thing that's clear in academic literature is that employee engagement is seen as a psychological state experienced by employees. It should be seen as different from job quality, employee behaviour or management action" (CIPD, 2021)

Long-term absence

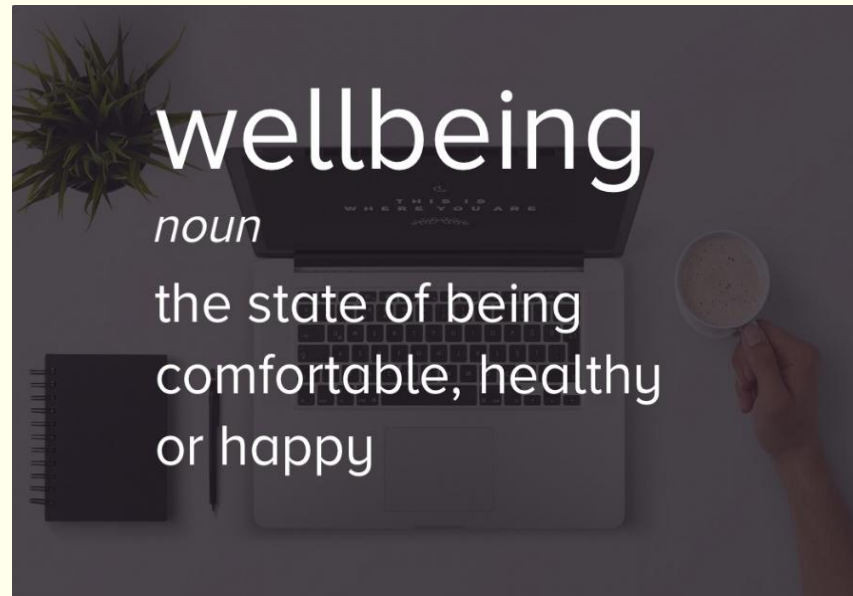
The most common causes are:



Question:
What does wellbeing mean to
you?

Wellbeing

QUESTION:
What have companies
introduced to support
employees?



Quiz Time

1. How many million days of sickness are lost in a year (in the UK)?
2. How many million days lost are due to minor illness?
3. How many million days lost are due to musculoskeletal problems?
4. How many million days lost are due stress, anxiety and depression?



Wellbeing



However, around 185.6 million working days were lost to sickness or injury in the UK in 2022, which was a record high

(Gov.uk,2019)

Any Questions?

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

www.uwtsd.ac.uk



Next Week



Reading week: Week
commencing 16th February

Returning
Week commencing 23rd
February



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

I look forward to seeing you next week.

If you have any questions in the meantime, please send an email from your student account.

N.brailsford@uwtsd.ac.uk

