

HCMC INGO Quarterly Discussion Group Meeting **Workshop notes – Wednesday 25th Sep 2019**

Topic: Team spirit, team engagement and talent management. How to build and retain the best team?

Active discussion with about 30 participants. Definitely a hot topic for many organizations!

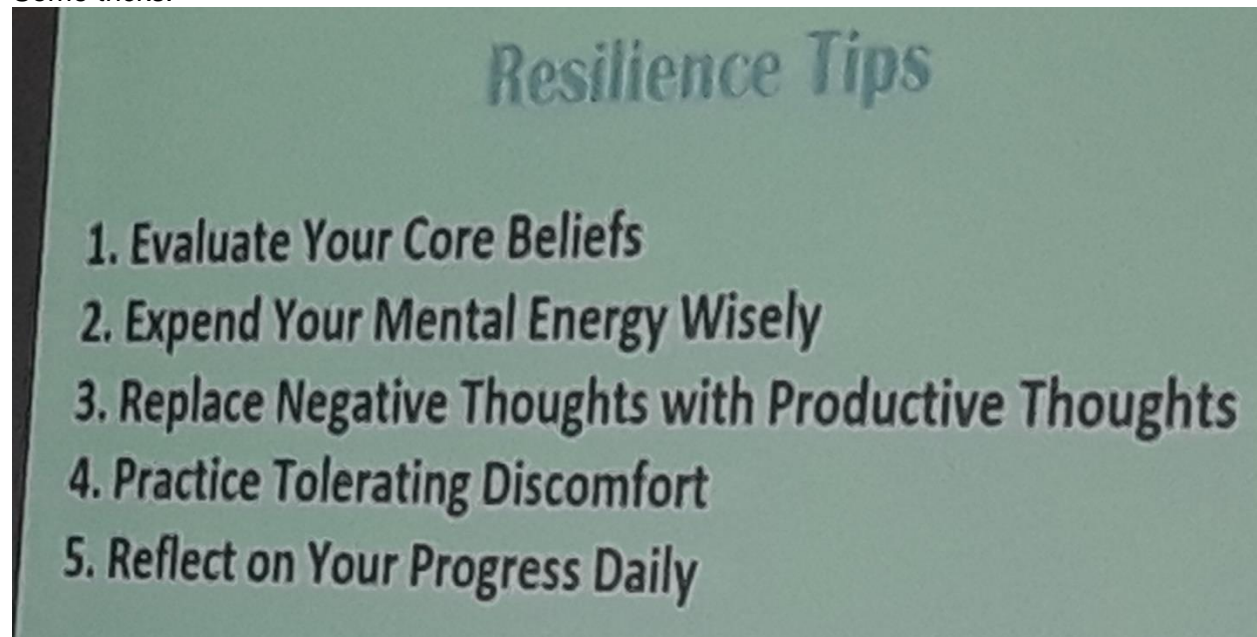
Introduction by Ms Angelique Masse Nguyen, Head of Fundraising & Communications – Saigon Children's Charity

Presentation from Ms. My Holland, CEO and Founder of Equest Asia

Today people are “busy”, under “stress” and often miss the purpose of their work. Too much information that we cannot absorb. One statistic says only about 12% employees see a clear purpose in their job, but in Vietnam it may be double this figure. Still too low.

A lack of purpose leads to burn out, mistakes and poor performance. People must reload their batteries and think about themselves. Adults smile 20 times a day, babies 400 times! People need to be happier and need to show it. A good laugh makes as much good as one hour at the gym.

Some tricks:



In NGOs we usually have a high sense of purpose but the risk is to be obsessed and not have a harmonious passion. Strategies: mindfulness, know how/when to stop, self-compassion, emotional resilience.

Our wellbeing influences our team members a lot, their motivation and ultimately: group performance.

Presentation from Ms. Sakshi Jawa, Chief People Officer of Tiki.

Vietnam is a young country, growing fast. Again the sense of purpose is crucial in people's motivation, more than just the financial conditions of a job. Public rewards are doing much good: when someone has made a good achievement. Do not miss the opportunity to organize a general clap. Organize happy hours so that the people are emotionally connected. People are good/efficient when there is emotional empathy. People must know about the enterprise values & mission and share them. At interview, it must be both ways: the interviewee wants to know about the employer/enterprise. The enterprise must make clear it cares about its employees; employees must see it is about them first of all.

Find what people are good at, no micromanagement but accountability & targets. Changes in job positions/functions must happen every 2 years or so, nobody can be good if doing always the same thing.

Questions:

How make social entrepreneurs/leaders from good managers?

How to manage uncertainties and yet keep staff motivation. Namely risks about funding.

How to manage harmoniously different groups in one team, like 1 social work group & one fund raising group?

Notes by Bernard KERVYN