



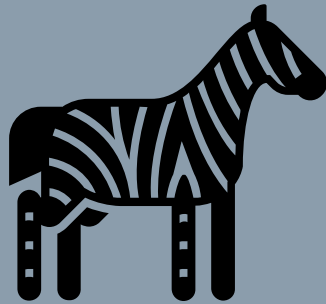
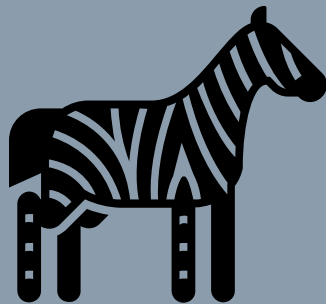
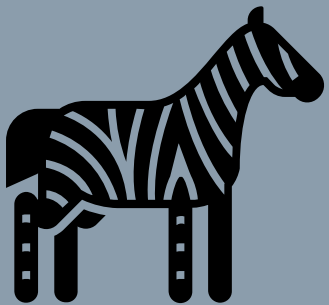
The value of investing in our people –  
attracting & retaining great staff in 2025

# Critical Touchpoints



**Real  
nz**

# Promise vs Reality



# What matters to our people ?

- Pay & Benefits
- Job satisfaction / Purpose
- Flexibility
- Development & Growth
- Feedback
- Recognition & Celebration
- Leadership



**Real  
nz**

# Knowing your ABC's

## BLANCHARDS ABC MODEL OF TRUST

### A – ABLE

Demonstrates capability,  
Able to deliver the work  
that needs to be done.

### B-BELIEVEABLE

Acts with integrity.  
Honest, respectful,  
sincere &  
non-judgemental.

### C-CONNECTED

Cares about others.  
Listens well, open,  
empathetic & interested in  
others.

### D – DEPENDABLE

Maintain reliability.  
Do what you say you'll do,  
when you said you'd do it.



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# The cost of doing business



TIME



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Employer Brand



Wellbeing : Physical, Mental, Safety,  
Psychosocial



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**Come to life**