



McIvor and Company

Olivia McIvor
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To Olivia McIvor, achieving success as a company is simple: In order to stay competitive, companies must put the 'human' back into human resources. An HR consultant and leadership facilitator with over two decades of experience, McIvor helps clients see the crucial importance of linking employee health and well-being to the bottom line. "We need to learn that it is acceptable to take the whole person to work—all of who we are, our talents and gifts—and not just our skills. Companies can no longer avoid dealing with what we call the 'soft' issues such as stress, training and employee morale," she says. "Research shows that neglecting these issues is significantly debilitating to people, productivity and, consequently, profits—and with no profits, no company."

In her book, *The Business of Kindness: Creating Work Environments Where People Thrive*, McIvor discusses how today's workplace needs to focus on becoming healthy in order to stay competitive—particularly with the realities of resource shortages, downsizing, multiple roles, increased hours, and greater responsibility that companies face today. "One of the most noticeable and alarming effects of the increasing demands in the workplace is a greater propensity towards stress, and even violence," she says. "Both of these conditions inevitably lead to higher staff turnover, absenteeism, increased disability claims, lawsuits and, worst of all, a decrease in employee morale and engagement."

McIvor's workplace development programs combat the negative effects companies experience when they do not think holistically. Using unique, practical, hands-on techniques, she helps co-workers see the importance of placing positive emphasis on building their character and personal well-being, as well as on their professional development. Her simple advice for anyone from the frontline to the boardroom is to "be the change you want to see in your workplace. Take accountability and responsibility for your actions. Do yourself a favour: refuse to give less than 100%."