



Mintago

# 5 Steps To Take When Discussing Finances With Your Employees

# Who is this guide for?

A helpful guide for business leaders and HR professionals, to discover the key steps to take when starting a conversation with your employees about their finances, and benefit from some useful tips and insights

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# Introduction

## Steps To Take When Discussing Finances With Your Employees

The importance of discussing employee finances is becoming increasingly apparent to employers, however, initiating these conversations can sometimes be challenging. This guide will help you learn the best ways to approach a subject which can sometimes be hard to broach.

Against a backdrop of the cost-of-living crisis combined with inflation, employees may be finding it harder than ever to manage their financial situation whilst maintaining their performance at work.

37% of employees said they would like to ask their employer for a wage increase but are unsure of how to. This shows the lack of confidence that employees have when approaching their employer about financial topics.

56% of UK adults shared that their finances are now their biggest cause of stress. As well as this, 23% admitted to losing sleep as a result of financial difficulties. If employees are spending a lot of time worrying about their finances, this is likely to negatively impact their workplace productivity, even leading to potential work leave due to stress.

Difficult doesn't always mean bad, and this has never been more clear than when starting that all-important conversation with your team.

Read on to discover the key steps to take when starting a conversation with your employees about their finances, and benefit from some useful tips and insights.



# Operate an open-door policy

Appearing approachable and friendly is the key to starting a conversation, especially with your employees. Some members of your team may view you as separate from them, and may not feel able to approach you about their money issues.

Therefore, by operating an open-door policy you can reassure your team members that they are welcome to come to you and share any financial worries or burdens.

Employees will understand that you are looking out for their mental health and take time to prioritise them and their needs, not only making yourself available to talk at particular times. Your employees will feel like they are in control and have the ability to decide when they feel comfortable coming to you.

Ensuring that you have a safe, comfortable and confidential area for employees to talk to you is vital. Although your office may be the obvious choice, a more relaxed common area may be preferential and make your team feel more at ease.

## Top tips

- Appear approachable and friendly
- Invite employees to talk to you and show you care about their mental health
- Provide a safe, comfortable and confidential area for employees to share things with you

Some members of your team may feel embarrassed to share their problems, so will feel more comfortable knowing that anything they say is confidential.

A recent survey from Mintago revealed that only  $\frac{2}{5}$  of UK adults had spoken to their friends, family or colleagues about their money worries in 2022, despite the cost-of-living crisis, inflation and the pandemic causing anxiety for many.

By inviting your employees to talk to you about their finances, they are less inclined to feel that they are burdening you and therefore more likely to open up.



**26%**

**of employees say that they are less productive in the workplace due to financial worries**



**80%**

**of employees would rather have an employer who cares about them than a 20% salary increase**

# Step 2

## Be reassuring and practical

Nobody likes to have their worries increased by the person that they choose to confide in. Even if an employee comes to you with a serious financial concern that you know could pose implications for them and their life, it is important to remain calm and sensitive. Listen actively and allow them to say what they need to say without interruption.

Any guidance that you offer should be given with kindness and the individual should not feel pressured to act on what you have said if they do not feel ready to. Some team members may only want to offload worries and not want or expect a solution to be given to their situation. They may instead just want an impartial ear to listen.

Do not scare your team with worrying facts and figures which will heighten their stress. Instead, be honest and practical about what they can do to address the problem. It is likely to take a lot of courage for your employees to approach you about financial matters. Take this into account when talking to them.

## Top tips

- Don't panic your team! Remain calm and sensitive during conversations
- Listen actively and don't interrupt
- Only give guidance if you think this is appropriate and wanted
- Be honest and practical about solutions

# Step 3

## Suggest educational tools and resources

According to Mintago's research, 33% of employees want help managing their financial situation but do not know where to start. By sharing examples of educational resources and useful contacts with your employees, they can access the help they need and receive guidance from people who are experts in dealing with their specific situations.

Employees can then take steps to tackle their problems armed with the knowledge they need. According to Mintago's research, only 23% of employees have spoken to a debt charity or sought other forms of free online support to help manage their financial concerns. This may be due to a lack of knowledge of available resources.

You could consider creating a directory of internal and external contacts/resources such as debt management charities and money advice services to provide to your employees if they need it.

Having an idea of available resources and contacts will also help you to build your knowledge as an employer and provide better guidance to your workforce. Actively providing your employees with helpful tools can help to build a trusting relationship and make them more likely to confide in you.

### Top tips

- Share examples of helpful resources and tools
- Create a ready-to-grab directory of external and internal contacts so employees can take immediate action

# Step 4

## Support your team at different life stages

When dealing with important life milestones such as purchasing a home, arranging a wedding or approaching retirement your employees may feel more stressed and therefore will be likely to require more support than usual in the workplace.

Initiating discussions with your wider team and individuals about stress felt during milestones will help them to learn how important it is to share their burdens before they become overwhelmed.

Consider regularly conducting employee surveys, perhaps anonymously, to better understand the most prevalent financial concerns amongst your team at different times. If you gain a good understanding of what your team is going through, you can tailor your approach in supporting them to suit and benefit them the most.

In addition, you could introduce regular team talks and financial wellbeing-related activities to better engage your team members with their financial health.

Holding regular financial education sessions within your workplace that focus on the needs of your employees will help to get the conversation flowing whilst reminding your team to take regular audits of their situation and reach out with any concerns.

### Top tips

- Initiate discussions on the importance of sharing burdens before your team become overwhelmed
- Regularly conduct surveys to understand the most prominent financial concerns amongst your team
- Introduce team talks and financial education sessions

# Step 5

## Be relatable



56%

of UK adults shared that their finances are now considered to be their biggest cause of stress.

By sharing personal stories about your own financial struggles, or stories of anonymous people that have resonated with you, you will show your team that you are not too different from them and have faced your own money obstacles.

Employees are far more likely to open up to you and others in the workplace if they feel connected on a personal level. Your team may feel that you are immune to the financial struggles that they face as employees. Taking the time to share and be vulnerable will help them feel safe to do the same.

By making it clear that you too have experienced financial pressures, you are communicating that these are solvable, therefore giving your employees hope for their future.

### Top tips

- Share personal stories to show that you have faced your own obstacles
- Being vulnerable as an employer helps your team to feel safe
- Give your team hope that their financial issues are solvable

# Recap the benefits of improved employee financial wellbeing

After considering these steps, you should have the tools to successfully receive and start conversations with your employees about their finances!

- Employees are less likely to suffer from stress, therefore being able to remain productive and efficient at completing tasks.
- Enjoy decreased employee absenteeism and turnover. People who are happy and relaxed at work are less likely to suffer from stress-related illness, resulting in fewer sick days.
- If your team feels valued they are more likely to show loyalty to your business and remain in their role for longer.



# How Mintago can help

**Mintago can help you, as an employer, to provide the tools and resources your female employees need to gain a greater understanding of their pensions, and take full control of them.**



# Mintago Tools

Our platform provides all the tools and resources your employees need to take control of their finances and cope more easily with the cost-of-living crisis, including access to:



Expert financial advisers



Online masterclasses and over 1,000 pieces of educational material



A Money Helper AI tool, to help them control their finances



A pension dashboard, that allows full pension management



A Pension Hunter tool, to locate lost pension pots



The Mintago Score tool, that provides a full financial health check

With Mintago, you can empower your employees to get to grips with their finances and gain greater financial security, giving you a happier, more productive workforce, ready to contribute to your business's success.



# Next Steps...

If you would like to learn more about how Mintago can help you support your employees' financial wellbeing and combat the cost-of-living crisis, get in touch today.



# Mintago

## 5 Steps To Take When Discussing Finances With Your Employees

Mintago helps employers support their employees on their journey towards better financial wellbeing.

Start supporting your employees' financial wellbeing with Mintago today.

[www.mintago.com](http://www.mintago.com)

