

Steve Punter

Owner at The People Effect Ltd

Auckland City, , NZ

Engaging, humorous & thought-provoking speaker with a deep background in management and human resources

Biography

Steve owns a registered 'Tertiary Education Organisation' (TEO) 'STA Training' and a Human Resources consultancy 'The People Effect Ltd'. Most of his time is spent either running business/management training workshops or handling employment disputes, including representation at mediation and Employment Relations Authority hearings, as well as being an Independent Director on the board of Westforce Credit Union. Steve has a Masters degree in Human Resources and Organisational Development, and is currently in the middle of an MBA. A member of the Institute of Directors, Steve facilitates the IoD's 'Governance Essentials' and 'Strategy Essentials' training workshops for them. An Associate of the NZ Institute of Management, he's also a Fellow and professional member of both the Human Resources Institute of New Zealand and the NZ Association for Training & Development, and has served on the Boards of both.

Availability

Keynote, Panelist, Workshop, Host/MC, Corporate Training

Industry Expertise

Education/Learning, Management Consulting, Human Resources

Areas of Expertise

Employment Relations, Adult Learning, Performance Management, Engagement, Learning, Training, Education, Performance Review, Motivation, Empowerment

Affiliations

The Human Resources Institute of NZ (HRINZ), The NZ Association for Training and Development (NZATD), The Institute of Directors in NZ (IoD), The NZ Institute of Management (NZIM)

Sample Talks

Your People

Presented twice yearly (for 8 years now) to new practitioners of the NZ Institute of Chartered Accountants. They deliberately put me in either after lunch or for the last session because I make them laugh and am provocative at the same time. It's a careful mix of employment law, goal setting, people development and performance management. The audience is mainly accountants setting up their own practices for the first time and employing staff.

Mature Workers

How to get the most from your mature workers, recognising that their motivational drivers are often very different from younger workers.

Disciplinary and Poor Performance

How to manage poor performance with a view to either (1) turning that performance around and 'saving' the employee, or (2) removing the employee from the team.

Customer Service: The War on Apathy

In a world of increasing competition, 'excellence in customer service' (as perceived by your customer) may be your only sustainable competitive advantage. How do you cause employees to be passionate about Customer Service?

Practical Motivation

Aimed at Supervisor level and above, introducing basic theories and 'bending' them for modern workplace reality, suggesting practical interventions based on those theories that give managers some usable tools to apply on the job straight away.

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