

# RemarkablePractice

Helping Ambitious Accountants Humanise the Numbers

A green speech bubble icon with a tail pointing downwards and to the left, containing the text "Resilience Round-table".

Resilience  
Round-table

Personal  
Resilience

Business  
Resilience

Client  
Resilience

Remarkable  
Practice  
community

Reality of employees...

30% -  
inv

65% -  
und

82% -  
lon

10-yr low in  
engagement  
numbers

Increased  
labour action

Quiet  
quitting

Great  
resignation

Disconnect?

Superficial?

Not getting to  
the nub of what  
people want?

Focus on  
it?

WFH policies not  
helping  
loneliness?

Not sure what  
they're involved  
in?

...despite

Investment in  
engagement  
platforms

Well-being  
programmes

Better hiring &  
retention  
initiatives

DEI  
policies

Better  
wages

**Mattering**—a mainstay concept in the fields of psychology and sociology for more than 40 years—is the experience of **feeling significant** to those around us because we **feel valued and know that we add value**. It is a primal need. When people know that they matter at work, they thrive. Mattering enhances self-esteem (“I’m worthy”) and self-efficacy (“I’m capable”) and strengthens motivation, well-being, and performance.

This is critical for organizations to recognize: Employees who believe they matter report greater satisfaction, are more likely to be promoted, and are less likely to leave. In one study of 7,900 business units, teams in which people felt cared for and valued by a leader had higher levels of customer satisfaction, productivity, and profitability.

# How do we/can we show our people they matter?

Tell them they're appreciated!	Use Loom videos to offer feedback	Capture the positives as well	NOTICE when people are struggling	Acting once we notice/see/hear	Active listening	Checking in before and after exams	Train myself to verbalise	Giving people time and attention	Shout-out section in town hall	Involving the team
Try to hide mobile phones!	Never cancel 1-2-1 or team meeting	Daily huddle shout-outs	Ask people for help	Deal with things appropriately						



## When did you last feel like you mattered?



## How did you KNOW that you mattered to that person/in that situation?

