How to Manage & Motivate Staff
through a HR Process

COURSE DESCRIPTION

An interactive training workshop for business owners and managers who want to learn "How to Manage and Motivate Staff through a HR Process".

This workshop is required for Good Practice and will teach you the skills you need and how to use and follow a step by step process to get the best out of your staff.

Learn the difference between a Great Leader and a Manager so you get better performance out of your staff.

Learn the correct process to performance manage your staff, which protects your business. This program is linked to our Sales Training Programs and Human Resource Software Package.

WHAT YOU WILL LEARN

- What is the difference between a Great Leader and a Manager
- What is your managerial role
- How to follow an organisational chart
- Key drivers for sales results
- How to recruit the right staff
- The interview process
- The purpose of position descriptions
- Starting staff with the correct orientation / planned induction
- The purpose of company policies
- Planning for training sessions and sales meetings
- How to motivate your sales team
- Staff performance reviews and counselling staff
- Staff dismissal and exit checklist
- Motivational tools

~~$720~~ **$660*** (GST inc) pp or

$550* (GST inc) pp for two or more from the same business

1 Day | 9 - 4.30PM

Please visit our website or call for enquiries and bookings:

www.keyba.com.au
1300 4 ADVICE

COURSE OUTLINE

GOOD TO GREAT

Company structure
Organisational chart
Understanding staff motivation
STAR Workplace Program
Why high performing businesses are successful
Vision, values & purpose
The ultimate manager

LEADERSHIP

How a Great Leader can enhance company culture
Difference between a Leader and a Manager
What is coaching
How a Leader monitors performance
Understanding DiSC for Managers
Understanding DiSC for Employees
5 musts to be a Great Leader
Your role as a Leader and Manager
Strengths and challenges

RECRUITING STAFF

How to attract the right candidates
Recruitment process
The next ideal staff member for your business
What makes a great position description
How to write a position description
How to define KPI's
Staff position description template
5 must do's for great job ads
Sample job ad
Efficiently manage applications
Screening resumes and candidates
Sample application form
How to prepare for and conduct an interview
Interview guide
Conducting first face to face interviews
Second round interviews
Recognising red flags
Background checks
Offering the role to the best candidate

STARTING STAFF

10 Tips to a great induction
Understanding employment contracts
Getting your staff member's sign-off on the first day
Developing an orientation checklist

Sample staff orientation checklist
Staff action form
Induction plan
Sample skill and knowledge tracker

POLICIES & PROCEDURES

Prevent workplace bullying claims
Policy index
Sample operation procedures index
Sample policy
Sample procedure

STAFF PERFORMANCE

Structured performance management processes
Sample performance review discussion
Sample performance review and plan
Staff counselling
Performance counselling guidelines
Sample staff counselling form
Sample first warning
Sample termination letter
Sample exit survey
Sample staff exit checklist

MOTIVATIONAL TOOLS

Understanding different learning styles
Building motivation
Sample training needs analysis
The value of planning
Setting goals and expectations to achieve targets
3 ways to incentivise staff
The value of having a clear vision in your business
Ideas for meetings and training sessions
Employee of the month nomination
Best practice

KEY BUSINESS ADVISORS
Taking Businesses from Good to Great

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www.keyba.com.au
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