

Getting back to basics in managing staff

Monday, 25th May, 2020, 1 pm-2 pm

Webinar



Agenda for today's webinar

- **Housekeeping**
- **In today's webinar you will discover the following:**
 - Getting your team back to work, so you can get back to business
 - How to re-induct your team back into your business
 - What to do if your staff don't want to return back to work just yet
 - Getting back to basics with HR best practice
 - How to get your team back in front of your customers



Upcoming Webinar:

Monday 1st June 2020 – ‘Setting your business up in sourcing new staff, for a new start’

Register- <https://register.gotowebinar.com/register/3154468479528776459>

Thursday 4th June 2020 – ‘Managing your payroll during COVID-19’

Register- <https://register.gotowebinar.com/register/7522533508826482955>

GoToWebinar Housekeeping

The screenshot shows the GoToWebinar Viewer interface. The main content area displays the following information:

- Title:** Getting back to basics in managing staff
- Organizer:** KEY BUSINESS ADVISORS (with logo)
- Date/Time:** Monday, 25th May, 2020, 1 pm-2 pm
- Event Type:** Webinar (in a red box)
- Illustration:** A woman in a white lab coat holding a tablet with blue sparks emanating from it.

The Citrix logo is visible in the bottom left corner of the viewer window.

The screenshot shows the GoToWebinar control panel with the following sections:

- File View Help** (Menu)
- Audio** section:
 - Radio buttons for Telephone and Mic & Speakers [Settings](#)
 - A volume control slider showing **MUTED** and a speaker icon with a volume level of 0000000000.
- Questions** section:
 - A text input field containing the placeholder text "[Enter a question for staff]".
 - A **Send** button.
- Webinar Housekeeping** section:
 - Webinar ID: 275-918-366
 - GoToWebinar** logo.

GoToWebinar Housekeeping



Colin Wilson Director KBA



Maja Trpevska, HR Consultant KBA



Mission & Vision

Our **Mission** is to take businesses from Good to Great

Our **Purpose** is to take customers on a journey to help them improve their business through all aspects of employee engagement and performance



TOPIC 1

Getting your team back to work, so you can get back to business

Create the motivation to get your team back to work

Key Points:

- You need to start creating the hype to get your team back together from where things left off pre-COVID-19
- There is definitely going to be a transition period to get your whole team back to work all together
- Create and start new team projects that will create more cohesion
- Let your staff know that it's your responsibility as a leader to keep them safe
- You need to follow the Government's lead, on when it is safe to return to work
- Let your team know that you want to build a stronger team than the way it was!



Why you must voice any concerns before getting your team back to work

Key Points:

- It is really important that you demonstrate that you have done everything positive to have a safe workplace when your staff returns
- Let them know your company has put a plan in place to ensure they are safe to return back to work
- Please see KBA's 'Return to the office after COVID-19 Check List'



Setting some goals and expectations for your team to return back to work

Key Points:

- As your team return to work, it is really important to get them refocused and sets some goals;
 - Company Goals
 - Team Goals
 - Individual Goals
- To get things moving again, you need to also set clear expectations as your team returns to work:
 - Behaviours
 - Performance
 - Safety



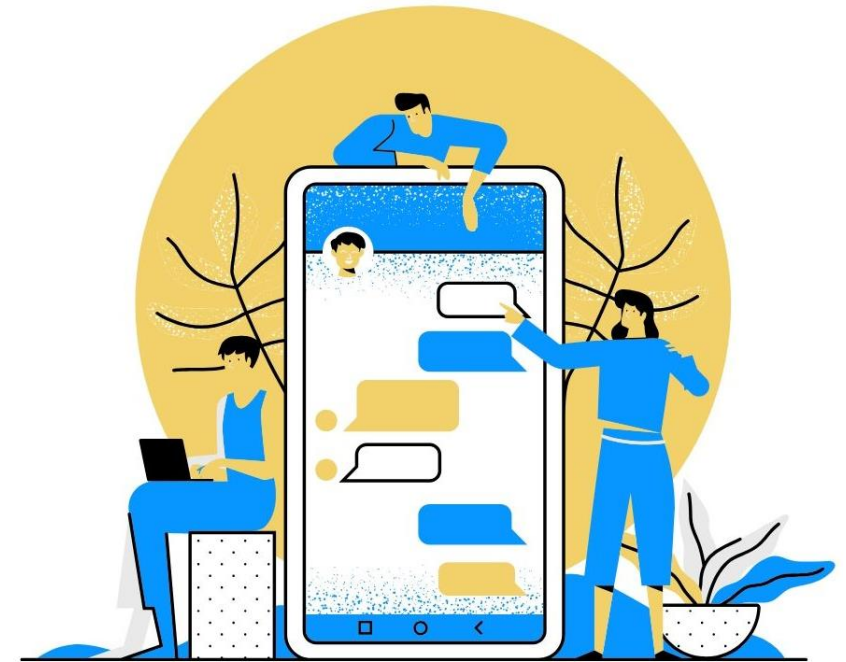
TOPIC 2

How to re-induct your team back into your business

Rebuild morale and culture

Key Points:

- It is time to get your staff feeling good about themselves to lift morale
- Rebuilding the team culture will increase activity and the performance of your business
- Make sure you have open communication with all your employees
- Highlight initiatives that you are going to put in place to create a positive environment
- Some staff may want to still opt for some flexible working arrangements I.e. personal circumstances
- Providing EAP support – Please see our partners <https://keyba.com.au/partners/>
- Offering fitness and lifestyle options



Resetting expectations around each role

Key Points:

- You still need to let your team know that they need to perform I.e. KPIs & targets
- Going over each staff job role and maybe amend it - should anything have changed
- Make sure that when you reset your expectations, it is still aligned with their PD
- Let them know that you need them to perform to support the business
- Discuss current and proposed work routine changes
- Discuss any changes since COVID-19



Creating a Community – Rebuilding Relationships with Colleagues

Key Points:

- Make sure your staff are OK (One-on-One Check-ins)
This can be done before they return to work via a virtual meeting or on the first day when they return that they feel 'OK' working with their colleagues
- Think about holding a team activity or a lunch, so everyone becomes relaxed and re-engaged with their team mates
- Share experience on what it was like for them with the COVID-19 situation and working from home
- Complete a staff survey that is linked to returning back to the business



TOPIC 3

What to do if your staff don't want to return to work just yet

Consider reason for refusal

Key Points:

- Consider if staff can perform the inherent duties of their role from a remote location
- Health of worker/vulnerable worker/underlying health conditions/disabilities
- Caring for child or parent
- Each situation can be different and you need to treat it case by case
- Providing flexible work arrangements



“Getting Job Seeker” rather than returning to work



Ensure a "COVID Safe plan" has been developed and put in place

Key Points:

- From a compliance point:
 - WHS / OHS Act
 - NES – National Employment Standards
 - Legal Rights
- Maybe offer staggered starting times or staggering commencement back in workplace
- You need to outline that you have put safety measures in place I.e. proper systems for maintaining effective hygiene, health monitoring and cleaning
- Workstation Checks – Make sure everyone is set up correctly at their workstations



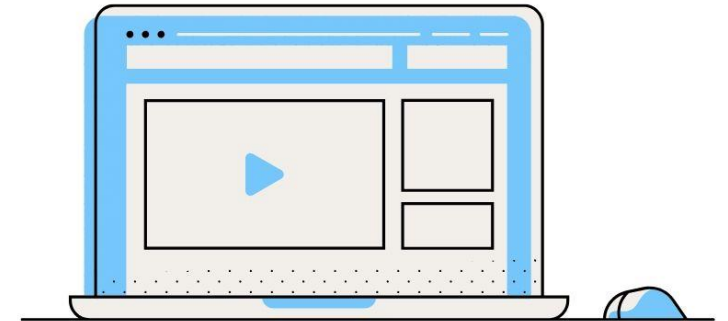
TOPIC 4

Getting back to basics with HR best practice

Going over Policies and Procedures

Key Points:

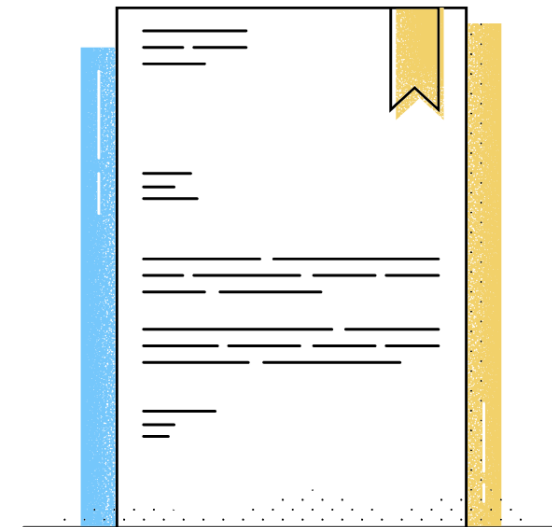
- Do you have a return to work policy?
- What is your procedure with social distancing internally?
- What is your procedure on serving customers who come to you?
- What is your policy for staff visiting customers outbound?
- How to deal with the myths of COVID-19?
- It is advised that you put some procedures around WHS / OHS
 - Hand washing techniques
 - Wear correct PPE where required
- What other policies or procedures do you need to put in place?



Risk Management and safeguarding employees

Key Points:

- Update staff records (All in one system)
- Check your Employment Contracts with the right Modern Award and Classification
- Check that you are paying your staff correctly with their hours worked, leave entitlements, rosters and public holidays
- Check to see if you have made any financial mistakes during COVID-19
- Staggering working hours – minimises risk
- Social distancing measures
- Infection Control and Cleanliness
- Additional PPE requirements
- Recording keeping

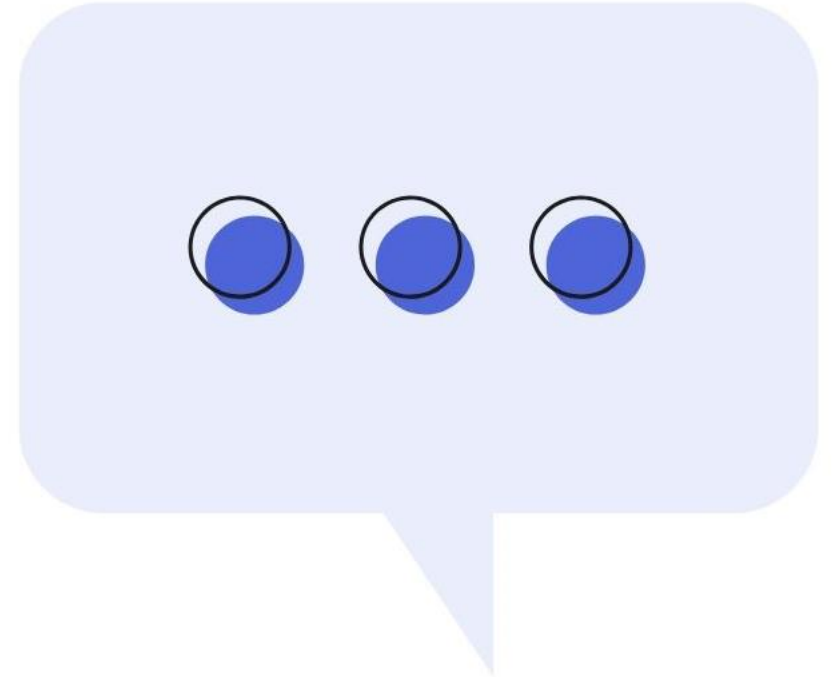


Performance Conversations

Key Points:

Improvement requirements to get the company back on track

- One-on-One informal conversations
- Be clear about setting expectations
- Show and guide them on how to achieve results
- Conduct some Workshops and Training
- Performance Appraisals (set dates for next performance review)
- Celebrate the wins
- Address under performance
- Record keeping



TOPIC 5

How to get your team back in front of your customers

Have a sense of urgency around client calls and check-ins

Key Points:

- As your team return back it is time for you to create that sense of urgency
- Challenge them with what is required to get your company back on track
- Make sure that your team re-connect with your clients to let them know the whole team is back and resourced up
- Make sure that your team check-in and make sure your clients are OK as well returning back
- Let them know what you can do for them
- Re-build the confidence!
- Re-build your team!
- Re-build your company!



Create team projects to reconnect with your customers

Key Points:

- Creating projects creates energy
- Workshop on how you can improve internally and externally to help your customers
- Re-think about how you can do things better as a company
- Create some healthy competition
- Look at ways you can connect better with your customers either through zoom or face-to-face
- Put something in place that will protect your staff when visiting customers



Use the Returning to work after covid-19 checklist

HR Documents & Checklists

Free HR Documents & Checklists to help you stay on track

Returning to the
office after COVID-19
checklist

Download



Checklist to go through
before your employees
visit clients again

Download



HR Health Check

Download



<https://keyba.com.au/hr-documents-checklist/>

Managing Staff



Managing staff is one of the hardest challenges for every business.
If you struggle managing staff, KBA can help you!



Any Questions?

**Call KBA on 1300 4 ADVICE
OR
EMAIL US AT
INFO@KEYBA.COM.AU**





[Book a Free Chat through Calendly with Allyson or any one from our HR Team Click Here](#)
www.keyba.com.au



**BOOK YOUR FREE
15-MIN CHAT**



[Book a Free Chat through Calendly with Colin Wilson click here](#)
www.keyba.com.au

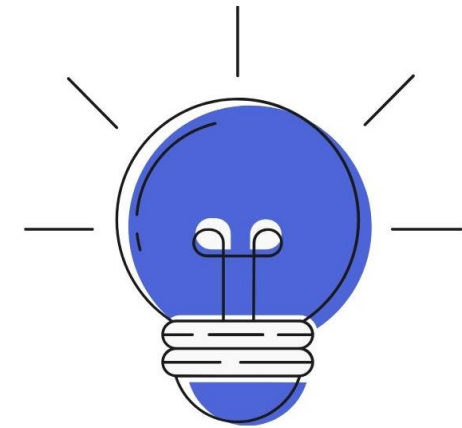
*Thank you for attending today's webinar.
Slide deck and the webinar recording will
be emailed to you!*

Next Webinar – ‘Setting your business up in sourcing new staff, for a new start’

Monday 1st June, 2020

1.00pm

1. Changing your company structure to Survive & Thrive
2. Re-evaluating what skill sets your company needs for a new start
3. Re-aligning your staff around your new structure
4. How to source new talent that can bring value to your business
5. How to recruit for what you need to rebuild your company



Save your Spot! - <https://register.gotowebinar.com/register/3154468479528776459>

Next Webinar – Managing your payroll during COVID-19

Thursday 4th June, 2020

5.00pm

1. The importance of getting your payroll right during COVID-19
2. How to avoid making payroll mistakes during COVID-19
3. Your obligations around staff Wages and Superannuation
4. The most common payroll questions KBA is constantly being asked?
5. Getting your employees back on track as we all return to work!
6. Take advantage of MVCC Business Support with their Government Funding Program



Save your Spot! -

<https://register.gotowebinar.com/register/7522533508826482955>



PSA

Protect yourself and your family

Cover your cough and sneeze



1 COVER your mouth and nose with a tissue when you cough or sneeze.



2 Put your used tissue in the rubbish **BIN**.



3 If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.



4 WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel.

Stay germ free and healthy



Thank you for attending today's webinar.
Slide deck and the webinar recording will
be emailed to you!

Call KBA on 1300 4 ADVICE for any advice or go to
www.keyba.com.au

Stay Safe!