



How Staff Feedback Can Make or Break Your Business

14th September 1pm-2pm

Live Webinar

Agenda for today's webinar

- **Housekeeping**

In today's webinar you will discover the following:

- The value of getting staff feedback
- The most effective ways to get staff feedback
- Why you must act on staff/ team feedback?
- Understand why most staff leave
- Why employee engagement is everything that can make or break your business



Upcoming Webinar:


Monday - 19th Oct 2020 , 1pm-1.45pm

'How to get your recruitment and induction on track for better employee engagement during covid-19'

Register - <https://keyba.com.au/upcoming-events/>

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How Staff Feedback Can Make or Break Your Business

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Live Webinar

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Questions

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Colin Wilson Director KBA



CERTIFIED
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KEY
BUSINESS
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Business Advice & Strategy

Professional Sales Training

HR Advice & Support



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

The value of getting staff feedback

Why staff input is valuable

Key Points:

80% of the time, your staff know what the business needs to do to be more successful, so you just need to extract it from them:



- Sales Performance
- Website & Digital Marketing
- Products and Services
- Process and Systems
- Policies and Procedures
- Financial Decisions
- Better Business Reporting
- Business Partners and Suppliers
- Department/ Team Engagement
- Customer Satisfaction

Use useful information and act on it

Key Points:

Based on the information provided, you need to take action for better business engagement and improvement I.e.

- Create tasks and projects (an action plan)
- Reset some KPIs
- Realign your business strategy (Pivot)
- Create a critical pathway
- Set milestones and check-ins
- Build better team engagement
- Show leadership



Realign the direction of your business/ department

Key Points:

Even if you don't agree with some staff feedback, make sure you take their valuable information and present your action plan to them rationalising 'The Reasons Why' the company needs to go down this path I.e.

- It is not viable or smart decision
- I agree with your feedback, but the business needs to generate X first (normally \$\$\$) before we can proceed
- I agree with these key points, so lets do this in stages and create milestones to celebrate the wins
- Educate your staff on 'Business Acumen' so they understand
- What not to do, is to do nothing!



TOPIC 2

The most effective ways to get staff feedback

The value of One-on-One discussions and appraisals

Key Points:

Conducting one-on-one discussions and appraisals is non-confronting as they are not in front of a group, and if done right your staff can educate you on better ways to improve your business I.e.

- I need your honest opinion (must have trust)
- What would you do if this was your business?
- Is this current process working?
- What would you do to improve this?
- How do you believe this business or your department could be more effective or efficient?
- What's working well Vs what needs improvement?





The value of team discussions and workshops

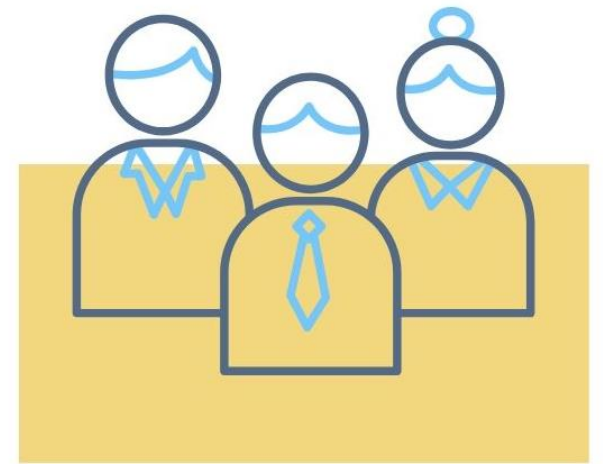
Key Points:

- Creates motivation and team engagement
- Builds alignment on where the business needs to go
- Provides clarity and buy-in on what to do
- Builds better trust (between people and departments)
- You can have a good healthy conflict/ debates on certain subjects for the betterment of the company
- Everyone gets committed (delegate responsibility)
- People can hold each other accountable (not you)
- Produces great results

Why staff satisfaction surveys are effective

Key Points:

- Demonstrates that you care and want to improve
- If it's anonymous, your staff may provide valuable feedback that you did not expect
- Verifies that you are on the right track with the company strategy
- Learn about key areas of improvement
- Demonstrates that you want to become an employer of choice
- Keeps your staff engaged and motivated
- Prevents staff from leaving



TOPIC 3

Why you must act on staff/ team feedback?

Creates a positive environment and engagement

Key Points:

- Demonstrates Leadership
- Creates focus discussions and outputs
- Moves people out of their comfort zone
- Staff become more challenged and energised
- Staff work more cohesively together
- Better outcomes for the business, your customers and bottom line

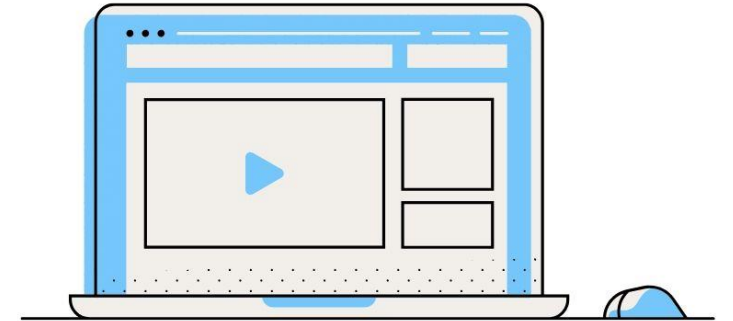


Staff are looking for action and leadership

Key Points:

Good staff feedback creates the following:

- Better business outcomes
- More ownership and accountability
- Increases staff and team commitment
- Improves employee morale
- Creates better outcomes and results
- Allows people to take more ownership
- Holds you (the leader) accountable



Understand what happens if you don't act on their feedback

Key Points:

- Business will continue as is...
- Disgruntled staff and causes disengagement
- Anger and confusion
- No care factor
- Costly mistakes happen
- Lack of direction and leadership
- The good staff leave



TOPIC 4

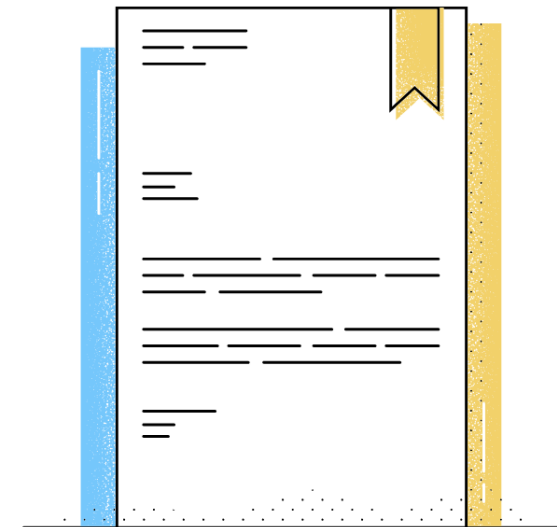
Understand why most staff leave

My top 3 reasons why they leave

Key Points:

1. Environment they work in
2. The manager they work for
3. Lack of training and support

Yes, pay does come in to this as well when the staff member does their Value Equation on the business!



What does it cost your business to replace staff?

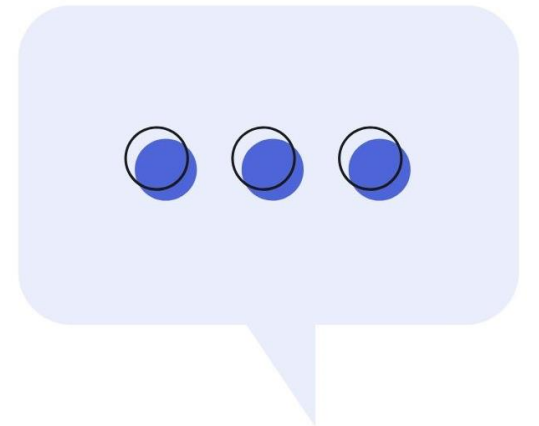
Key Points:

Staff turnover hurts every business and many times we do not look at the cost to replace them. To me, the cost of replacing a staff member is 3 times their salary.

- How much did it cost you to recruit them?
- What was the cost to induct and train them?
- Think about your direct costs of paying them and your indirect costs in keeping them
- If this was a key staff member, then this becomes a higher multiplier

\$50K Base then add 25% = \$62,500 x 3 = \$187,500

- You have paid them \$62,500
- Recruitment and training (bring them up to speed \$62,500)
- You need to start all over again \$62,500 to get your ROI



What impact it can have on your other staff?

When companies lose staff members, others start to analyse 'why'. If the company lets an employee go due to their performance or poor attitude, then this can be seen as a real positive.

On the other hand, if a key staff member leaves that is highly respected and extremely valued, then this will have the reverse effect for the business.

High turnover of staff can create a toxic environment if it gets out of control and it will take the company 12 to 18 months to recover.

TOPIC 5

**Why employee engagement is everything
that can make or break your business**

It is all about teamwork and culture

During COVID-19, KBA has seen many companies grow and others not, even in the same industry. Reasons why some of these companies stood out are as follows:

- Strong Leadership
- Great Communication
- Team Involvement
- Clarity, Buy-In and Direction of what the company needs to do to survive and thrive
- Sticking to their Mission, Vision and Values
- Lots of celebrations, recognition and praise
- Lots of thank yous and appreciations with small gifts!



Understand the importance of clarity and buy-in



People don't like **change**, and in times like COVID-19 many companies have been forced to change, pivot, restructure, re-think their strategy for survival.

It is important that you get clarity and buy-in from your team before decisions are made to lessen the impact on what needs to change!

More importantly, as you move forward to re-build your pathway out of 2020, you need your team 100% behind your 2021 strategy!

The power of giving direction and building the pathway to success

In today's environment (especially with COVID-19) people want to work for companies that have solid foundations and a pathway to success on how to survive and thrive during these times.

Getting valuable staff feedback could be the thing that makes or breaks your business.

If you are struggling, then consider an outsider to come in and help. This will demonstrate that you are serious about creating change and diversity to keep going and growing!





**Are you
meeting your
compliance
obligations?**

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

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Checklist to go through before your employees visit clients again

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HR Health Check

Download



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

Are you struggling to achieve company goals or targets and can't work out why your strategy is not aligned with everyday activity?



STAR Workplace is a unique tool that measures both employer and staff satisfaction, as well as how your staff's everyday activities link back to your business strategy.

Key Features

- Measures employees' and employers' satisfaction of the business
- Opens up lines of communication with staff
- Shows you how to retain key staff
- Identifies strengths, weaknesses and gaps in the business
- Identifies areas of risk and sustainability
- Shows what the staff are thinking of the business
- Promotes an understanding of what drives staff to achieve your company goals
- Confidential online survey



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Any Questions?

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Next Webinar

How to get your recruitment and induction on track for better employee engagement during covid-19
Monday - 19th October 2020 – 1pm

- ✓ The best ways to recruit during COVID-19
- ✓ How to induct your staff (even remotely)
- ✓ How to train your staff the most effective way
- ✓ How to create better employee engagement for new starters
- ✓ How to put a plan in place for success

Register - <https://keyba.com.au/upcoming-events/>



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

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Stay Safe!