

How to get your Recruitment & Induction on track during covid-19

19TH OCTOBER, 1PM - 2 PM



Agenda for today's webinar

1. The best ways to recruit during COVID-19

- Preparing for the role
- Advertising for the role
- Preparing for the Interview
- Interviewing for the role

2. How to induct your staff (even remotely)

- Preparing a successful induction
- Team participation in induction
- Expected outcomes from induction

3. How to train your staff in the most effective way

- Preparing a training plan
- Implement the training plan
- Setting expectation (Goals & Objectives) from training conducted

4. How to create better employee engagement for new starters

- Educate them on the history of your business
- Make them feel part of the journey
- The power of engaging other employees to support your new starter

5. How to put a plan in place for success

- Performance Conversations
- Action plan on Goals and Objectives
- Training and support

With over 12 years of experience in business, **Colin** has helped many small-to-medium businesses achieve their desired growth by incorporating different aspects of business improvement solutions across Human Resources, Sales, and Strategy.



Colin Wilson Director KBA



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Maja has over 10 years of HR experience; she specialises in providing guidance and support to managers through effective HR solutions.

Specialised areas:

Onboarding & Induction, Performance & People Management, Terminations & Redundancies

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Maja Trpevska, HR Advisor

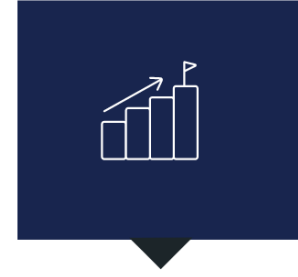




Business Advice & Strategy



HR Advice & Support



Professional Sales Training



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

“

Mission & Purpose





TOPIC 1

The best ways to recruit during COVID-19

Preparing for the role

Key Points:

- Budget for the role, and the “need” to hire as it is a cost to your business
- Look at your P&L and work out the KPIs & targets that need to be achieved
- Plan for the role i.e., roles and responsibilities, reporting lines etc...
- Create or update the Position Description
- Draft a Job Ad that creates interest and also ask your potential candidate to apply, as well as to add a covering letter i.e. 5 reasons why they believe they are the best fit along with their resume
- Ensure to consider cost of wages if currently receiving JobKeeper (Can you afford it when JobKeeper ends)
- Look at government initiatives i.e. JobMaker incentive
- Consider the salary/wages and outline what the offer looks like



Advertising for the role

Key Points:

- Options to recruit and consider reaching out through different channels and connections
 - Seek, Indeed, LinkedIn Job Boards etc.
 - Talent Search on Seek
- Spread the word that you're hiring to your network and use social media to its optimum



Preparing for the Interview

Key Points:

- Where will the interview take place?
- The time in between the interviews?
- Do I have the right set-up – Zoom, Microsoft teams?
- Have I emailed the application forms and checks?
- **First round** – Who will be screening the candidate?
- **Second round** - Who will be interviewing for the second round and what are their availabilities?
- Consider doing a Personality Profile (DiSC)



Interviewing for the role

Key Points:

- **Application Screening** – Do their experience align with the new role?
- **Short List** – Consider if they provided you with your assessment criteria, e.g. **5 reasons why**
- **Phone screen** – Do they conduct themselves professionally
- **Virtual interviews** – How do they perform in situations
- **Reference Checks** – Via phone call or email reference checks (overseas)
- Offer the role and set the expectations
- Conduct Police Checks prior to employment (if required)
- Employment Contract, Position Description and Onboarding Documents



TOPIC 2

How to induct your staff (even remotely)

Preparing a successful induction

Key Points:

- Right tools and resources i.e. Laptop, Computer, Mobile Phone, Screens, Keyboards, etc.
- Access to networks, systems and passwords – Liaising with IT
- Working from home checks (if required) and proper set-up
- Convert Induction to online – direct them to useful online resources/repositories
- Think about how you will get the tools and resources to the employee - contactless delivery - make sure they feel safe!
- Welcome the Staff member on board and making them feel welcome and special to confirm they have made the right decision
- Virtual office tour



Team participation in induction



Key Points:

- Virtual/face-to-face meeting - officially introduce the new team member to the whole team
- Let them warm up to the new staff for about an hour or so
- A touch point with every staff member to learn about the products and services
- Get to know what each person does
- Tag along with a team member for a client visit (post covid)

Expected outcomes from induction

Key Points:

- Plan what they would achieve at the end of the week/ month
- Learn more about the business
- Lay the foundations to get them started





TOPIC 3

How to train your staff in the most effective way

Preparing a training plan

Key Points:

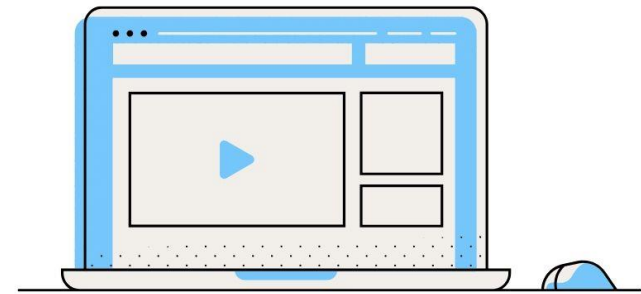
- Think about:
 - a. KBA Way - “Our Way” of doing things
 - b. Products and Services
 - c. Systems and processes
 - d. Clients and their work
- Who has the capabilities to train the new member in your team
- What kind of tools, resources and access do they need
- Who will be checking in on the new team member after the first day/ week /month



Training the new Staff Member – First impressions count!

Key Points:

- Check in to ensure staff understand their expectations
- Checklist on what training has been done
- Conduct regular follow-ups/check-ins
- Make sure they are not feeling overwhelmed
- Provide support during the training
- Think about what other support or improvements you can give the new staff during their training
- Get feedback from the trainer and ensure that the new member has all the information they need



Setting expectation (Goals & Objectives) from the training conducted

Key Points:

- Create an action plan – RE more training required
- Key outcomes from the training
- Creating special projects and provide assistance
- Job shadowing with another colleague - getting their feedback
- Show the big picture and how they would fit in
- Create a rate card or have open and honest discussion on how they are progressing



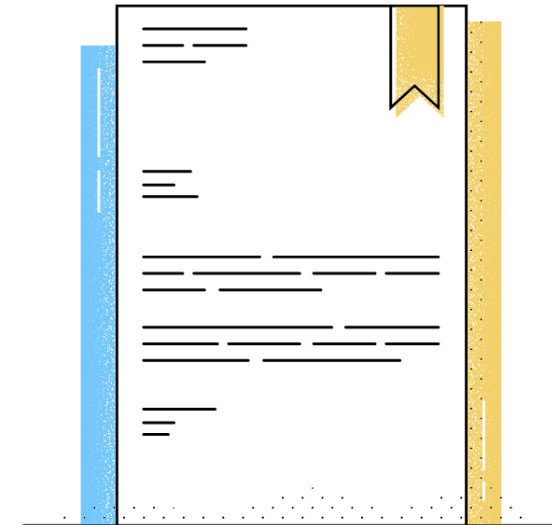
TOPIC 4

How to create better employee engagement for new starters

Educate them on the history of your business

Key Points:

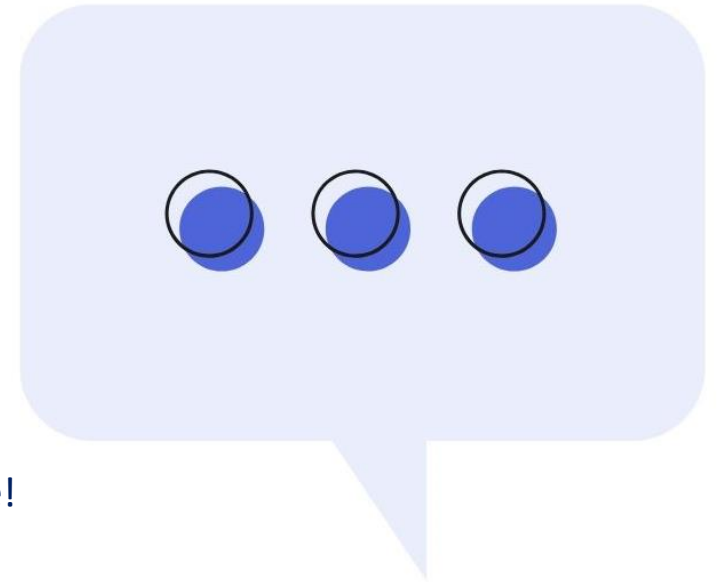
- Directing the new staff member on “Our Way” of doing things - Products and Services, Systems and Processes, Clients
- Explain what everyone’s roles and responsibilities are, and how long they have been in the business
- Dynamics in the business and how they operate
- Education on previous turnover and what has worked and what hasn’t
- Plan for the future and the direction the businesses is headed



Make them feel part of the journey

Key Points:

- Why have you employed them? i.e. replacing a member or business growth
- What does the next 3, 6 to 12 months look like for them and the company?
- Talk about some potential challenges they may go through and how to overcome them
- Talk them through the rollercoaster ride of the company and how we got there!
- Build a picture of where they see the business



The power of engaging other employees to support your new starter

Key Points:

- Create cohesion
- Collaboration
- Team engagement
- Positive culture

By taking these steps, it re-enforces that their decision, is the right decision!

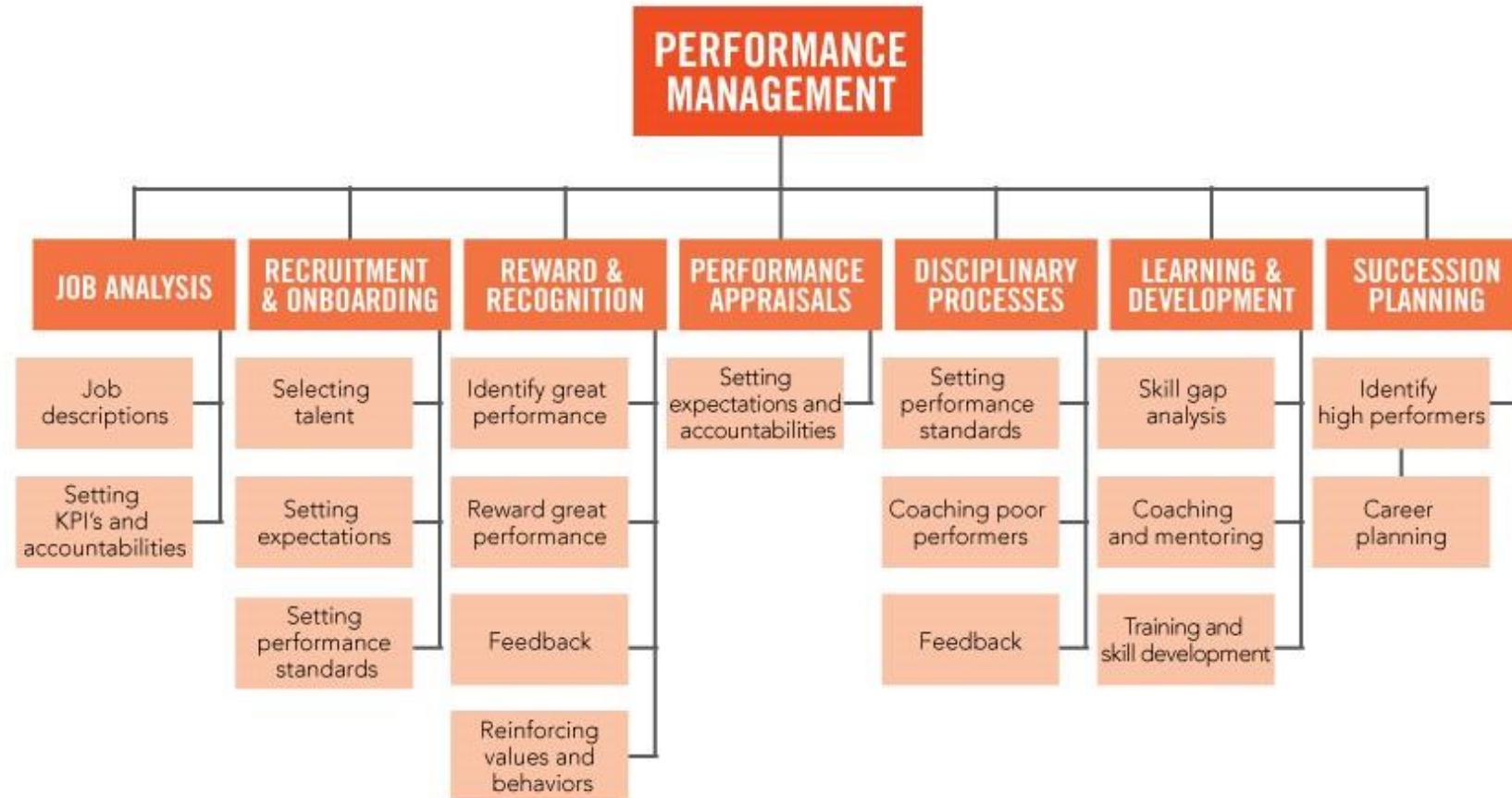


TOPIC 4

How to put a plan in place for success

AHRI – Performance Management Graph

(AHRI, 2020)



<https://keyba.com.au/ways-to-handle-performance-management-through-covid-19/>

Performance Management

Key Points:

- One-on-One/Performance Conversations
- Creating an action plan on Goals & Objectives
- Conduct performance reviews every 1-3 months
- Provide further training and support
- The power of recognition and praise



Use our '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/>



Any Questions?



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With Colin & Maja

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Passionate about helping small businesses since 2007!

Upcoming webinar – How to avoid unfair dismissal claims

Monday 16th Nov, 2020 1pm-2pm



1. Understand where businesses have gone wrong in the past
2. What is the difference between unfair and unlawful
3. How to prevent the high costs of unfair dismissals
4. The importance understanding compliance
5. The benefits to you and your team by following the correct process

Register – www.keyba.com.au/upcoming-events/

DiSC for Managers Workshop

29th October, 2020, 9.30am - 1.30 pm

The Outcomes of a DiSC for Managers Workshop:

- Learn how to adapt, engage and delegate
- identify your communication style
- Learn to communicate effectively
- Build a high-performing cohesive team
- Increase motivation
- Improve Team performance
- Identify potential problems when working together

This Workshop includes:

- A research-validated, online personality assessment
- A workshop to help you make sense of the report
- A certificate of completion



www.keyba.com.au/events



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

Stay Safe!