



**KEY
BUSINESS
ADVISORS**

Taking Businesses from Good to Great

LIVE WEBINAR

Keeping your employees engaged in 2021

Mon, 15th Feb 2021, 1PM – 2PM

Keeping your employees engaged in 2021

Today's webinar will cover:

1. Understanding the cost of staff turnover
2. Ways to keep your employees engaged this year
3. Getting the balance right with your staff with working from home and in the office
4. The importance of staff development
5. The value of performance discussions and incentives



Colin Wilson, Director KBA



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.



Allyson Fletcher, HR Consultant, KBA



Bringing over 10 years' experience, **Allyson** has a wealth of knowledge for Human Resources with an extensive background in the Health Care, Construction and Automotive industry. She is driven to help her clients by carefully listening to their needs and working closely with the team to help achieve business goals and positive outcomes.

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Questions

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Mission



Our Mission is to take
businesses from Good to
Great

Purpose



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



HR Advice & Support



Business Advice & Strategy



Professional Sales Training

TOPIC 1

Understanding the cost of staff turnover



Understand the cost of a quality staff member leaving

Key Points:

- Termination costs, eg Long Service Leave
- Rehiring costs
- Training of new team member
- Loss of (IP) Intellectual Property
- Loss of productivity

Understanding the costs of a bad dismissal

Key Points:

- Case Study 1 Unfair Dismissal: Cannon v Poultry Harvesters Pty Ltd [2015] FWC 3126
- Case Study 2 Adverse Action: Robinson v Western Union Business Solutions (Australia) Pty Ltd [2018] FCA 1913

Understand the true cost of staff replacement

Key Points:

- Direct costs: annual leave loading; leave entitlements; commission; recruitment costs; fees for medical exams, police checks, etc
- Indirect costs: loss of productivity; training costs; in-house hiring costs; admin costs, ie time spent

TOPIC 2

Ways to keep your employees engaged this year



The importance of setting goals and objectives as a team

Key Points:

- Provides clear focus and direction
- Helps staff to stay on track
- Adjusting KPI's to suit situation, eg COVID-19
- Work on projects that will help support business through difficult period(s)
- Collaborate as a team
- Celebrate the wins and milestone achievements
- How well you communicate this will dictate the outcomes!

Celebrating the milestone moments and wins

Key Points:

- Have some fun
- Share the moment with all staff
- Acknowledge quality of work
- Personal celebrations, ie birthdays
- Clear goals = people know what to do

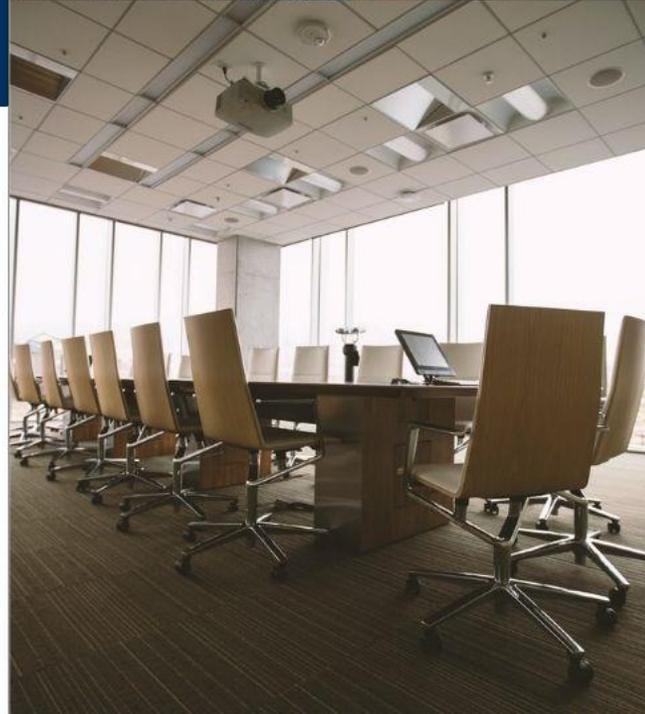
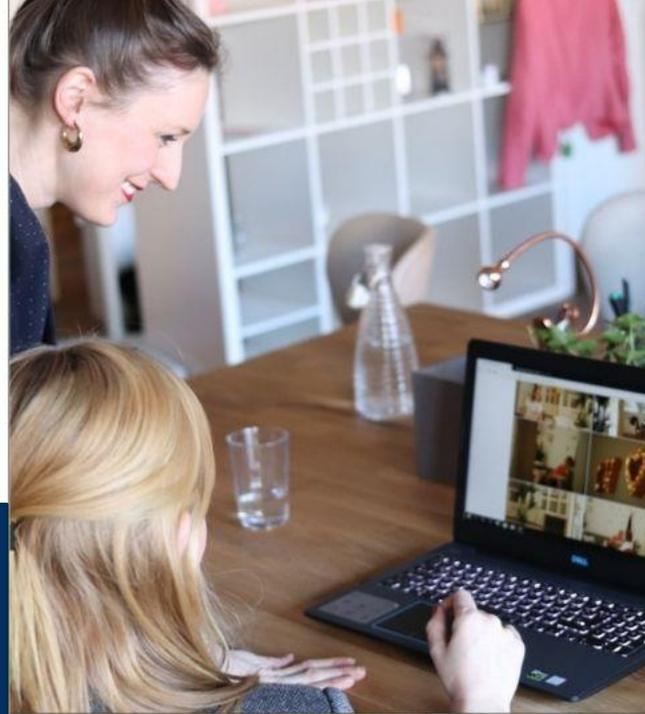
Engaging in team building activities and having fun

Key Points:

- Business Improvement Sessions
- Create meaningful and exciting projects
- Disc profiling session
- Keep the momentum up to help people feel good about their role
- Deliver goodies to employees during WFH (COVID-19)
- Drinks on a Friday (Even by Zoom/ Teams)
- Don't forget the recognition and praise or big shout outs!

TOPIC 3

Getting the balance right with your staff with working from home and in the office



Your obligations as an employer with staff returning back to the office

Key Points:

- Steps business needs to take to maintain social distancing within the workplace
- Personal hygiene and infection control, do you have posters around the workplace?
- Record keeping and contact tracing
- Temperature checks
- Check in on your employee's mental health
- Educate and demonstrate to your team that you have put everything in place for them to safely return back to the workplace
- Have a staff return plan

Ways to encourage staff to return back to the office

Key Points:

- What do you do when someone doesn't want to come back?
- If you have a great team and communication, staff will want to come back
- Stay proactive to keep employees informed around RTW safety concerns, e.g. temperature checks, sanitisers, paper towels, etc, etc
- Open and honest communication

Setting up a framework around working from home and in the office

Key Points:

- Focus on personal results over processes
- Consider having admin team return to office
- Functionality, comfort and safety

TOPIC 4

The importance of staff development



TEAM

Together

Everyone

Achieves

More

Setting the benchmark with staff training

Key Points:

- During COVID-19 systems and processes will have changed and staff may not have received training
- Train the trainer/training course/training facilitator
- Upskill, eg mental health first aid
- Provide mentoring

Ways to get your staff to the next level

Key Points:

- Upskilling, this will help with staff retention
- Skills assessment
- Cross training to become better at performance
- Performance reviews are critical
- Emerging leaders program

Setting expectations and reward from training conducted

Key Points:

- What do you want to do regarding rewards?
- Be consistent
- Higher turnover of staff can get you into trouble when you have a learner training another learner

TOPIC 5

The value of performance discussions and incentives



The value of quality performance discussions

Key Points:

- Understand why performance discussions are so important
- Prepare notes and agenda
- Reflect on the past but focus on the future
- If it's not noted, it didn't happen!

The value of staff incentives and how they work

Key Points:

- Key motivator
- Challenges employees to upskill
- Boosts performance levels
- Increases staff retention

What to do should staff be under performing and not meeting expectation

Key Points:

- Ignore at your peril
- Establish best practice
- Identify the problem
- Meet the employee and discuss and agree to solution
- Monitor performance

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?



Call 1300 4 ADVICE

E: info@keyba.com.au

w: www.keyba.com.au



BOOK YOUR FREE 15-MIN CHAT

With Colin Wilson

www.keyba.com.au or email: colin@keyba.com.au

Topics Include:

1. Reflecting on 2020 and what have we learnt
2. Driving Results & Redefining the new "normal"
3. Understanding your financials
4. Getting the balance right with your staff
5. Recruiting, Inducting and Managing Staff
6. Being prepared for a great year ahead
7. The power of working/ partnering with like minded businesses in MVCC

Speakers :

Colin Wilson Director, Key Business Advisors

Mark Said, Director, MKS Group



Upcoming webinar - 25th Feb 2021

7 Steps to Leading and Running Your Business in 2021

keyba.com.au/upcoming-events



Topics Include:

1. What is the true cost when mistakes happen
2. Understand the value of setting up the right processes linked to your policies and procedures
3. The best ways to roll out new policies and procedures for better staff engagement
4. How to address staff who don't follow company policies and procedures
5. Setting new goals and objectives for better performance outcomes

Speakers :

Colin Wilson Director, Key Business Advisors

Maja Trpevska, HR Consultant, Key Business Advisors



Upcoming webinar - 15th Mar 2021

Engage your staff to follow your company processes

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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www.keyba.com.au**

Stay Safe!

