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Taking Businesses from Good to Great

FREE WEBINAR

Engage your staff to follow your company processes

Mon, 15th March 2021, 1PM – 2PM

Engage your staff to follow your company processes

Today's webinar will cover:

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

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GoToWebinar Housekeeping

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

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HR Advice & Support

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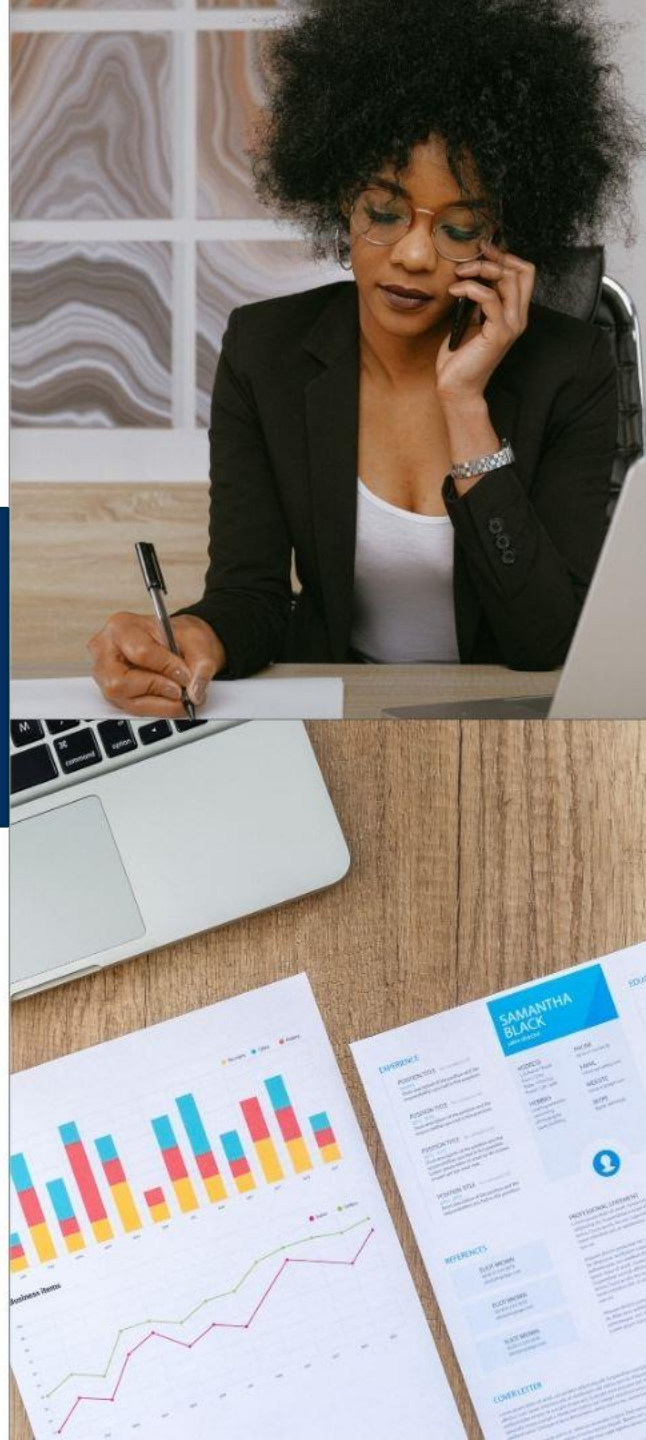
Business Advice & Strategy

Professional Sales Training

TOPIC 1

What is the true cost when mistakes happen?

Why the simplest mistakes can affect your company reputation and bottom line

Key Points:

- Financial cost
- Cost of rework
- Lack of productivity
- Time wasted
- If someone leaves suddenly, then there is a massive loss of knowledge and intellectual property (IP)
- Disruption within your business will lead to poor customer service and reputation
- Staff morale drops and sometimes people shut down
- The simplest things can sometimes create major havoc in a business

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How mistakes effect teamwork and staff morale

Key Points:
- Disagreements between managers and staff, or staff within departments
- Creates stress and anxiety
- Animosity with people
- Conflict in the workplace (the blame game)
- Causes confusion as you have to backtrack
- Customer outcomes become effected
- Role definition of "that's not my job" creates frustration
- Creates a higher workload

All the above normally creates high staff turnover!

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Understand the impact of mistakes to your customers

Key Points:

- Customers feel let down
- Poor customer satisfaction
- You let your customers down as this affects their outcomes
- Customers look elsewhere and are now on the market looking at your competitors
- Customers then leave your company which affects your bottom line
- This happens due to the lack of TRUST
- What is the TRUE cost that is associated with all of the above?

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TOPIC 2

Understand the value of setting up the right processes linked to your policies and procedures

Understanding the difference between a policy and procedure

Key Points:

- Policies and Procedures should be documented and all staff should be across these guidelines
- **Policies** are statements on how the company expects staff to conduct themselves
  - The **"Why"** behind the action to determine the Company direction
  - Should have an aim, purpose and measures/objectives to assist in decision making
  - Used as a guiding principle and generally refers other documents to be used
  - Some policies are required by law, such as Privacy, EEO & Discrimination, Whistle-blower Policies, to name a few
- **Procedures** are providing step-by-step instructions, and how-to guides for staff on processes, systems, and tools
  - The **"How"** and steps on how to do things
  - Supports the business in training or re-training staff
  - Ability to be used as process improvement or auditing

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Understanding the value of good policies and procedures

Key Points:

- Company efficiency and stability in decision making
- Allows you to refer to processes and expectations of the business
- Meets the minimum requirements of the federal and state workplace laws
- Outlines unacceptable behaviours
- Summarises what is not tolerated in the workplace
- Reduces and minimises claims under Fair Work, OHS prosecution or liability claims

This is all about setting expectations for your employees!

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# Why you link company processes to policies and procedures

Key Points:

- Its important to communicate policies by providing them and explaining the policies to be effective
- Policies should be communicated properly and consistently to mitigate claims in future
- Keep management accountable by setting standards
- Guidance on how to conduct themselves in the workplace
- Compliance meeting obligations of the law to provide a safe and healthy workplace
- Can help defend against employee claims such as bullying or harassment
- Your staff should know where to go to for help!

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TOPIC 3

The best ways to roll out new policies and procedures for better staff engagement
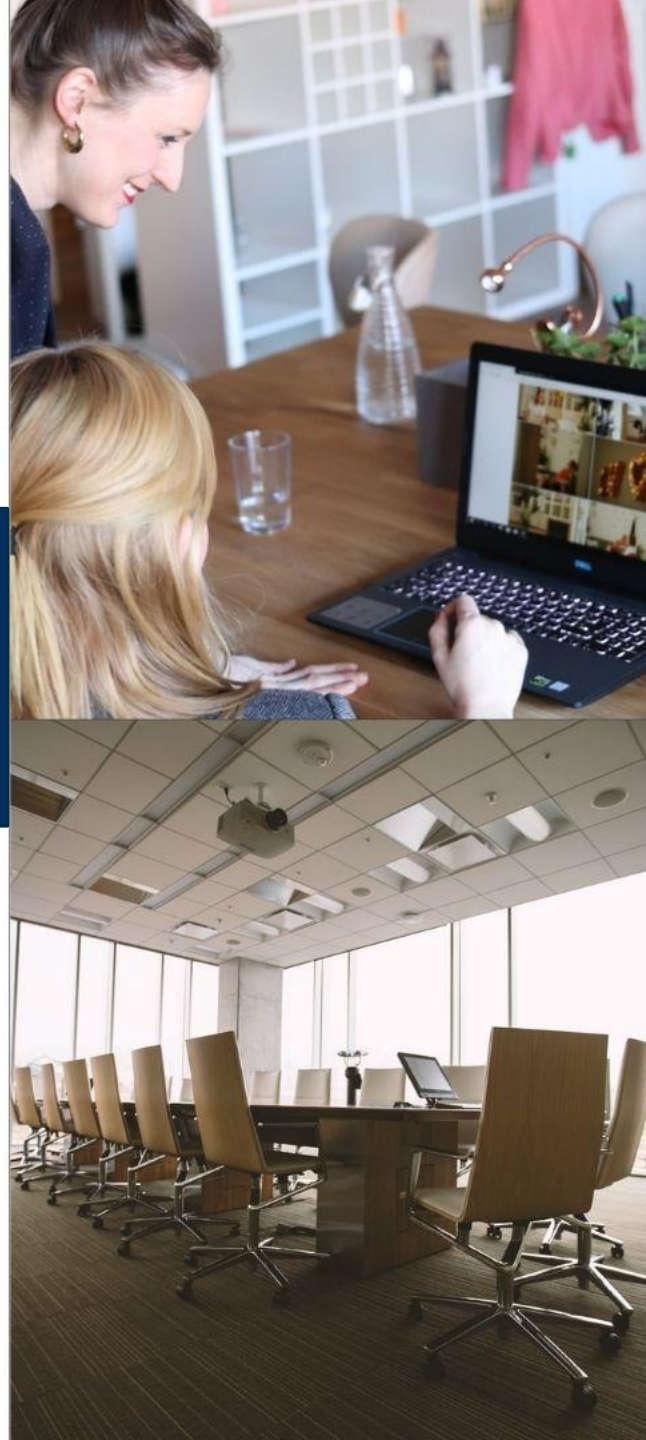
What is it that you are trying to achieve?

Key Points:
- Common set of guidelines and expectations for employees
- For the Employers, to performance manage effectively
- Gets everyone on the same path of consistency

HOW?
- By inducting and re-inducting staff
- Creating a workshop that has some impact
- Automating processes and online acknowledgement
- Acknowledging staff who follow the processes
- Hold staff accountable who don't

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Express the importance of why every individual need to follow the right processes within your business

Key Points:

- Sets the expectations and standards of the business
- Allows managers to follow a process
- Can deal with unacceptable conduct and performance in the business
- Raising professional standards
- The is HR Best Practice

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Ways to implement new policies and procedures

Key Points:

- When someone asks what is the procedure on this… Make a note and create one!
- Hold brainstorming sessions with the team to review policies and procedures as part of the quality assurance and improvement
- Allowing managers and team leaders to support and provide feedback through management meetings
- Review a few policies each management meeting to ensure the leaders are all on the same page and providing the same feedback to the staff
- Once policies and/or procedures are finalised, roll them out to the team, and hold them accountable by having the documents signed off or acknowledged
- By doing all the above, this will safe guard your company!

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TOPIC 4

How to address staff who don't follow company policies and procedures

Make sure you don't have policy/procedure mismatch

Key Points:

- It is important that all managers and team leaders are across the policies and procedures
- Practice what you preach
- Managers and staff should be on the same page
- Test the knowledge and make it fun, do policy quizzes!
- Make sure your policies align with your company mission, vision and values
- Think about the cost of policy/procedure mismatch!
- Don't talk in a jargon so people understand
- Think about common sense!

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Ways to address staff in a situation for the best outcomes

Key Points:

- Informal discussions in the first instance by referring them to the policy or procedure of what happened
- Reiterate and get staff to re-read the policies and acknowledge sign off
- Hold a staff meeting to go over what happened and how to prevent it from not happening again
- Discuss ways to mitigate hazards and incidences from occurring in the future
- After multiple meetings, verbal or informal discussions, you must have a formal counselling meeting to address this

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How to re-educate your staff to get back on track to avoid future mistakes

Key Points:

- **Company Re-induction** by resetting company expectations
- **Policy Workshops** to set out the expectations and standards
- **Toolbox/prestart meetings** to go over a few policies to check the understanding

The importance of explaining the meaning of the policies and procedures and Best practice is to refresh your policies every 2 years and/or as legislation changes

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TOPIC 5

Setting new goals and objectives for better performance outcomes

The value of brainstorming for better business/continuous improvement

Key Points:
- This is all about setting goals and objectives
- Brainstorm and bouncing ideas off one and another
- Diversify, seek opinions and look at different options
- Think about internal and external output
- Conducting staff surveys brings huge value
- Continual improvement keeps your staff engaged

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Setting new benchmarks through team communication

Key Points:

- Software solutions such as Teams, Zoom etc.
- HRIS systems that can send information direct to the staff
- Staff training online or face-to-face
- Have a Staff Procedure Manual or Handbook
- Managing upwards
- Going to the source for queries for the best outcomes

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The value of celebrating the milestones and achievements

Key Points:
- Positive morale and attitude from staff
- Creates great culture
- Become more efficient as making less mistakes
- Collaboration between staff
- More effective accountability and performance
- Better team output
- Staff recognition and praise

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

Any Questions?

Call 1300 4 ADVICE

E: info@keyba.com.au

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BOOK YOUR FREE 15-MIN CHAT

With Colin Wilson

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

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

Topics Include:

1. What is HR Best Practice?
2. The value of employee engagement
3. Better ways to recruit and induct new staff
4. Improve staff performance outcomes
5. The importance of succession planning

Presenters:

Colin Wilson Director, Key Business Advisors

Allyson Fletcher, HR Consultant, Key Business Advisors

Upcoming webinar - 12th April 2021

Implementing HR Best Practice in your business

keyba.com.au/upcoming-events

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Thank you for attending today's webinar.

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