



LIVE WEBINAR

# IMPLEMENTING HR BEST PRACTICE IN YOUR BUSINESS

Mon 12th Apr 2021, 1.00PM – 2.00PM



**KEY  
BUSINESS  
ADVISORS**

*Taking Businesses from Good to Great*

# Implementing HR best practice in your business

## Today's webinar will cover:

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



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LIVE WEBINAR

## IMPLEMENTING BEST PRACTICE HR IN YOUR BUSINESS

Mon 12th Apr 2021, 1.00PM - 2.00PM



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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



## SPECIALISING IN:

### Business Advice & Strategy

- Strategic Planning
- Advisory Board
- Leadership Training
- Management Training
- Customer Centricity
- Employer & Staff Satisfaction Surveys
- DiSC Profiling



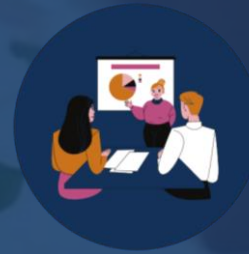
### Professional Sales Training

- Retail Sales Training
- B2B Sales Training
- B2C Sales Training
- Telephone Sales Training
- Customer Service Training



### HR Advice & Support

- HR Audits
- HR Consulting
- HR Software
- HR Training
- Payroll & Rostering Services
- Recruitment & Induction



TOPIC 1

What is HR Best Practice?



# What is HR?

## Key Points:

- Recruitment
- Induction
- Compliance (Contracts, Rostering & Payroll)
- Employee Engagement
- Performance
- Policies
- Procedures
- Processes
- Termination
- Record Keeping
- Due-Diligence





# What is the function of HR in a business?

## Key Points:

- To improve the overall performance of business
- To help, support and empower staff so they grow
- To support and engage staff to work together
- To educate staff on the importance of following company policies and procedures
- To advise and facilitate performance conversations, reviews and outcomes
- To support Business Owners & Managers to say and do the right thing
- To minimise risk and maximise sustainability
- To prevent any unfair dismissals, adverse action or general protection claims

# What are the outcomes for having HR Best Practice

## Key Points:

- Better Skilled People
- Greater retention rate
- Engaged Workforce
- Consistency in Business Performance
- Less Pain and Risk
- Greater Customer Outcomes and Results
- Good Solid Business Growth
- Higher Profits



## TOPIC 2

# The value of employee engagement



TEAM

**T**ogether

**E**veryone

**A**chieves

**M**ore

# Having a collaborative approach for employee engagement

## Key Points:

- The goal is to be on the same page of where the business needs to go, provides direction
- Staff need to be respected and everyone needs to have a good level of understanding of what everyone's role is within the business which creates better alignment
- When people collaborate and help one and another, they learn and grow at the same time which increases the skill level and teamwork with their colleagues
- Engaging staff and getting them involved in decision making will build more trust, ownership and cohesion within your team
- When staff are emotionally connected to the business, they want to come to work and help the business succeed
- When there is high collaboration, you then end up with more passionate employees who love their job!

# The importance of team building

## Key Points:

- It creates better collaboration
- People learn more about each other
- Achieves better outcomes on projects
- Creates alignment
- Achieves higher results



# The value of Employer and Staff Satisfaction Surveys

## Key Points:

- Provides a 360 degree feedback of where the business is at (Full Report)
- Sets good foundations of what the business needs to grow
- Identifies what the business is doing really well
- Highlights areas of improvement of where the business can improve
- Shows all staff that the company really cares about continuous improvements
- Everyone is on the same page to get the best outcomes moving forward
- As a team you can set new goals and objectives to take your business to the next level

If you would like to know more about our Employer and Staff Satisfaction Surveys, please click on the link: <https://keyba.com.au/employer-staff-satisfaction-surveys/>

### TOPIC 3

## Better ways to recruit and induct new staff



# Understanding the recruitment process

## Key Points:

1. Positions Description (KPI's)
2. Job Ad that reflects the PD
3. Advertise internally and externally
4. Review Candidates
5. Create a short list
6. Phone Screen short list (narrow your short list)
7. Conduct First Round Interviews (identify the top 2-3 candidates you like)
8. Second Round Interviews (identify who you want)
9. Offer the job because.....
10. Confirm start dates and make sure that the candidate has been sent all the information required to be successful in the role such as PD, Employment Contract, Staff Form etc.

Another way of recruiting is doing Group Interviews



# Getting your recruitment process right to attract the best people

## Key Points:

- What you put out is what you get back
- Be clear of what experience, competencies and behaviours the business requires
- Sell the role that you are looking for
- Sell your company of why you are so great
- Be clear on salary expectations (The Package)
- Ask each candidate to supply 5 reasons why they think that they would be a good fit for your business
- Your next employee is a valuable asset to your business; you need to advertise and attract the people, and then you need to induct and train them

# The value of having a good induction process

## Key Points:

- No 1. It shows that you are a professional and well organised company
- It confirms in the new employee's mind, that they have made the right decision
- You onboard your new employee faster, therefore you get quicker output
- Orientation is for a day, that is their first day. An induction is all about introducing the new staff member to all aspects of the business. This could be a full week or two, depending on the position and experience
- Don't do all the induction by one or two people, create a calendar plan and have them spend 1 to 2 hours with selected team members so they fully understand what the business does
- If you provide an Org Chart along with their induction plan, the new staff member will see who they are meeting, where they sit within the business and what that department does
- If you fail to plan, then you may fail that new starter!

## TOPIC 4

# Improve staff performance outcomes



# The power of team meetings and training sessions

## Key Points:

- You hold Team Meetings to keep the performance of the business going (Company Meetings or Department Meetings)
- Always have an agenda and make sure it is collaborative week by week working on goals and objectives
- Make sure someone is taking notes and be direct on outcomes. i.e. ABC: Always Be Closing an Outcome!
- Training Sessions are used to upskill people and get them to the next level
- You need to question, why do they need training?
- What is the outcome you want from the employee being trained, and what is the outcome the employee want from being trained? This needs to be a win-win for both parties
- Training comes from performance conversations and appraisals
- Grow your staff, grow your business

# The importance of performance discussions

## Key Points:

- It sets a clear pathway for each staff member
- It should be engaging and motivating for the staff member in wanting to improve
- If a staff member is underperforming, by putting a Performance Improvement Plan (PIP) in place will hopefully get this person to where they need to be as it sets clear expectations
- Good performance discussions are also about recognition and praise
- You can see staff's capabilities grow, especially when they take ownership



# The importance for formal performance reviews/ appraisals

## Key Points:

- No 1. It shows that you are a professional and well organised company
- It empowers employees to do their best (Providing that they are done right)
- Again, sets clear guidelines and expectations
- If your company goals and objectives are linked to employee output where there is consistency i.e. Team Meetings, One-on-One Discussions, Training and Results Basis, then staff should want to be part of your performance management process as they may be rewarded for effort
- KBA recommend quarterly performance reviews that is linked to company strategy!



## TOPIC 5

# The importance of succession planning



# Getting your staff to the next level

## Key Points:

- This leverages from good performance discussions i.e. Continuous Improvement
- Staff need to be empowered to grow to the next level which increases skill level
- Set standards around behaviours and outcomes
- Delegate more responsibility and challenge them
- Recognise the milestones and praise them for their achievement/s
- Reward for effort for those who go above and beyond





# Creating Emerging Future Leaders

## Key Points:

- Again, this leverages from good performance discussions i.e. Continuous Improvement
- Identify those who have the passion to grow and become a leader
- Be proactive and start early for future development
- Set expectations on leadership, behaviour and performance
- Have your Emerging Future Leaders train new staff
- Bring them into the performance conversations with others

See KBA's Emerging Leaders Program: <https://keyba.com.au/leadership-training/emerging-leaders-program/>

## Building the foundations within your Company

### Key Points – Something to think about!

- If you don't empower staff and build good foundations for them, then be prepared that they may leave
- The biggest complaint I get from Business Owners is, "I don't have time to work on my business as I am always working in the business"
- When you throw someone in the deep end without any type of training or support, you may be failing them to succeed!



## Special Offer Only for Webinar Attendees



### **20% OFF** Employer & Staff Satisfaction Surveys

- Happy Staff = Great Company
- Measure both employer and staff satisfaction
- Providing you a snapshot of where your business is today and identifying areas of action

**Take advantage of this limited time offer TODAY!**



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## HR Best Practice

### 12 Step Plan

IMPROVING YOUR BUSINESS THROUGH OUR  
HR CONSULTING AND ADVICE



**CONTACT US!**  
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Level 1, 213-219 Buckley Street  
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E: [info@keyba.com.au](mailto:info@keyba.com.au)

## Download our Free HR Documents & Checklists

- Recruiting new staff - Checklist
- Managing Applications Effectively
- Keeping your employees engaged
- Free HR Health Check
- Plus more around COVID and Redundancies

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



**Download HR Best Practice – 12 Step Plan**

<https://keyba.com.au/hr-best-practice-12-step-plan-april-2021/>



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# Any Questions?



**Call 1300 4 ADVICE**

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# BOOK YOUR FREE 15-MIN CHAT

With Colin Wilson

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## Topics Include:

1. Why do people behave the way they do?
2. What is acceptable and not acceptable behaviour within the workplace
3. How to deal with poor or unacceptable behaviour within the workplace
4. How to deal with staff conflict
5. How to empower staff to behave appropriately to grow your business

## Presenters:

Colin Wilson Director, Key Business Advisors

Maja Trpevska, HR Consultant, Key Business Advisors

## Upcoming webinar – 17th May 2021

## Understanding Staff Behaviours so people get along

[keyba.com.au/upcoming-events](https://keyba.com.au/upcoming-events)

Thank you for attending today's webinar.

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**Call KBA on 1300 4 ADVICE for any advice or go to  
[www.keyba.com.au](http://www.keyba.com.au)**

**Stay Safe!**

