



LIVE WEBINAR

Understanding Staff Behaviours so people get along

Mon, 17th May 2021, 1PM – 2PM AEST



**KEY
BUSINESS
ADVISORS**

Taking Businesses from Good to Great

Understanding Staff Behaviours so People Get Along

Today's webinar will cover:

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



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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



SPECIALISING IN:



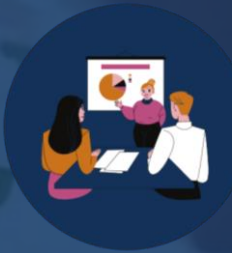
Business Advice & Strategy

- Tailored Business Plans
- 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

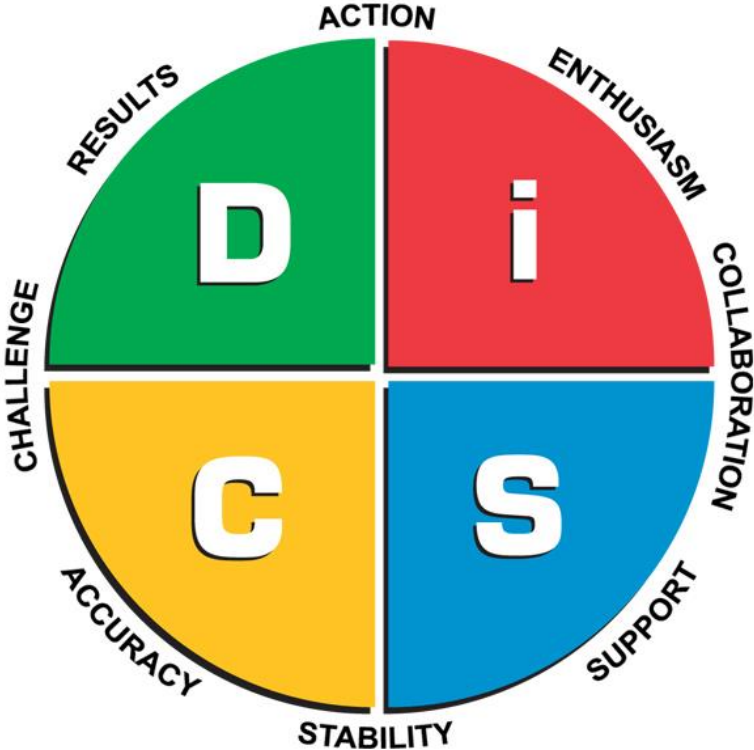
- HR Audits
- HR Consulting
- HR Software
- HR Training
- Payroll & Rostering Services
- Recruitment & Induction

TOPIC 1

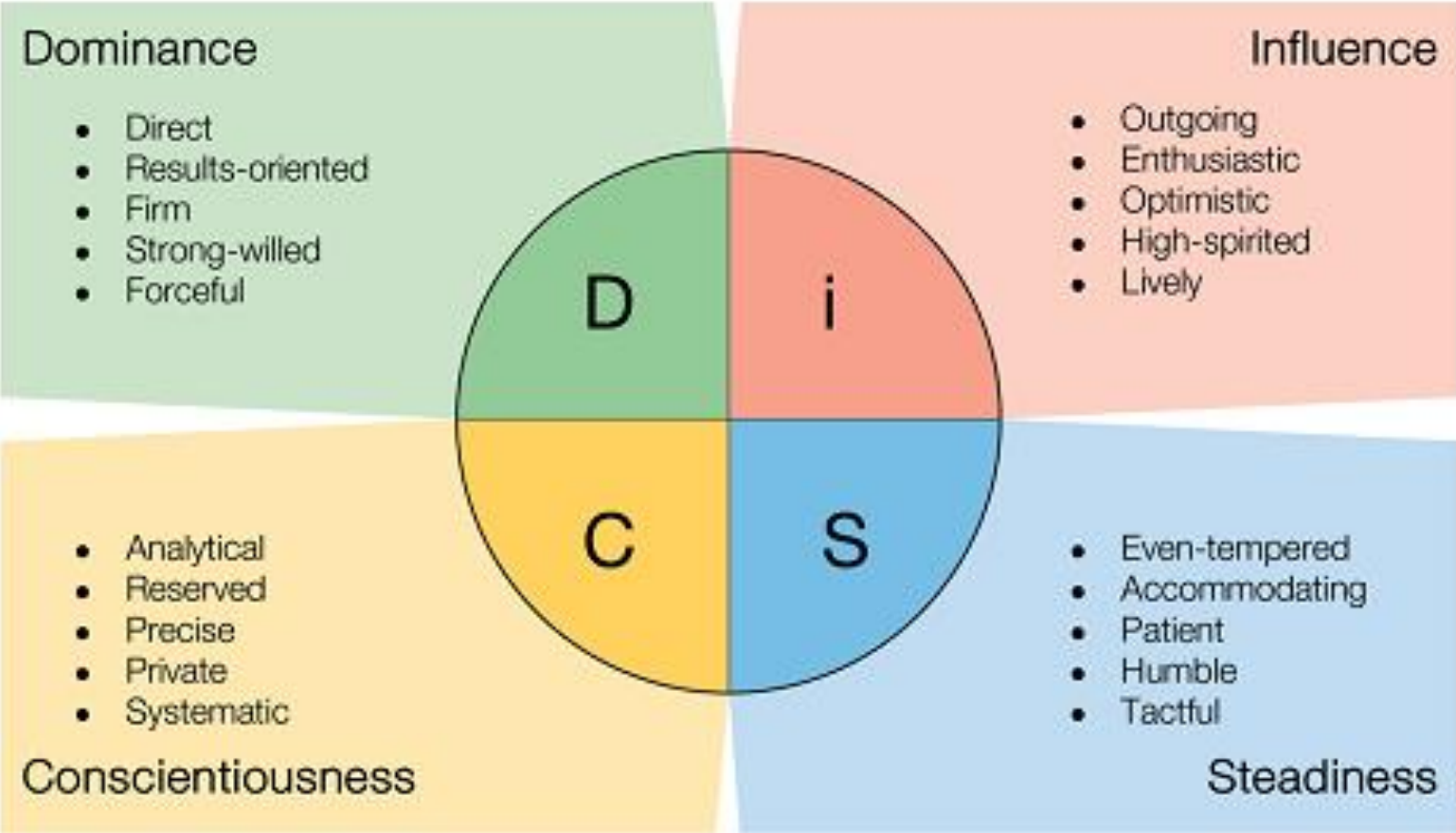
Why do people behave the way they do?



Understand different personality types



Understand different personality types and how they work



Working with different generations

Generation	Years Born	Age Today	How Do We Engage with these different Generations?
Millennials	Born 1996 and later	18-25	Born into today's digital world of technology
Gen Z	Born 1989 to 1995	26-32	Fully engaged with today's digital world of technology
Gen Y	Born 1978 to 1988	33-43	Engaged with today's digital world of technology
Gen X	Born 1965 to 1977	44-56	Trying to understand today's digital world of technology
Baby Boomers	Born 1946 to 1964	57-75	Trying to learn today's digital world of technology
Veterans	Born 1929 to 1945	76-92	Today's technology was not even invented



Dealing with seniority roles

Key Points:

- Full understanding of role
- Why are they in this role
- Respect this person
- Follow their direction and leadership
- Empowering you!

Where things go wrong:

- Lack of leadership
- Lack of discipline
- Favouritism
- Lack of communication
- Toxic environment



TOPIC 2

What is acceptable and not acceptable behaviour within the workplace?



TEAM

Together

Everyone

Achieves

More

What is acceptable?

Key Points:

- Positive conduct and standards are important to improve morale
- Providing a professional and safe environment
- Treating everyone with dignity and respect
- Holding each other accountable of their role
- Following Company policies and procedures
- Calling out reportable breaches and inconsistencies



What is not acceptable?

Key Points:

- Failing to comply with company policies, procedures or standards
- Not acting in good faith or going against the Company
- Smoking during working hours
- Inappropriate use of company property
- Ignoring or refusing work duties or time wasting
- Violating health and safety regulations and policies/procedures
- Failing to wear uniform or dress – representing the business
- Being late or unexcused absences or regular absences from work – failing to communicate with your managers



The importance of setting the right standards and expectations

Key Points:

- Staff understand the company direction, vision and values
- They have a better understanding on the company requirements
- Invest the time to accurately reflect upon, evaluate and measure their performance at all levels against specific criteria
- Performance Objectives aligned to strategic/operational objectives
- Motivate Staff through employee development
- Communication relationships for a more positive workplace
- Identify training needs of the business
- Improve productivity, Customer Service and revenue



TOPIC 3

How to deal with poor or unacceptable behaviour within the workplace



Following a formal process

Key Points:

- Procedural fairness and have evidence to show you followed a process
- Documented notes from informal and formal communication
- Invite the staff member to attend a meeting
- Allow them to have a support person present and consent
- Providing your staff the opportunity to respond
- Outline the unsatisfactory conduct or performance and give them a chance to improve
- Give more information about the decision
- Ensuring fair and reasonable expectations



How to keep staff on track

Key Points:

- The way the employee is managed is important!
- Have clear and regular communication channels in place
- Have clear and signed Position Descriptions including Key Performance Indicators
- Have clear and signed Policies in place stating what behaviours are not acceptable
- Methods to regularly review performance - 1:1
- If employee is underperforming, have a Performance Improvement Plan in writing (where applicable)
- Following the formal process when an employee is underperforming



Following legislative requirements to avoid Fair Work Claims

Key Points:

Employees have 21 days starting from the day they were dismissed to lodge an application with the Fair Work Commission such as:

Unfair dismissal

- Harsh, unjust and unreasonable
- Process if the employee claims unfair dismissal

General Protections

An employer **must not** take any 'adverse action' (for example terminate an employee) against an employee, because:

- that person has a workplace right (making a complaint, questioning pay, being part of a union, etc.)
- of an attribute of that person, including their race, colour, sex, sexual orientation, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, or social origin



TOPIC 4

How to deal with Staff Conflict



Setting up the right steps to minimise issues

Key Points:

- Where the employee has not met work expectations refer to the **job description** to highlight deficiencies
- Where behaviour is lacking, refer to company **policies** to highlighting potential breaches
- Don't use the performance reviews as your only opportunity to tell your employees what is working and what's not
- Provide **regular feedback** – good and bad – if bad – disciplinary action of the employee



Ways to better educate your staff around conflict

Key Points:

Option 1: Informally

- Attempt to resolve the matter directly with the individual involved

Option 2: Informal Complaint

- Speak to the your Manager or HR
- Must advise the nature and details of the grievance and the preferred outcome

Option 3: Formal Written Complaint

- Examples with times and dates
- Description of incidents
- Names and witnesses
- Complaint must be signed



The importance of leadership

Key Points:

- The leadership team should all be following vision and values of the company direction
- Building moral and **motivating the team** and provide feedback
- Enhance productivity and achieve company results
- Influence behaviours in supporting in retaining talent
- Supporting business changes and implementing them
- Help employees in fulfilling their needs and developing relationships to grow in their roles



TOPIC 5

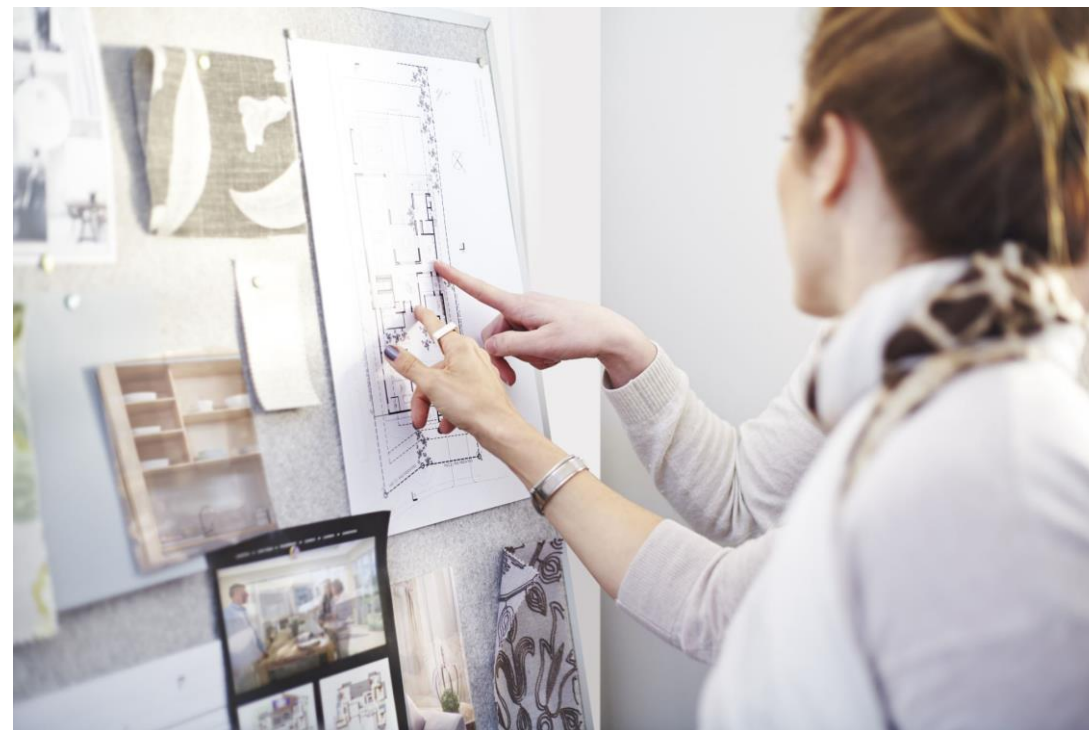
How to empower staff to behave appropriately to grow your business



The importance of conducting workshops

Key Points:

- Demonstrate business practices and expectations
- Improving communication with the staff and business
- Motivating staff and improve culture
- Support the team to understand each other
- Professional development
- Work satisfaction



Reward Recognition

Key Points:

- Recognise and appreciate the work the staff are doing
- Paise staff members on a specific accomplishment or task
- Personalise it, and call it as it happens, make the recognition a priority
- Celebrate the wins often
- Rewards do not have to be expensive
 - ✓ Monetary bonus or gift card
 - ✓ A few hours off work or half days
 - ✓ Treats
 - ✓ Trophy or medal



The value of having a healthy workplace

Key Points – Something to think about!

- Increase wellbeing
- Improve morale, satisfaction and motivation
- Flexibility and work-life balance
- Having the right resources and tools to complete tasks
- Reduces turnover of staff
- Reduces stress by having the right leadership team
- Sense of family and friendly workplace



Special Offer 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

Limited time offer!



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Taking Businesses from Good to Great

HR Best Practice

12 Step Plan

IMPROVING YOUR BUSINESS THROUGH OUR
HR CONSULTING AND ADVICE



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- Plus more around COVID and Redundancies

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Download HR Best Practice – 12 Step Plan

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Join us on the 22 June 2021 – KBA Workshop

How to Manage and Motivate Staff through a HR Process

<https://keyba.com.au/workshop/manage-motivate-staff-hr-process/>



Any Questions?



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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. Having good customer insight
2. Understanding customer foresight
3. Understanding industry trends, target markets and competition
4. Packaging your product and services for good revenue
5. Refresh your Business Plan for growth

Presenters:

Colin Wilson Director, Key Business Advisors

Upcoming webinar – 21st June 2021

Setting up for the best start for the new Financial Year

keyba.com.au/upcoming-events

Thank you for attending today's webinar.

**Call KBA on 1300 4 ADVICE for any advice or go to
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Stay Safe!

