



**KEY
BUSINESS
ADVISORS**

TAKING YOUR BUSINESS FROM GOOD TO GREAT

Your business improvement,
HR and training specialists



Since 2008, Key Business Advisors has helped grow countless small to medium sized businesses in capital and regional areas throughout Australia by linking expert HR advice and customised training programs.

An expert team of HR Advisors free you from the pressures of managing staff and complying with legal requirements whilst improving work practices, efficiency and staff management processes. We achieve this by implementing best practice HR processes and procedures into your business.

We also train and develop your staff using our popular customised training programs. These programs improve staff development, customer service, customer satisfaction and most importantly increase your sales and profits. Our friendly trainers have years of experience and know what works and what is required to take your staff to the next level.

BUSINESS
IMPROVEMENT

HR PROCESS
& STRUCTURE

SALES TRAINING
& DEVELOPMENT



STEPS TO SUCCESS



1 > ASSESS & ANALYSE

Having fully engaged and challenged staff all working to a common goal is the key to success. When your staff and departments are not aligned and there is a lack of collaboration across departments, areas of the business become dysfunctional and customer service standards decline, negatively impacting your business.

Many businesses have strategic plans but there is commonly a lack of an effective Staff Plan. A thorough hands on audit will closely analyse your documentation, team meetings, one-on-ones, processes and procedures. You will be provided with recommendations focusing on compliance, best practice and processes to increase efficiency in your business.



- > LISTEN CLOSELY TO YOUR CONCERNS
- > SEE YOU IN ACTION ADDRESSING YOUR STAFF
- > IDENTIFY AREAS OF IMPROVEMENT AND GROWTH
- > EXPERT ADVICE ON PRIORITY, HIGH RISK AREAS
- > DETAILED BUSINESS REPORT AND ACTION PLAN

2 > IMPLEMENT BEST PRACTICE HR

Our HR Advisors cater for businesses of all sizes, from SMEs right through to complex organisations, allowing us to be a true partner for all Human Resources and Industrial Relations functions. We can manage your entire HR Department or partner with your current HR department to assist your business in all HR functions. Our HR Advisors can work onsite or off-site to suit your needs.



- > ESTABLISH THE VISION, VALUE AND PURPOSE
- > ORGANISATIONAL STRUCTURE LINKING THE COMPANY GOALS AND VISION
- > COMPLIANCE WITH MODERN AWARDS, WAGE RATES AND PAYSLIPS
- > DEVELOP POSITION DESCRIPTIONS, INCLUDING KPI'S
- > CREATE CONTRACTS FOR EACH EMPLOYEE
- > ACCURATE RECORD KEEPING OF EMPLOYMENT DOCUMENTATION
- > UPDATED POLICIES AND PROCEDURES COMMUNICATED TO STAFF
- > STRONG PROCESSES AND HR FOCUS IN YOUR BUSINESS

3 > PERFORMANCE REVIEWS

Performance reviews are essential to ensure your staff are aligned with the vision, values and purpose of the business. This process allows you to discuss areas of achievement, areas for development, create and communicate a clear understanding of your expectations while assisting staff engagement and motivation.

- > SET CLEAR EXPECTATIONS AND GOALS
- > EMPOWER AND ENGAGE STAFF
- > IMPROVE STAFF PERFORMANCE
- > ADDRESS AREAS FOR DEVELOPMENT
- > PROVIDE FEEDBACK TO STAFF
- > PROMOTE TEAMWORK AND TRUST



4 > TRAINING & DEVELOPMENT

Staff are a crucial investment and can determine the success or failure of your business. We work with everyone in your business, from upper to lower level management, sales, inbound and outbound, administration and reception. Each of your staff members are important in the success of the team. Succession planning and career development leads to higher staff retention rates, employee morale and business growth.



- > DELIVER MANAGEMENT WORKSHOPS ON BUILDING RELATIONSHIPS AND COMMUNICATION
- > DEVELOP CURRENT AND FUTURE LEADERS
- > PROVIDE CUSTOMISED SALES TRAINING TO A STRATEGIC NEED
- > SPECIALISED CUSTOMER SERVICE TRAINING
- > HAVE FUN WITH TEAM BUILDING ACTIVITIES
- > CREATE AN EFFICIENT, COHESIVE AND EFFECTIVE TEAM
- > CONDUCT DiSC® PROFILING ON MANAGEMENT, LEADERS, WORKPLACE AND SPECIALISED SALES STAFF

5 > WE MAKE YOU ACCOUNTABLE TO GROW YOUR BUSINESS

We ensure you don't go back into any previous poor habits by monitoring your progress using our systems, emails, calls, webinars and face-to-face contact to ensure long term solutions and benefits.



- > MAKE YOU ACCOUNTABLE TO HAVE THE CONVERSATIONS WITH YOUR STAFF TO GROW YOUR BUSINESS
- > SET GOALS AND ACTION PLANS TO ACHIEVE THE OUTCOMES, ON AN ONGOING BASIS
- > FEEDBACK FROM SURVEYS - EMPLOYER, STAFF, TRAINING AND WORKSHOPS TO HIGHLIGHT IMPROVEMENT AREAS
- > CONTINUED BUSINESS IMPROVEMENT PROGRAM AND ADVICE
- > DETAILED CUSTOMER REPORTS HIGHLIGHTING SPECIFIC RECOMMENDATIONS

WHY BUSINESSES CHOOSE US, AND STAY WITH US.

- > Business improvement specialists in building functional teams
- > Business development to improve growth and profits
- > Combined HR expertise with customised training programs
- > Long-term solutions, not short-term fixes
- > Extensive HR knowledge and experience across different industries
- > Dedicated **1300 4 ADVICE** number for day-to-day support
- > Committed and dedicated team who travel to major and regional areas
- > Friendly and helpful customer service
- > Assistance with staff succession planning



OUR SERVICES

HR SERVICES

Protect and grow your business using best practice HR processes and structures, ensuring you comply with the Fair Work Commission standards whilst enhancing internal company culture and team work.

HR SOLUTIONS & MANAGEMENT SYSTEMS
 TAILORED POLICIES & PROCEDURES
 RECRUITMENT
 PERFORMANCE REVIEWS
 TERMINATION & CONCILIATION
 AUDITING & CONSULTING
 FAIR WORK COMPLIANCE



UNDERSTANDING NATIONAL EMPLOYMENT STANDARDS
 HR RECORD KEEPING
 TRAINING & DEVELOPMENT
 POSITION DESCRIPTIONS
 PERFORMANCE MANAGEMENT
 INDUCTION PROCESSES

CUSTOMISED TRAINING PROGRAMS

All training programs are run by highly experienced, professional and friendly staff members. Our goal in all training programs is to take your skills and business results to the next level.



HOW TO MANAGE & MOTIVATE STAFF

HOW TO RECRUIT STAR EMPLOYEES

IMPORTANCE OF POLICIES & PROCEDURES



DISC FOR MANAGERS & WORKPLACE EMPLOYEES

STAR WORKPLACE SURVEYS & WORKSHOPS

COACHING ADVICE & MENTORING

RETAIL SALES

CUSTOMER SERVICE

BUSINESS TO BUSINESS SALES

BUSINESS TO CONSUMER SALES

SOLUTION SELLING FOR MAJOR ACCOUNTS

SALES MANAGEMENT



FIVE BEHAVIORS OF A COHESIVE TEAM®

COACHING, ADVICE & MENTORING

TELEPHONE SELLING TECHNIQUES

EVERYTHING DISC WORKPLACE®

EVERYTHING DISC® SALES

EVERYTHING DISC® MANAGEMENT

DISC 363® FOR LEADERS

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PARTNERS



AWARDS

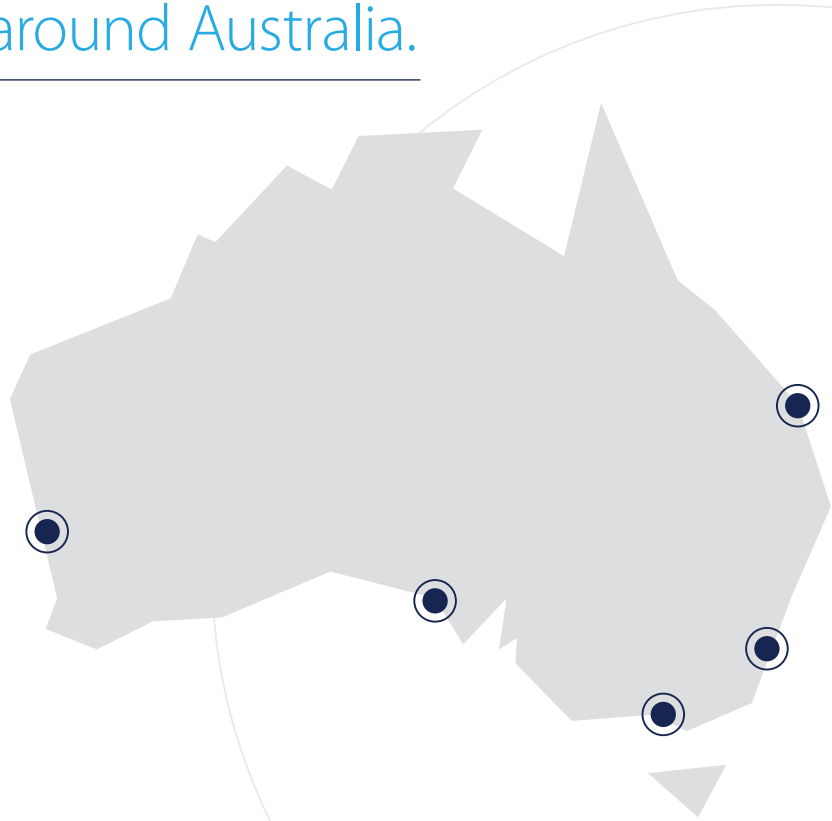


CLIENTS

Small to medium sized businesses,
in all industries, all around Australia.

We work with a range of clients in many different locations and industries, including construction, logistics, legal firms, finance, retail, trade, health services, education, community services, professional services, not for profit and many more. Our strong set of values we work to for every client is Quality, Focus and Deliver.

We ensure our services and documentation are of the highest quality at all times, we focus on your needs in delivering outstanding customer service to drive business growth and ensure the advice we offer is of the highest standard.



Some of our long term clients:



TESTIMONIALS



Mark Posch (Financial Controller)

"We contacted Key Business Advisors to increase our sales and to implement a HR process we could count on. What we really value is the personal interest Colin and the team have in our business, it is a key reason the investment is rewarded with results. Using their array of services, development specialists, HR Advisors and customised training programs we were able to improve teamwork and customer satisfaction, helping us to increase our sales by 30%."



Vin Merrett (Director)

"Low morale in the factory was having a major impact on productivity and staff satisfaction and whilst we could see it happening, we were unsure how to fix it. Key Business Advisors conducted a STAR Workplace® survey and the staff responded really well as they could see we were wanting to improve the business and valued their input. The survey returned vital feedback and allowed Key Business Advisors to set a strong structure and processes within the business. Another point of emphasis was the importance of customer service and the customised sales training helped us hit and exceed our financial targets. We strongly recommend Key Business Advisors, especially in small business where you are often left feeling very isolated and alone."



Brendan Woods (General Manager)

"After getting in touch with Key Business Advisors to help us improve our customer service standards, we very quickly noticed strong results, with an independent survey company later scoring our customer service at 95%. We were thrilled about this change and we largely owe this result to the efforts of Key Business Advisors. We have also been involved in one on one coaching, recruitment, and DiSC surveys for staff development which is providing immense benefits to employee morale, team work and sales."



**KEY
BUSINESS
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Call us today on **1300 4 ADVICE**
(1300 4 238 423) and let Key Business
Advisors take your business from
good to great.

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- > Recruitment tips
- > Managing staff underperformance
- > Developing a sales process
- > Providing excellent customer service

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