

## QTIC - Employer Help 3. Keeping Staff

Instruction for Managers	
<ul style="list-style-type: none"> <li>• Complete this checklist and look closely at what you do, make notes on what you can improve</li> <li>• Don't forget to be in contact with your Association and ask if they have resources to help you</li> </ul> <p>Most importantly, pop this into your HR Plan for your business</p>	
Retaining Staff	Tips
<p>Why do staff work with you?</p>	<p>What is good about your workplace? Why do people decide to work with you?</p> <p>If you don't know – you should ask!</p> <p>It could be as simple as talking with your people. Some people call it – “management by walking around”. Getting to know your staff shows that you care – in the way that you want them to be care about their work.</p> <p>Staff Satisfaction surveys are also a great way to get your staff feedback and to measure what is going well and what needs to improve. Having regular meetings keeps you in contact with what is important to them – and you!</p>
<p>Do you understand the different needs of people?</p>	<p>Everyone is different. You have the opportunity to employ different people with different backgrounds. This is what is great about being an employer – you can really impact on our bigger community.</p> <p>If you have people with varying needs, means that you need to get understand what those needs are. Lets look at some:</p> <p>Mothers needing to pick up the children after their shift People with religious or ceremonial commitments People with family and community commitments People with disabilities needing specific equipment or support</p> <p>Can you accommodate these needs? Mostly employers can – but need to think differently about how the job is done. What can you do?</p> <ul style="list-style-type: none"> <li>• Job Sharing</li> <li>• Varying rosters</li> <li>• Team sharing of responsibilities and problem solving</li> </ul> <p>Anything is possible – if you are flexible.</p>
<p>How can I best communicate with staff?</p>	<p>Communication is essential to retaining good staff. It is a two way street. You need to let them know the needs of the business and you need to hear what their needs are. Management is about getting these to fit so that people are productive and satisfied in their work.</p> <p>Are you in touch with your staff?</p> <p>If not: meet with them regularly: weekly or monthly at the very least.</p> <p>Meetings can be formal or informal. Meet individually and as a whole group. Individual meeting allow you to understand their individual goals and professional and personal needs. This can be done formally in a way that offers support and training for the individual. Groups meetings enable you to develop team goals and to know the business development and intentions.</p>
<p>Why are they leaving?</p>	<p>Getting staff feedback is very important – during every step of their employment with you.</p> <p>Do you conduct staff exit surveys?</p> <p>Looking at why people are leaving will give you cues for improvement in as an example:</p> <p>Who you are recruiting Job structure How tasks are completed Training Career Development Management and Supervisory Development Creating fun in the workplace Teamwork Process improvement</p>