

QTIC - Employer Help 7. Growing my business through my Staff

Instruction for Managers

- Complete this checklist and look closely at what you do, make notes on what you can improve
 - Don't forget to be in contact with your Association and ask if they have resources to help you
- Most importantly, pop this into your HR Plan for your business

Information	Tips
Am I happy now with my business performance?	<p>Take time out to review your business. It is difficult when you are so busy – but it is important to stop, reflect and plan ahead.</p> <p>Remember to measure different aspects of your business – Financial Results, Customers, Business Processes and How you develop your people. These four categories as you know are called Key Performance Indicators.</p> <p>There are many courses, information and resources to use to measure business performance – if you want to grow your business – evaluate where you are today.</p>
What needs to improve?	<p>Review your Key Performance Indicators and assess whether you are happy with them.</p> <p>Set targets or goals for improvement – involve your staff with this – they will appreciate being involved. Then put actions in place in a HR Plan so you can focus on specific tasks or projects to improve your business. Don't forget to have fun in doing this!</p>
What do we need to do to minimize our risk in relation to staff?	<p>Lets look at some of the risks associated with staff management for you to get you started:</p> <ul style="list-style-type: none"> Number of staff - Not enough or too many staff Inappropriate skills for production Skills, knowledge and experience Training Supervisor availability
What do we need to do to maximize our growth in relation to staff?	<p>Look at your staff capability. Do you have:</p> <ul style="list-style-type: none"> The right staff doing The right things at The right time. <p>Benchmark staff satisfaction, your satisfaction, productivity and your work processes.</p> <p>Look at the gaps in your business and establish a plan for improvement – with the bottom goal of improving – your bottom line!</p> <p>If you need external help to do this – look around for people that you trust and respect – and who will provide you with objective feedback (even if you don't like what they say!)</p>
How can I get my staff involved?	<p>Setting targets called Key Performance Indicators are a great way to get staff involved in improving the workplace.</p> <p>Get their feedback through:</p> <ul style="list-style-type: none"> • One on one meetings • Social gatherings or • Staff Meetings
How can the business support staff in career progression?	<p>Are there ways that this business can support the skills development of individuals?</p> <p>Are there ways that we can multi-skill employees to improve their potential in this business and their own job prospects in the future?</p>
How good is my HR Plan?	<p>Think of your HR Plan like a budget. It is a plan that you manage your staff with every year. It will help you to proactively manage staff and stop the last minute chaos!</p> <p>What do you need in your HR Plan?</p> <ul style="list-style-type: none"> • Benchmarks – surveys that you conduct on a regular basis to measure your business and how you are going • Recruitment strategies • Retention strategies • Risk and Compliance • Performance Coaching • Workplace improvement process