

BUSINESS AS USUAL.



CHRIS SACCO & STEPHANIE BERRY



RECRUITMENT



INDUCTION AND
ONBOARDING



MANAGING
PERFORMANCE &
BEHAVIOUR



WORKPLACE HEALTH &
SAFETY & MENTAL
HEALTH



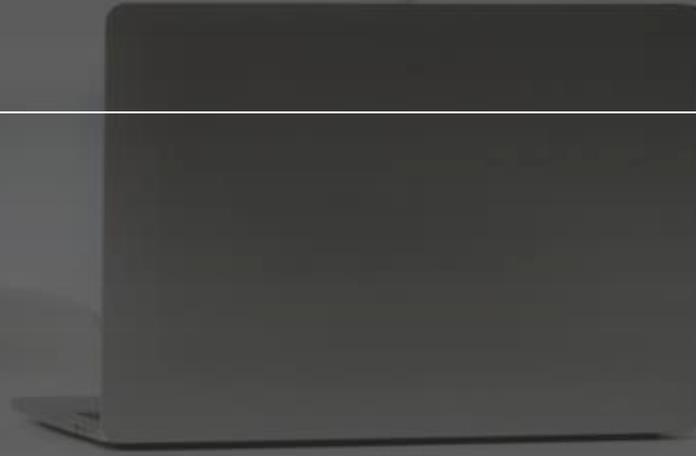
PEOPLE
MANAGEMENT



CHANGES IN BUSINESS
CONDITIONS

Business As
Usual HR

Recruitment

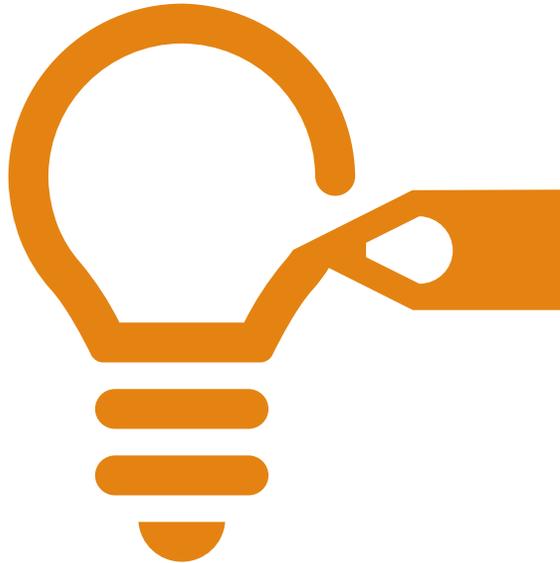


What Qualities Am I Looking For?

- What are the skills, qualities, and experience required?
- What are your 'non-negotiables'?
- Accountability and Motivations
- Communication



How Do I Identify The Perfect Candidate?



METHODS OF ATTRACTION

- Advertising
- Social Networks
- Word of Mouth

INTERVIEWING

- Phone Screen
- 1:1 Interviews
- Panel Interviews
- Group Interviews
- Assessment Centre

Questions

Ask the right questions:

- Ask **behavioural questions** that help you to assess skill levels in different areas relevant to the position
- Coming back to your **list of skills, qualities, and experience** - ask questions around these
- Ask questions that provide insight into their **level of self-direction and organisational abilities**.
- Ask **preferential questions**, they uncover what a person wants.





Candidate Experience

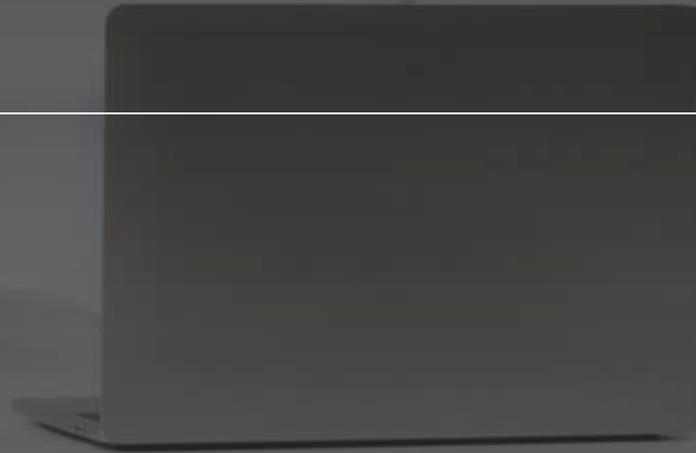
- Create an exceptional candidate experience
- Create a welcoming atmosphere
- Use video conferencing to your advantage
- Be creative

Additionally

- Do more
- Think about utilising skills testing or behavioural testing
- Get the team involved

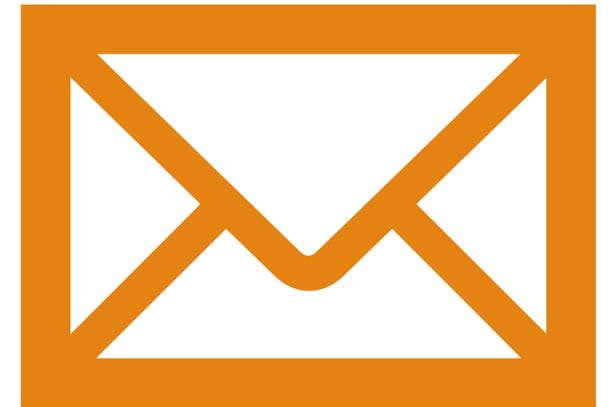


Induction & Onboarding



Prior To Their First Day

- Welcome Email
- IT Access
- Itinerary
- Business or Employee Handbook and Policies
- Online Onboarding
- FAQs
- 'Welcome to the Team Pack'



First Day



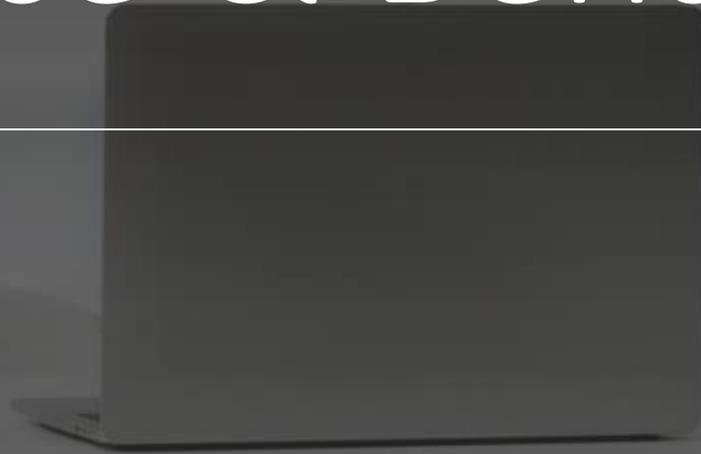
- A virtual induction
- Host a virtual team welcome lunch
- Assign a dedicated buddy
- 1:1 meetings with direct line manager
- Structured training plan

The First Couple of Weeks

- Bi-weekly meetings with management and the team
- Meet those within key areas of your business
- Set clear deliverables and KPI's
- Diaries "check in" meetings



Managing People, Performance & Behaviour



What Is People Management?

Training Employees

Motivating Employees

Directing Employees

Untimely optimising workplace productivity and promoting professional growth.

Empowering
Employees

Active Listening

Conflict-
Resolution

Flexibility

Patience

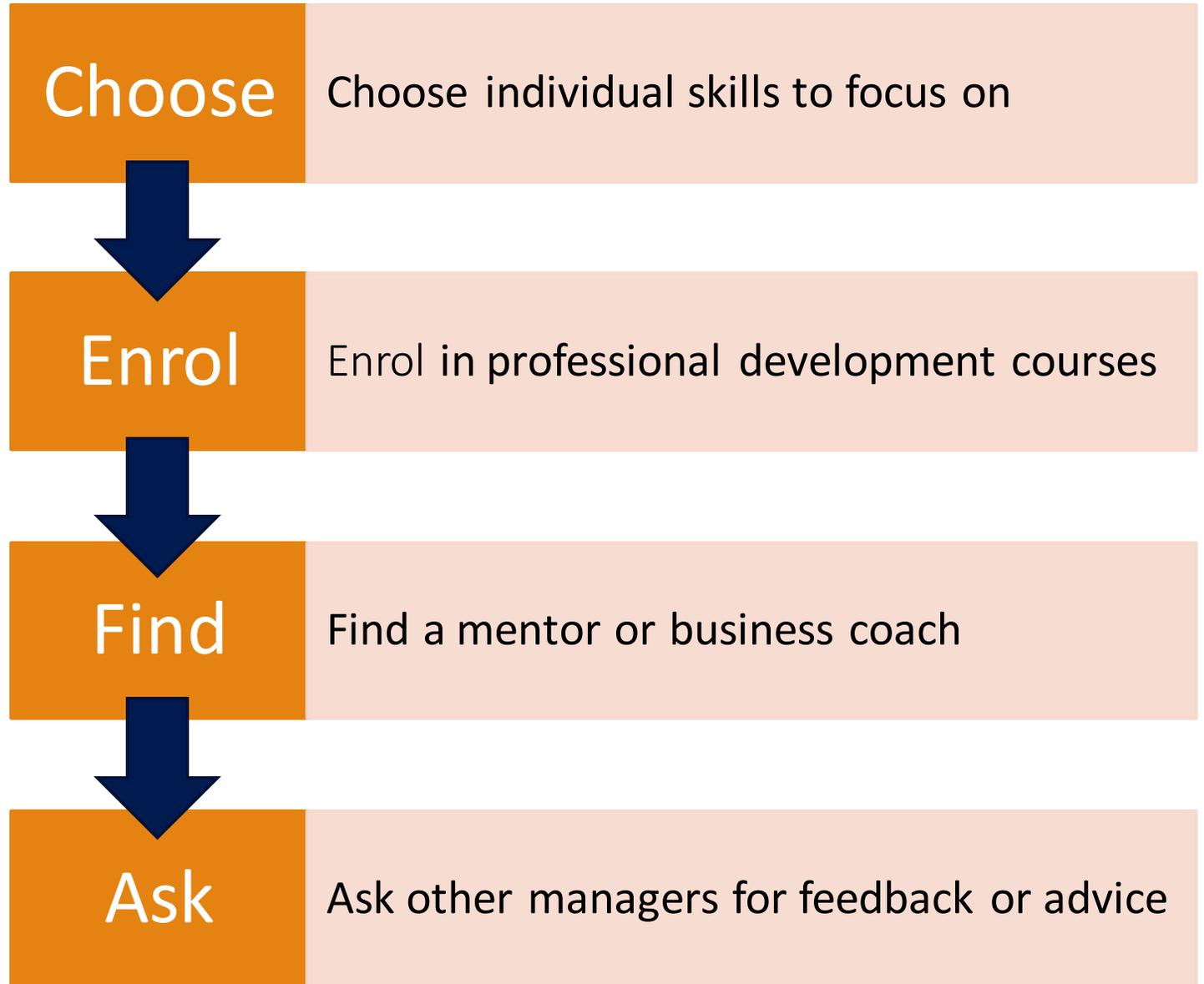
Clear
Communication

Trust

Organisation

8 Essential People Management Skills

How To Develop Your People Management Skills



Destructive	Refuses directions "get stuffed"
Non Compliant	Debates directions "that's not my job"
Compliant	Follows direction "sure, whatever you say"
Participative	Follows directions and suggests more "sure, and what about..."
Self-Managed	Doesn't require direction "it's already done"

Employee Engagement Levels

Employees Engagement Drivers

- Understanding the importance of job to company
- Internal communication
- Honesty & integrity
- Reputation of integrity
- Possessing job skills
- Realistic performance expectations
- Right people in the right role
- Accepting responsibility for success & failure
- Respecting employees as individuals
- Caring about employees
- Good reputation



How To Manage Poor Performance

For most businesses you will already have an established performance management process and if you don't then I highly recommend you do

“Ensure you have in writing a performance management policy that outlines how underperformance will be managed and the possible consequences of underperformance. Being clear about what could happen can make it clear what the employee responsibilities are. It can also help prevent employees feeling victimised if an issue does come up”



**Informal discussion
with your employee**



Counselling discussion



**Formal counselling /
warning with a support
person**



**Performance
improvement plan**



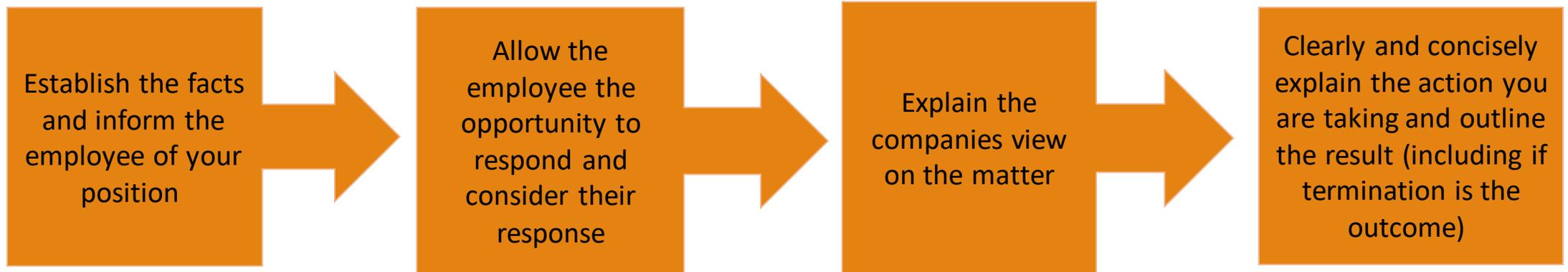
**Final warning with a
support person**



Dismissal

What's The Best Process To Follow

Process During Formal Warnings



Performance Management Example

Notwithstanding, Mr Welsby, alleged that his dismissal was unfair given (among other things):

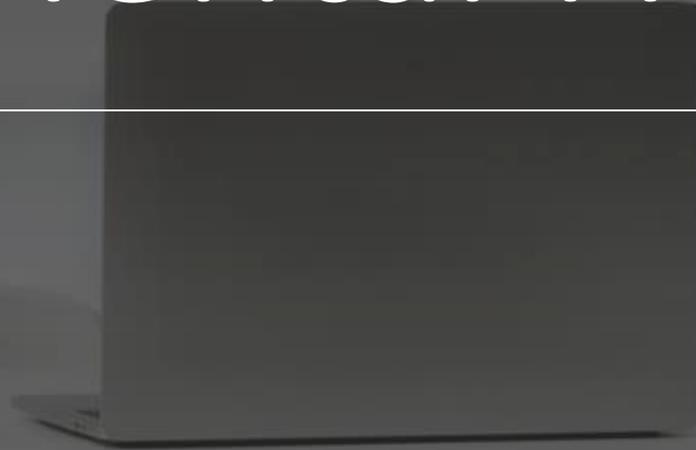
- Artis did not warn him that his performance was such that his continued employment was at risk; and
- He was not given an opportunity to improve his performance.

Outcome

- There was a **valid reason** for the termination as Mr Welsby had failed to manage the South Australian Branch
- That Mr Welsby was **notified** of the valid reason on three occasions prior to the termination
- That Mr Welsby had not been given an **opportunity to respond** to the proposed termination; and
- That Mr Welsby had not been **warned** that his continued employment would be in jeopardy.

On the basis of the above, the Commission determined that the termination of Mr Welsby's employment was harsh, unjust or unreasonable.

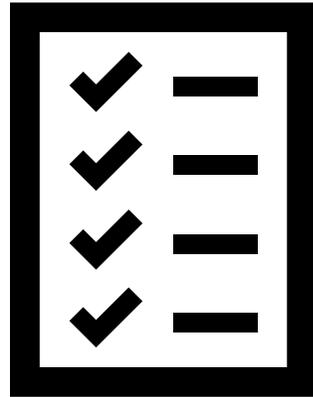
Workplace Health & Safety & Mental Health





Ensure you have:

- **A Checklist**
- **A Policy**



Your Obligations

“Employers have a duty to - as far as is reasonably practicable - to provide a working environment for their employees that is safe and without risks to health.”

- Occupational Health and Safety Act 2004

1

Consult Employees

2

Educate On COVID-19 Updates

3

Advice From Trusted Organisations

Working From Home WHS

Will working from a different location introduce additional risks

The suitability of work activities

The suitability of the workstation set up

The environment

Communication requirements

Mental and emotional wellbeing

Any training that may be required

Working From Home Consultation

Mental Health



Your Responsibility



Government Funding
Into Mental Health

\$59.4 Million
Package



Talk, See & Provide



Self-Care Plan

- Physical and emotional health
- Media and social media
- Nutrition and rest
- Emotional response
- Releasing emotions
- Avoid alcohol and drugs
- Contact family and friends regularly
- Find a support friend

Changes In Business Conditions Amid COVID-19



Varying Hours, Rosters & Operation

- Changes in Start and Finish times
 - In accordance with contract / award
- Scaling down operational hours
 - Freeze new hires
 - Reduce contractors



Redundancy

Before making any employees redundant it is important to first consider:

- Redeployment
- Your enterprise agreement or modern award
- Period of notice and annual leave
- Amount of redundancy pay

It is possible for employers to ask the Fair Work Commission to reduce an amount that would otherwise be payable on redundancy if:

- The employer finds other acceptable employment for the employee; or
- The employer cannot afford the full redundancy amount.

If as an employer you are considering redundancy of 15 or more staff, you must also give written notice to the Department of Human Services of the proposed dismissals. Before taking steps to make an employee redundant we strongly suggest getting advice on your specific circumstances.

Awards

On the 8th of April 2020, the Fair Work Commission made determinations varying 99 awards

Has yours been effected?



Pandemic Leave



Example:

Gerson is a casual shop assistant employed under the Retail Award.

He's received advice from a doctor that he needs to self-isolate because he was in close contact with a confirmed case.

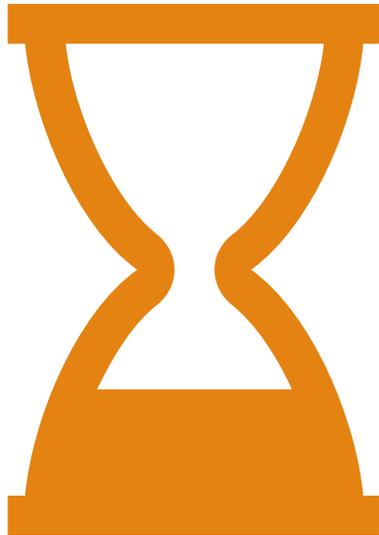
He calls his employer to let them know his situation.

Gerson's employer discusses the different kinds of leave options he has while he's away from work.

After talking about it, Gerson decides he'll take unpaid pandemic leave.

On his employer's request, Gerson emails his employer his medical certificate.

Annual Leave



Example:

Leah is a coxswain employed under the Marine Tourism and Charter Vessels Award.

Her employer has had to stop operating their party boat because of an enforceable government direction in response to coronavirus.

After talking with her employer about the situation, Leah decides to take some of her annual leave.

She currently has 6 weeks of annual leave. Instead of taking 6 weeks at normal pay, Leah asks her employer if she can take 12 weeks' annual leave at half pay.

Leah's employer is happy with this and records the agreement in writing



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Reach out and get in contact today for more information on how to operate your business as usual during this time



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KLC Recruitment Can Assist You!

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