

Tips to keep your staff happy

Presented at Breakfast Briefing March 2011

“Get the HR basics right – employee contract, appropriate remuneration and induction”

Tips to keep your staff happy

We are all aware that in this country we have an **ageing workforce** and **resulting skills shortages** across many sectors of the workforce.

For these reasons, now more than ever, it's very **important to retain people who are crucial to our business.**

The basics

Get the basics right. These are: the **employee contract; appropriate remuneration** and **induction** – first impressions do count.

Once the basics are in place, there are many other elements that are important to people. I think the most important ones are:

Human resources/human capital

- We've all heard the terms Human Resources/Human Capital.
- Every human being has ambitions, aspirations, beliefs, expectations, ethics, emotions and experiences.
- With this in mind, my philosophy is to treat people more as 'humans' rather than just as 'resources' or 'capital' which means giving them the following:

Respect

- Smart employers respect their employees' contributions and take interest in them as people.
- Respected employees are engaged employees.
- Engaged employees are happy and productive employees.
- Examples of respect: tailor rewards to reflect people's situations – someone caring for an elderly parent would appreciate flexible hours as would a parent with children in childcare/school.

Trust

- Trust in people's professionalism – trust that they can do the job by giving them ownership of the job and not by micro management which is disempowering.

Communication

- Encourage open communication – effective managers communicate well and build open and honest rapport with employees.
- Good communication means everyone is on the same page which minimises misunderstandings and conflict.

McLean Delmo Accountants & Business Advisers
Level 3 302 Burwood Road PO Box 582 Hawthorn Victoria 3122
T 61 3 9018 4666 F 61 3 9018 4799
www.mcleandelmo.com.au

Recognition

- Give recognition for a job well done.
- Your employees will feel pride in their work and strive to attain goals set in Performance Appraisal.
- People perform best when they are valued.

Effective Performance Management

- This means consistent, open feedback and is linked to Communication and Recognition. Performance Appraisals should not fill everyone with dread but unfortunately they usually do – they can be a drain of people's energy and major time/money wasters.
- My suggestion is that throughout the year, managers build in short, face to face meetings with their people so they are aware of how everyone is going, what they are doing well, whether KRAs/KPIs are being achieved and what support may be offered an employee to improve if necessary.
- There should be no shocks/surprises at the Performance Review meeting between manager and employee ie. the employee should not have to hear that their work needs to improve and that this has been the case for 6 months! They have every right to ask why they weren't informed 6 months ago.

Future/vision

- Give employees a view of the future – this is again linked to Communication.
- People like to know where the company is going and what part they'll contribute.
- At McLean Delmo, as part of our induction of new employees, we organise a couple of the Partners to talk about future directions and answer any questions new starters may have. We've had great feedback about these sessions – employees appreciate the time taken by Partners to talk to them and they enjoy meeting other new people and learning about how everyone fits into the Firm.

Culture

- Encourage a culture of support, information sharing and employee respect for each other's knowledge and roles.
- Encourage a culture of FUN! Work is important and we must get the job done but that doesn't mean we can't laugh – happy employees are productive employees.

Provide Professional Development

- Particularly for Gen Y employees who appreciate fresh learning opportunities.

Contact

Maree Lawrence
Manager, Human Resources
McLean Delmo
e: maree.lawrence@mcleandelmo.com.au

McLean Delmo Accountants & Business Advisers
Level 3 302 Burwood Road PO Box 582 Hawthorn Victoria 3122
T 61 3 9018 4666 F 61 3 9018 4799
www.mcleandelmo.com.au

Liability limited by a scheme approved under Professional Standards Legislation.