

Carry That Weight

Another [Beatles reference](#) and a worthwhile one at that. Many small business employers often carry the weight of the business on their backs week in and week out.

Many find themselves working 60-80 hours a week while their full time employees do about 30 (if that) hours a week. I've seen business owners martyr themselves because they think their employees can't do what they are paid to do.

A business should grow through the efforts and actions of employees and if the business owner is doing all the heavy lifting then something has to change. If you are one of these "weight lifting" employers then start thinking about distributing the workload through your employees.

Do you need to empower them more? Train them more? Motivate them more? Review the position descriptions? Find new staff? Do you need more confidence to manage your staff? What do you need to do to grow your business via your team?

Owning and running a business should be an enjoyable experience and not one of frustration and anguish. There are simple ways and methods of getting your business on track through your staff that are easy to implement and will prove beneficial (profitable) over the long run. Talk to HR2You today...

WorkShop: Hire Manage and Fire

Thank you to those who attended this event that I ran recently. Covered quite a lot of areas in the two hours and hopefully everyone got something that they can use on a regular basis to manage your team a little better.

If you wanted to come along but couldn't make it – more than happy to come and see you and go thru it one on one.

Social Media

Around 50% of workplaces in Australia "try" to ban Social Media access by staff. Many employers see it either as a waste of time or a possible leaking of sensitive company information.

So it was with interest I [read a recent article that talked](#) about what the new generation of workers want from their employers. According to the 2011 Cisco Connected World Technology Report an amazing 64% of Uni Students plan to ask about Social Media usage policies in their job interviews.

So why do so many employers hold back on Social Media? I say that if you have staff that are in to it – exploit it. Let your staff set up your Facebook page and run it. By all means give them the parameters and

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guidance on what you want, but you can increase their engagement with the business by letting them work on this project.

Benefits include increased staff engagement, increased level of skills, your business can connect with more people and increased staff retention with happier staff. Again also make sure you have a Social Media workplace policy in place and your team are trained on it.

But otherwise accept it as another way to communicate and potentially market your business.

Sickies – scourge of employers

The attitude for many employees is that sick leave is something that is owed to them and cannot be left unused. Many small business employees are driven to distraction by employees taking days off when they would appear to be fit and healthy enough. So how do employers combat this?

Firstly understand that sick leave is a legislated right and you cannot reduce this in your workplace. Large fines await those that try to reduce legislated workplace conditions of employment. So nothing you can do there...

Secondly the key word above is 'attitude'. How are you managing the attitude of employees to the business? Excessive sick leave is a sign of employee disengagement to me so it's up to the management to start engaging them. [Staff that are engaged by their manager will have less sick days](#). Staff motivation is heavily influenced by the manager and so: Better boss-staff engagement = better staff satisfaction = less sick days.

Another way to curb unplanned sick leave is via a workplace policy around sick leave. Make sure that medical certificates are provided by employees for any sick leave of resulting in two days or more at one time or for any sick leave (one day or more) after three days of sick leave in a twelve month period after date of employment. So if someone takes 3 days of sickies in their 1st 12 months – they need a medical certificate for each subsequent day in that 12 month period.

Building better loyalty and engagement is the real key. So get cracking on getting to know your staff, build the relationships and get them engaged in the business.

5 Top Tips for Managing

1: Engage your staff. Employers that fail to engage their staff risk high staff turnover. Try engaging them with staff meetings, reward & recognition, training, development, performance reviews, projects and just plain talking to them.

2: Develop a team ethic. Everyone likes to belong to a team. So start using it your vernacular when you speak to staff. Talk about issues as a team. Organise a team bonding session or activity.

3: Workplace policies. If you don't have them, then organise an employee [policies and procedures manual](#) today. It will be very hard to discipline staff or fire them without policies in place. They set the rules and guidelines for all employees to abide by.

4: Training and development. Always be looking to improve the skills and abilities of your staff. From expensive courses down to cheap magazine or email subscriptions – there is something for everyone's budget. Some Govt funded training schemes might actually see money



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back in your pocket!

5: Performance Reviews. Never complain about staff performance if you don't review it. Remember it is a two way conversation between the employer and employee. It is an opportunity to connect and be both on the same page. Employees like to know they are being managed properly and will respect an employer more for doing it (read: doing it right).

Time for Review?

The end of the year is often a time of review for employees – so much so that about 25% of them change jobs in the first three months of the new year. Turning over 25% of their staff can be very expensive for some businesses.

But it is also a very good time for employers to review their staff management practices as well. With the holiday season in late December and January employers have a bit of time up their sleeves to catch up on things.

Review your levels of staff, their skill-sets, their job descriptions, their remuneration, their training and their level of engagement. Work out what you can do better in 2012 to manage them better. A [HR Audit](#) is a great place to start if you want a picture of what you are doing right and what you could be doing better.

Use the downtime to create a vision of how you can manage your best asset better in the new year. Communicate that to your staff and reduce the risk of 25% of them leaving in the new year.

FWA Targeted Campaigns

Many employers have lax record keeping when it comes to employee records and compliance. Many assume they will never be audited by the Fair Work Inspectors and so why bother.

There are two main reasons why a FWA Inspector will come to your business – a complaint by an employee (or ex-employee) or they will be targeting your industry or geographical area. [As this article shows](#), if they get enough complaints from a specific industry in a specific area as well, then they will launch a campaign.

FWA Inspectors do have certain powers to enter a business and ask for the employee records. This can be time consuming just for those that do comply – time consuming and very costly for those that don't.

Much better to have HR2You audit you instead of FWA...

Handy “Quote”

“Men and women want to do a good job, and if they are provided the proper environment, they will do so.” - William Hewlett

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