

WHAT WENT WRONG?

Common Mistakes made by Business Owners - Part 2

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Whilst advising our small business client base we encounter various issues that they're faced with. Following are some common issues and possible solutions.

Employment contracts

We still find it alarming how some employers still do not understand the world of HR. Are their employees covered under an award or not? It's a confusing issue at the best of times but needs to be resolved at the beginning of any employment relationship. Written contracts or employment agreements are a must - clearly outlining the conditions of employment and should cover: the position, expected working hours, responsible manager, salary, probation period, review periods, performance expectations, ethical behaviour, adherence to employment policies, leave, performance management, termination and confidentiality. This is not a definitive list; employers should consult their solicitor or Commerce Queensland for a tailored solution.

Job descriptions

Employees cannot be properly managed if there is no detailed job description in place. How can you review an employee and hold them accountable to their performance if they have no idea what the expectations for their position actually are? Staff need to understand their role in your organisation or they won't feel connected and will not understand how to interact with other members of your workforce.

Reviews

Staff also need clear and regular feedback about their performance. Everyone needs positive and negative feedback to feel engaged in their job. This is an opportunity to put everything on the table and outline some clear expectations that should be met if a staff member expects benefits to come their way. This does not always have to be monetary, as other benefits prove to have a positive effect on employee job satisfaction as well. Hard measurable data, in the form of KPI's, can be an incredibly valuable tool when assessing staff performance. The issues become about the employee's performance and not the individual themselves, which can keep your workforce a lot happier and your reviews aren't taken personally.

Next article I'll cover more common issues faced by business owners.

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