

Five Small Business Workforce Development Cues

Opportunities & Missteps



Small Business Owners are Busy!

- ▶ Juggling Multiple Roles (Accounting, Sales, Marketing and HR)
- ▶ Time (Work-Life Balance)
- ▶ Money (Seems like there is never enough - Someone always wants some)



Why Should I be Concerned About my Team?

- ▶ Greatest Opportunity: The Best People / Talent
- ▶ Greatest Costs: People Related Expenses (i.e. salary, taxes, benefits and training)
- ▶ Risk/Exposure: Federal and State Human Capital Related Laws and Regulations and Related Litigation



Opportunities and Missteps

- ▶ Assembling the Right Team
- ▶ Employee Handbooks/Policies and Procedures
- ▶ Performance Management
- ▶ Employee Development
- ▶ Terminations

Assembling The Right Talent

- ▶ Effective Selection and Onboarding Processes: Hasty Process, Performance Based Profiles, Effective Interviews and Setting Expectations
- ▶ Employee Benefit Programs: Properly Designed and Education & Communication
- ▶ Compensation Strategies: Philosophy, Pay Equity and Pay For Performance Programs
- ▶ Employee Development/Performance Management Programs
- ▶ Leadership Development Program: High performer's are drawn to competent and inspiring leaders

Policies, Procedures and Employee Handbooks

- ▶ Policies and Procedures / Employee Handbooks as an Asset
- ▶ Communication Gateway between Managers and Employees
- ▶ Consistent Guide for Individuals to Follow
- ▶ Minimizes Risks (Discrimination, Favoritism, etc.)
- ▶ Key Areas



Performance Management

#1 Job of Business Owners and Managers is Developing Your Team!

- ▶ Clear Expectations and Realistic Measureable Goals
- ▶ Continuous Communication with Employees
- ▶ Allot Time to the Process (Training, Evaluation, Feedback and Coaching, etc.)
- ▶ Documented Process
 - ▶ Adequate Observation
 - ▶ Review, Feedback and Coaching
 - ▶ Comments: Too Much/Too Little Detail & Acting Like a Psychiatrist
- ▶ Consistent Use of Tools
- ▶ Take Your Time

Employee & Leadership Development

- ▶ An Expense and Burden or Wise Investment?
- ▶ Team Development
 - ▶ Equips Team to be Productive and Successful in their Roles
 - ▶ Keeps Standards and Expectations Consistent Throughout the Organization
- ▶ Leadership Development
 - ▶ The best people are drawn to competent and capable leadership.
 - ▶ Action Plan to be more Proficient in their Work
 - ▶ Develop Skills Vital to Supervision and Effectively Lead
- ▶ Design
 - ▶ Customized
 - ▶ Team Assessment and Adult Learning
 - ▶ Processes and Systems to Gauge ROI

Terminations

- ▶ Documentation and Recordkeeping (Processes & Systems)
- ▶ Effective Communication
 - ▶ Respect
 - ▶ Don't Justify
 - ▶ Offer Resignation (when appropriate)
 - ▶ Supervisor Should Terminate
 - ▶ When Possible Let Exiting Employee Leave with Dignity
- ▶ Avoid Lawsuits
 - ▶ Have Two Persons Present
 - ▶ Avoid Extensive Conversations

Bonus:

Characteristics of the Best Teams

- ▶ Common Purpose and Goals
- ▶ Clear Roles
- ▶ Accepted Leadership
- ▶ Effective Processes
- ▶ Solid Relationships
- ▶ Excellent Communication

Questions?

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