

Can Your HR Improve Your Bottom Line?

The Green Flags to Look For

OVERVIEW & PURPOSE

This a high level overview of your Human Resources - where you're at, where you should be, what the gap is, and making an action plan to achieve that gap.

The better your HR policies, systems, and management, the more "green flags" you have, which will have a positive impact on your business' bottom line.

YOUR BUSINESS DNA

You need a strong foundation - a Business DNA - that you can build your business on top of.

Values Statement: what does your business stand for?

- Use it for hiring, training, and communication.
- Integrity, communication, confidentiality, high level service, customer focus are all values.

Plan Your Future Organization

- Create two organizational charts: Now and Future. This will show you where you are today, then where you want to end up. The goal is to replace yourself in each box, starting at the bottom and working up.

Job Descriptions

- Write a Job Description for each job. Keep it simple; focus on results you want.

Standard Operating Procedures (SOPs)

- Create “how to” procedures.
- SOPs make assessing performance and replicating success much easier.

Employee Policies

- Your employee policies should provide legal protection for the business, have company-specific rules such as time off policies, and communicate your values.
- Policies should be gathered together in a handbook and be given to all.



You have written documents on your values, as well as SOPs, job descriptions and an employee handbook.

MANAGING YOUR TEAM

Business owners and managers should move “one level back.” Set up teams that regulate themselves, and become the work leader, not the worker.

Work Teams

- Have employees work in pods of three - great for cross training, having backup, and leadership development.
- Have at least two people who can do every task in your business. It protects you from someone suddenly leaving.
- Cross check work - have employees check other employees’ work.
- For large projects or new work, check the work after a small quantity has been done so adjustments can be made with little cost.

What work tools do you need? Ask these questions:

- Is it essential for the operation?
- Do employees know how to use them, or can they be trained?
- Are the tools the best in class?

What project management software are you using? You probably only need a few of these:

- Google Drive, Dropbox, Box, Base Camp, Slack, Skype, Trello, Asana, Teamwork, etc.

Project Management Status Reports

Keep it simple.

- To Do (what projects haven't we started?)
- Doing (what projects are we doing now?)
- Done (which ones have we finished?)



You have organized your employees into work teams, and given them the tools they need to do the job and track project status.

COMMUNICATION

Communicate your expectations and monitor performance.

- Share some key indicators with your team. It doesn't have to be financials; it can be some other metrics (number of new clients is a metric).
- Conduct regular, quick meetings. You can start daily, then reduce it to weekly.
- Encourage involvement. Be clear on the results you want, consult with your team on how to get there.
- Show your employees how you think and prioritize and understand the results you are aiming for.
- If something is done poorly, be direct and ask them to do it again. Be straight and they will trust you.



You have a system of communicating your expectations and keeping your employees involved in the business.

MANAGING PERFORMANCE

Manage by results, not micromanaging the team.

- Set goals that feed into your vision and financial goals for the business.
- Reward and reinforce the behavior you want.
- Measure results and progress - do not micromanage employees once you have gained trust in them.
- Zoom in and out. Zoom in on daily numbers and results, then zoom out.
- Ask for two daily reports:

- Beginning of the day: what are you doing today?
- End of the day: what did you achieve today?
- Give your best to your best employees, not the squeaky wheels in the team. Don't pull down the best performers.
- Reach out to struggling employees early and ask how you can help them.
- Watch for staff turnover - they are probably leaving you, not the job. Find out why.
- Don't wear out your team - every day doesn't have to be a sprint.
- Leave the business every so often. Come back and find out who has stepped up or didn't, what broke or worked fine. Use this to improve the business.
- Be self-aware. Be humble. Connect with your employees. "Jump into the fire" with them.
- Celebrate lack of drama.



You are self-aware (or get honest feedback) on your management style, and work on developing a team, not micromanaging.

HIRING GREAT TEAM MEMBERS

When hiring, use filters and checklists that fit the criteria for the role.

- The best time to fire someone is before you hire them.
- Using a checklist will help you hire the right people faster.
- Your job postings should convey your values and goals - generic ads attract generic people.
- Have high standards.
- Once you have hired people, stop doing the tasks yourself. Your staff should make you redundant. You need to do higher-level work, or even take a break to think and relax.
- Don't hire people with an "employee" mindset - hire people with a flexible, creative approach to getting things done. You don't want "dependent" employees.



You have a checklist of job-specific questions that you ask every candidate, and a ratings system to evaluate them.

TRAINING YOUR TEAM

Create a “starter pack” for new employees.

- Information, forms, goals, culture. Eliminate confusion.
- Talk to them about why they are here, and what they want to achieve.
- Make them feel welcome and excited about their new role. Set the tone.
- Treat new employees like a customer. Get them to feel what you want your customers to feel.

Competency based training, with a checklist.

- Create a learning plan. Don't just let them figure it out.
- Don't spoon feed employees - let them stretch a bit. Tell them to look at their notes and SOPs for answers.
- You don't have to know everything - send them to training.



You have an on-boarding system that provides information, communicates your values, makes them feel welcome, and gives them access to training.

NEED HELP WITH YOUR HR?

Aspire HR Consulting is ready to help you implement all of these high impact HR systems that will improve your bottom line.

Find out more at AspireHRConsulting.com

Questions? Just ask me - Bill@AspireHRConsulting.com

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