

## Turning a WOMBAT into a KOALA

Do you have WOMBATs in your workplace? People who are a Waste Of Money, Breath And Time... How about turning them into KOALAs... Keen, Opportunity- focused, Attentive, Lovely Assets?

As a manager or business owner you will probably only have to deal with a handful of staff issues in your career - whether it is about recruitment, discipline, performance improvement, or any other staff related issue.

By creating an organisation of KOALAs, you can improve your business performance and outcomes and ultimately profitability.

### Learn how to do it yourself

Come to the one day Employment Essentials Workshop to learn practical skills to help you navigate the entire employment lifecycle – from recruiting the right person, through to legally firing the wrong one, and all the bits in between. In one day you will have the confidence and tools to DIY, and the knowledge to know whether, when and who to ask questions.

### So how do WOMBAT's impact your business?

Productivity in New Zealand is appalling compared to the rest of the world. According to the International Labour organisation 2010 survey NZ ranks 42<sup>nd</sup> out of 49 Countries for their Gross Domestic Product (GDP) per hour worked. If we are to reverse this, everyone needs to do their bit.

The Department of Labour has identified seven key drivers of workplace productivity:

1. Building Leadership and Management
2. Creating Productive Workplace Cultures
3. Encouraging Innovation and the Use of Technology
4. Investing in People and Skills
5. Organising Work
6. Networking and Collaboration
7. Measuring What Matters

Well just in case you hadn't spotted it, these are all about either how we manage our staff, or how our staff behave.

#### **1. Building Leadership and Management**

The two most critical factors when building leadership and management are:

- Correctly defining the competencies required for the leadership roles in your business, and focusing on developing those competencies
- Ensuring that the leaders/Managers have the tools necessary to do their jobs effectively.

Whether you are recruiting for a position, or working to increase an incumbent's effectiveness in a role, you need to clearly identify what competencies/skills are required to do the job (for example, sending them on the Employment Essentials training).

All too often I see a great operative being promoted into a management position. As a manager it is very useful to have a good understanding of what your team do, but, ultimately, the role of a manager is quite different. Manager's must monitor everyone's progress, identify where the collective effort should be focused, steer everyone in the right direction etc. These are frequently a very different skill set from those required of an operative.

By identifying the competencies required for a role you will significantly improve the likelihood of selecting the right person during a recruitment process. You will also be much better placed to identify an incumbents development needs (we all have them) and therefore to turn them from an average manager into an excellent leader.

## **2. Creating Productive Workplace Cultures & 7. Measuring What Matters**

The culture of a workplace will be what the individuals within that workplace choose to make it. Though we cannot force a particular culture onto a business, we can influence it.

An effective Performance Appraisal system is essential for measuring and improving productivity in any workplace. Therefore you need to ensure that you have a system which is easy to use. Managers are clear in their understanding of the value of the system, how to use it, and utilise it properly.

## **3. Encouraging Innovation and the Use of Technology**

All too often we fail to adapt because of a reluctance to change, or because of a perception that it will take too long to introduce/learn a new way of doing things. But with the current rate of change in technology it is imperative to keep up with changes. This requires training in new systems, as well as planning how you can make the best of these tools in your organisation.

## **4. Investing in People and Skills**

Spend on wages is the single biggest cost centre in virtually any business and your level of investment in terms of time, money and effort is directly proportional to the return.

## **5. Organising Work**

The purpose of an organisation's structure is to enable communication flow and minimise cross-over between roles. Everyone within an organisation needs clearly defined roles, and clear delineation around when tasks pass from one person to the next.

Duplication of work has a significant impact on productivity. Therefore, if the delineation between roles is not clear, you end up with two people repeating the same task. This wastes time and decreases productivity.

The actual cost of such duplication can very quickly add up:

10 minutes per day X 5 days X 52 weeks = 2,600 minutes per year or 43.3 hours or 2% of your annual payroll spend

## **6. Networking and Collaboration**

Together Everyone Achieves More (TEAM). By giving your team the skills and structure to collaborate and network together you will achieve more.

The Employment Essentials workshop will give you the tools and skills to effectively improve the productivity in your business, and the knowledge to know when and who you can ask for more help.

Lisa Mackay, Vital Training  
Facilitator & MD HRtoolkit  
[training@chamber.co.nz](mailto:training@chamber.co.nz)