



EMPLOYER NEWS 2018

PERRIAM & PARTNERS

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COUNTING THE TRUE COST OF A BAD HIRE

We've all been there. A long term or senior staff member has left the company at short notice and your team is already stretched thin. You need someone to fill the gap fast but rushing the hiring process will only create the perfect storm and leave you with the regret of a bad hire.

To calculate the cost of a bad candidate you need to consider missed business opportunities, the cost of delays of developing or implementing company strategies, the need to repair relationships with clients, and the effect on work culture such as team productivity.

At an executive or board level, the wrong hire can also result in external reputational damage to the company as it questions the competency of the CEO or Board's ability to make good decisions.

A poor hire usually signals a flaw in the hiring process rather than a fault in the individual. But there are a few easy steps an organisation can take to avoid a bad hire.

PRE SCREENING: Most of the time a company ends up with the wrong person because they have not put the ground work in to screen candidates properly. Recruitment experts can assist with sorting through people. Rather than focusing on general competencies, behaviours and skills of people, they seek out applicants who have the skill set to perform on the job.

DURING THE INTERVIEW: Take off the rose tinted glasses. Many candidates walk in full of charisma and say what you want to hear. Ask hard questions and keep in mind some applicants have practised their interview skills.

REFERENCE CHECKING: Reference checks can be priceless. Asking questions about how the candidate interacts with others or their working style is a great insight into how they operate.

Taking the time to put the right processes in place and asking the tough questions will definitely save you future headaches. Don't let charisma and smooth talking fool you, it could very well be your next bad hire in disguise! - Source NZ Herald



EMPLOYMENT RELATIONSHIP PROBLEMS

There are processes to follow when working through employment relationship problems. Employers and employees should use these and try to resolve the problems in a positive way.

INFORMAL ACTIONS

Employers and employees may take informal actions to resolve an issue early, especially if the matter is not serious, is one off, or is unlikely to happen again.

- Arrange a meeting.
- State and explain the issue. Be organised, calm and treat this first meeting as a fact finding exercise.
- Listen to your employee's response.
- Look for solutions together.
- Agree on how to move forward, i.e. what are the next steps to be taken after the initial meeting.

WARNINGS

Warnings can be a useful tool when managing performance or taking disciplinary action. It is recommended that all warnings be recorded in writing so that there are no misunderstandings.

DISCIPLINARY ACTION

Sometimes employee behavior may be inappropriate and an employer needs to deal with it as follows:

- Disciplinary process
- Investigations
- Suspension

MEDIATION

Mediation is when both parties voluntarily, with an independent mediator, resolve issues such as Employment Mediation Services.



"You seem intelligent, capable, level-headed and mature. That's a shame because I was really hoping you'd fit in here."

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WACKY AND THE WAY TO PROFIT

Should we always be serious? Is there a need to maintain a sense of the ridiculous? It doesn't have to be wacky, but a bit of fun at work is therapeutic for staff and good for business.

Injecting some fun into the workplace is a popular way to create a feel good factor and maintain an "engaged" team at work.

Many employee surveys show a recurring comment about what makes their work fun is "the people". People come to work and spend as many hours in their workplace as they do with their family, so if you are spending all these hours with other people you want to be working in an environment where it is fun.

What makes for fun as much as anything, is the culture of the workplace. It does not have to be wacky or crazy but perhaps a suggestion here is to let the staff come up with initiatives rather than have them organised by management. You just might get a better "buy in" for all staff if it can then be more a "by the people for the people" attitude.

We need to remember that we do have different personality types within our business so it's important that the initiative cater for all.

They say that for fun to become realised as value in the workplace, it needs to be exhibited and realised by the management team. That is, their own ability to laugh at their mistakes, their ability to take themselves less seriously and their own genuinely fun style. Fun is a business's value:

- It encourages creativity
- It relieves stress
- And definitely helps bond people



It's something you can't enforce, fun is a value you need to create!

THE TWO MAGIC WORDS THAT MOTIVATE STAFF THE MOST

The two little words 'thank you' have a significant impact on staff motivation, engagement and loyalty, according to the latest research. A new report by Hays, Staff Engagement found that 87% of employees would go above and beyond if they were made to feel valued by their employer.

Indeed, 95% of respondents said that recognition for a job well done is 'very important' or 'important' to them. A further 62% of employees would look for another job if they did not feel valued, while over half of employers (52%) surveyed admitted that they can do better in the area of staff recognition.

These result are backed by a recent Gallup survey which found 82% of respondents said recognition motivates them to improve their job performance.



PUBLIC HOLIDAY ... LABOUR DAY

This year, the Public Holiday of Labour Day is observed on Monday 22 October. If your staff work on the day and that day would be a normal day of work, then in addition to payment for the hours at 'time and a half', staff are also entitled to an alternative holiday (day in lieu), which when taken should be paid at the employee's relevant daily pay.



If the employee does not work on a Public Holiday and was not due to work on that day, then the employee is not entitled to any payment for that day or to an alternative holiday.

An employer may require an employee to work on a Public Holiday only if that Public Holiday falls on a day that would normally be a working day for that employee and if that has been a term agreed to under their Employment Agreement.

REST AND MEAL BREAKS

Employees are entitled to rest and meal breaks that:

- Give them a reasonable chance during work periods to rest, refresh and take care of personal matters.
- Are appropriate for the length of their working day with the employer.

Rest breaks benefit workplaces by helping employees work safely and productively. Employers must pay for a minimum rest breaks but don't have to pay for minimum meal breaks.

Good practice for determining what breaks are provided (when and for how long) takes into account:



- How long the employee's work period is.
- The nature of the employee's work.
- Any health and safety issues related to work, e.g. fatigue.
- The time of day or night that the employee's work period starts.
- The interests of the employee, e.g. to allow enough time for rest, refreshment and to take care of personal matters.
- The employer's operational environment or resources, e.g. does the employer need employees to take their breaks in stages or according to a roster in order to continue production of services.

Common practice is that rest breaks are 10 to 15 minutes and meal breaks are at least 30 minutes long.

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