

TOP 5 HUMAN RESOURCES TIPS FOR SMALL BUSINESS OWNERS



af•consulting

Your business • My passion

WWW.AF-CONSULTING.CO.ZA



af consulting

Your business • My passion

Arina Fyfer

082 745 6779

arina@af-consulting.co.za

www.af-consulting.co.za



CONTENT

- TIP 1 10 Pieces of Information you Need in your Employee Files
- TIP 2 Top 5 Time Management Tips
- TIP 3 Best Practices to Promote your Star Employee
- TIP 4 Frequently asked Questions about Job Descriptions
- TIP 5 Absenteeism vs Sick Leave - What are the rules?

10 PIECES OF INFORMATION FOR YOUR EMPLOYEE FILES

Did you know your EMPLOYEE FILES must be in a LOCKED CUPBOARD?

And only YOU, HUMAN RESOURCES or a DESIGNATED EMPLOYEE may have ACCESS!

Do you have a Human Resources Business Partner that is actively involved in your business? Let me help solve the REAL problems. Contact me today and let's start. Welcome!

HERE IS THE LIST OF ALL THAT IS NEEDED IN EMPLOYEE FILES.

- 1) ID document
- 2) CV
- 3) Job description
- 4) Leave record
- 5) Payslips
- 6) Disciplinary record and procedure
- 7) Banking details
- 8) Emergency contact details - I like to keep the information of the next of kin
- 9) General correspondence
- 10) Code of Conduct / Employment contract



TOP 5 TIME MANAGEMENT TIPS

Over the years I have tried many ways and teachings, but these 5 stand out for me and you can also teach them to your team. Being an HR consultant, I always want to empower my clients and their teams.

1. GOAL SETTING: Here is where it all starts. What do you want to achieve by the end of the day, week, and month? You can even map out the next 6 months.

- * Specific or significant
- * Measurable or motivational
- * Action or achievable
- * Reasonable or results
- * Timely or trackable

2. TOMORROWS LIST TODAY: Every day before you leave, or the last hour of the day, write down everything that must happen tomorrow and see if there is something you can do today that will only take a few minutes, less than 20 minutes.

3. FIVE MINUTE RULE: Almost like the 5 second rule, when you drop something on the floor. If it takes less than 5 minutes – do it NOW.

4. 80/20 RULE: As the owner / CEO you should only be doing tasks that bring in most of your money. Highlight your money-makers and get them done in the first few hours of the day.

5. STOP MULTI-TASKING: Work on one thing for 30 min – 1 hour and then move on.

A bonus tip that works for me is to put **EVERYTHING** in your schedule. You can use different colours to differentiate between different tasks. When I started doing this, I had a lightbulb moment. So often we think we have time and then we overcommit. When you can see something on your calendar or in your diary, something happens in your brain.



BEST PRACTICES TO PROMOTE YOUR STAR EMPLOYEE

Is your star employee ready to take a management role?

Often small business owners promote one of their young stars from a job as an individual contributor to a managerial position, and in the end they are disappointed with the results. You may have had a similar experience and learned from your mistake. Or you may currently be considering promoting one of your own star performers. But before you promote that individual, engage in a “best practices” move. Pause and assess the individual.

Determine what skills he or she may be missing or needs to strengthen. We must set our employees up for success.

From my experience there are **FOUR SKILLS** that first time manager / leaders are often lacking because they have not receive training or experience.

1. Delegation
2. Creating goals for others
3. Developing employees
4. Leadership communications

The number one skill is delegation. A manager gets work done through others, which requires an understanding of what needs to be delegated. So how do you know if your star performer has the capacity to delegate?

SOLUTION: To have the employees you are considering for promotion, put together a list of tasks they are currently doing, that they believe should be delegated and to whom they should delegate it. If they struggle with this it is time to pause and coach them or get them some training.



FREQUENTLY ASKED QUESTIONS ABOUT JOB DESCRIPTIONS

Why must I give employees a job description when they know what they should be doing, and when I do, they won't do anything else?

When I think about job descriptions, I see this picture of Snoopy on his dog house in the Peanuts cartoon, where Lucy asks: "I've always wondered why you decided to be a dog", and Snoopy says: "I was fooled by the job description".

So what are the PURPOSE and BENEFITS of a JOB DESCRIPTION?

1. The job description describes the essential job functions and the skills, knowledge, abilities and other characteristics needed for satisfactory performance.
2. It is one of the best tools to hold your employees accountable.
3. It clarifies your expectations of your employees.
4. It provides a structure for you to see that all the duties in your business are covered.

What to WRITE in a JOB DESCRIPTION?

1. Job title
2. Job purpose
3. Duties and responsibilities
4. Any supervisory responsibilities
5. Required qualifications
6. Experience
7. Knowledge / Skills and Abilities
8. Working conditions

We believe job descriptions form the basis of an EFFECTIVE performance management system. Employees need to get FEEDBACK if they are meeting expectations or not. If you did not give the job description it would be difficult to argue and prove that there was no misunderstanding.

PRO TIP: To prevent employees from only wanting to do what is on the job description, my advice would be to focus on their strong points and let them choose their additional tasks or responsibilities.

ABSENTEEISM VS SICK LEAVE

Yesterday someone told me that this week is the only 5 day work week for this month. Now I really have mixed feelings about it, because I do enjoy the time off, but it also means you have to work double to get the same amount of work done. And then there are employees.....

After a long weekend there is always that one employee that does not show up for work. This is a problem that has to be managed. Don't think you can just oversee it. The best is to correct the problem immediately. This made me think about absenteeism. What are the different behaviours that count as forms of absenteeism? It is important to deal with the problem straight away, otherwise it will be too late and nothing can be done about it.

According to the South African Labour Guide, absent does not only mean not being at work. Absent also means:

- Arriving late (or poor timekeeping, if you like. It is still absent as long as the employee is not at work.)
- Leaving early (again, if you like, poor timekeeping. It is still absent if he is not at work)
- Extended tea or lunch breaks - the employee is not at the workstation, and therefore absent.
- Attending to private business during working hours - the employee is at work, but is not attending to his/her duties in terms of the employment contract - and is therefore absent.
- Extended toilet breaks - same as extended lunch or tea breaks.
- Feigned illness - thus giving rise to unnecessary visits to the on-site clinic, or take time off to "visit the doctor" - which they never do, because they don't need a medical certificate for less than 2 days off.
- Undue length of time in fetching or carrying (tools from the tool room, for example, or drawings from the drawing office, etc)
- Other unexplained absences from the workstation or from the premises.
- There are a number of remedies- a large number, in fact - that can be used to combat this scourge.

The duty of the employee to be at work. The very basis of the employment contract (whether written or not) is that the employee has to:

[a] come to work, and [b] be on time

In order to perform the duties which he/she has been hired to do, and he/she must remain at the workstation for the contracted number of hours per day in order to perform the requisite duties. If the employee does not do that, he/she cannot fulfill his/her contractual obligation, and is therefore in breach of contract. This obligation - to come to work and stay on the job whilst at work - does not only come out of the Employment Contract. It arises also from three other sources - Common Law, Statutes, and Company Rules and Regulations.



af consulting

Your business • My passion

Arina Fyfer

082 745 6779

arina@af-consulting.co.za

www.af-consulting.co.za



OUR SERVICES

Many small businesses do not have the time or money to spend on internal Human Resources. Outsourcing solves your needs in a cost effective and hassle free way. Let us help you.



Human Resources



Labour Law



Recruitment



Coaching & Workshops

OUR SERVICE IS TAILOR-MADE TO YOUR NEEDS

We are a Human Resources Agency based in the Overberg, and work throughout the Western Cape. Primarily we focus on the individual, and you will never be "just a number" – we ensure a personal service. We are passionate about people, and the challenges they face in the workplace.

Our experience in Industrial and Organisational Psychology sets us apart from our competitors and benefits you, the employer, as the very core of our specialist service is to create a healthy, thriving workplace. Contact us today for more information for how we can make your business grow and thrive!

WWW.AF-CONSULTING.CO.ZA