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Welcome to our Autumn Edition

"Leadership is the ability to get extraordinary achievement from ordinary people"

This edition is all about maximising your team's effectiveness on the job. It starts with getting the recruitment process right, then over the page we discuss encouraging staff learning and course completions, as well as introducing rewards and recognition.

Top 10 Employee Selection Mistakes

Selecting the right people is a critical leadership lever that drives growth. Employee selection is the ultimate pay-me-now or pay-me-later leadership proposition. Do it effectively now and reap the benefits of a high-performing team later. Do it fast and cheap now, and pay the price later of increased turnover, underperforming teams, a diluted culture and drain on managerial time.

1. Using only a gut-feel approach instead of a formal selection process.
2. Don't know what you are looking for rather than a specific position profile.
3. Too narrow screening process that overlooks potential applicants.
4. Talk 80% and listen 20%, rather than the other way around.
5. Take candidates at their word...don't believe everything you hear!
6. Give in to work and market pressures...don't rush the decision process.
7. Selling the job, rather than focussing on the right fit for the job.
8. Oblivious to the legal Do's and Don'ts, as ignorance is no excuse.
9. Go with the flow, rather than taking control of the interview with preparation.
10. Listen only to the candidates words as opposed to observing their body language too.

New Qualifications now available:

BSB30211 Certificate III in Customer Contact

BSB40312 Certificate IV in Customer Contact



Congratulations Graduates! From Left: Indiana Voss from Blue Moon, Gail Lockyer from Half Day PA and Ilana Peters from Eye C U

TARGET
TRAINING

focused on your retail success

Rewarding Staff on a Budget

"Resolve in advance to persist until you succeed, no matter what the difficulty."

Even if your business can't afford to go all out due to budget constraints, recognition is one case where the thought does count. If you can't afford something expensive, consider a nice card and a gift certificate to a restaurant. Or, consider taking the employee to lunch or just having an informal "thank you" party with cake for the employee or group of employees you want to reward.

Here are some other more inexpensive forms of recognition....

- Write personal notes to employees.
- Create a "year in review" booklet. Give courtesy time off. Grant employees an afternoon off, or even a day or two of leave for special, personal events in their lives.
- Give credit when credit is due.
- Put up a bulletin board to recognise achievements.
- Have a "Friday surprise." Surprise your staff with something nice on Friday, recognizing them for working hard or just hanging in there.
- Get a traveling trophy that goes each month to the employee exhibiting the greatest overall performance — behaviors and results — in the business.



Maximising Completion Rates

"Obstacles are what you see when you take your eyes off your goals."

Improving completion rates especially for e-learners and distance learners is always a key priority for higher education. This is how you can make a difference in your organisation:

1. Early intervention to ensure course completion. Look out for warning signals such as lack of unit assessments by the due date. Make contact with them as soon as the due date approaches and confirm what the key issues are. Discuss and agree to a plan of action at that point. Employers may need to be involved too.
2. If it is an e-learning system, look at when the learner last logged in, and their history of log ins.
3. Look at other work submitted by the learner. Has there been any and have they submitted on time? This will give you an indication of their dedication to the program.
4. Consider the actual qualification that the learner is enrolled into. Some qualifications have lower completion rates, especially if completed via distance or e-learning. It might mean providing assistance to the learner in other ways as well, eg. Regular telephone coaching.
5. Try to offer the material in a user-friendly fashion, eg. It may need to be downloadable. Or you could offer templates for assessment submission.
6. Encourage social presence as this peer pressure usually influences in a positive way, via a virtual environment. This might mean inviting them onto a chat site or other online communities.

Language, Literacy and Numeracy

Did you know that the unit TAELLN401A will be a core unit within the Certificate IV in Training and Assessment qualification, from 1st July 2014? That means if you are a workplace or industry trainer / assessor, the time is right for you to complete this unit. For \$250 it might be the difference between employment and unemployment for you. Contact us for more details on 1300 736 005 or info@targettraining.com.au



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