



Positive Change Consulting

Improving performance through people.

Newsletter August 2004

In this edition

- Developing & Retaining Staff
- Team Building
- Work/Life Balance

"Never believe that a few caring people can't change the world. For, indeed, that's all who ever have." -- **Margaret Mead**

Positive Change Consulting

P.O. Box 543, Carnegie.
Victoria Australia 3163
T. 613 9563 4028
F. 613 9569 6168
M. 0425 726 340
E.
admin@positivechange.com.au

Developing & Retaining Staff

Judging by feedback from council surveys, increasingly small-medium business owners are citing recruitment of good staff and their retention as the most important issues they face.

Similar arguments are put forward by all businesses. The Hudson Report (CCH Human Resources News 5 Feb, 2004), which surveyed 7,500 Australian companies, found that 36 per cent of managers identified staff development and retention as the highest human resources priority for the year. A further 30 per cent cited performance and productivity enhancement as the most important issue. On staff retention, the warning was that it could cost a company up to two-and-a-half times the salary to replace a key member of staff.

On the flip side, a study released on July 5th by Human Synergistics (SYDNEY, July 4 AAP), an international organisational development firm, reported that "90% of Australians work in a negative culture of blame, indecision and conformity", based on a study of 900 major organisations and more than 130,000 employees.

The issues are certainly complex but no organisation can manage without staff. The challenge is to recognise their value and to learn ways bring out the best in people to benefit the business. All of the most successful business owners speak in glowing terms about the value of their staff; somehow we must all learn from them.

Team Building

No matter what the size of the business, the main reason for its existence is to make a profit by providing products &/or services to customers. Every staff member has to be involved in giving the best possible service. Or risk the business ceasing to exist.

In larger organizations the need for team-work is generally acknowledged and efforts made to improve their relationships and performance by a variety of team-building strategies.

But in the small-medium businesses all too often the owner-managers are far too busy to think about the connection between the way their staff behave with their customers and how well the business is performing. Yet the connection is obvious. Staff mostly are the ones who deal with customers; so their behaviour, the standard of service they offer, have a significant affect on the business. These questions might provide a starting point:

- Have you discussed with your staff what you each expect from working together?
- Do your staff know what you want for your business and why?
- Have you asked your staff where they see problems occurring?
- Do you follow up staff meetings to make sure decisions are carried out? Do you have meetings?

Work/Life Balance

Personal development, training and a healthy work-life balance are more likely to lure a person to a new job than money. Global Recruitment Consultancy Robert Walters in a (web) poll of 8,000 people globally asked "What's the most important consideration for you in deciding to accept a new job?"

The findings: 34% - training & personal development; 32% - work-life balance; 26% - salary; only 8% - quality of the package. [Reported in The Age Sat. July 10th 2004]

- **Book us to run a Workshop on Work/Life Balance to re-focus your workplace.**

Contact us now on:

T. 03 9563 4028 or E. admin@positivechange.com.au

Carnegie Services Pty Ltd
T/A Positive Change
Consulting
ABN 96 095 506 924



Jennifer McCoy
Director & Principal
Consultant

Tony Austin
Director
Administration Manager

We'd love to hear your feedback.

Jennifer McCoy & Tony Austin

Privacy Policy

Your name and address, if submitted to this newsletter, will not be used for other purposes.

Why are you on this list?

You could be any of the following:

- a client
- we've swapped business cards
- a member of MBN, BNI, or another networking group that we are part of.

To subscribe or unsubscribe to/from this list, **please click [here](#).**