



RAW GUIDE TO Thinking Human

Disclaimer

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INTRODUCTION

IF YOU EMPLOY PEOPLE.....YOUR BUSINESS IS ACTUALLY ALL ABOUT HUMANS

This is perhaps the first time you've been told you have humans in your business...**and that your business is actually about looking after them.**

We say this as looking after the employees in your care and treating them as individual humans when you design how your business will work (with all their fears, goals and desires) will help you create more meaningful ways for them to help your business succeed.

As Stephen Covey, author of 7 Habits of Highly Effective People, is quoted as saying: *"Always treat your employees exactly as you want them to treat your best customers."*

But when you started your business, it is unlikely that anyone gave you the advice that the humans you would employ and then rely on to support and grow your business would provide you with a unique set of challenges that needed to be managed.

You probably addressed the need to make sure you were paying the right amounts but this is often where we find the advice you were provided ends.

Human Resources (HR) is a fascinating and sometimes overwhelming part of a business and with some care around how you approach the way it works for your business, it can sometimes be the most rewarding and beneficial way your business grows.

Clare Mullen
Director





IT'S THE LITTLE THINGS THAT MATTER...

We want to quickly introduce you to your first two HR concepts before you plunge into compliances and the legal obligations you have as an employer (see our other RAW Guides).

The first is the **Human Centred HR approach** you can take to building your HR function.

The second is the **Employee Lifecycle** that governs how you manage your employees.

Both are not new concepts in the world of HR but they are worth knowing about right at the start of your journey.

They put into context why we need to worry about things like compliance and performance (Human Centred HR) and how you need to manage an employee as they grow with (or depart from) your business (the Employee Lifecycle).

HUMAN CENTRED HR

Our model recognises that people are at the centre of everything we do in our business. Thus, when we design our **three** 'resources' we do so making sure they are relevant to our employees. Your first rule to remember is therefore; **Employees are not the resources...the tools to support them are!**

1. Compliance (OHS & employment laws) are the first elements you need to ensure are met so you can then safely move onto actually managing the humans in your business.

Get this wrong and you'll always be waiting for an expensive knock on the door.

2. Protection is the framework and vision you provide explaining how people work in your company...and your expectations of them.

3. Performance is the culture you develop around how **you** coach, align and develop your people - to meet the company vision and mission established by your Protections.



THE EMPLOYEE LIFECYCLE

So, we're designing our resources with our humans squarely in our sights. Check.

Once this is done, we can then safely dive into understanding the stages the humans in our care go through as they grow (or depart) our business.

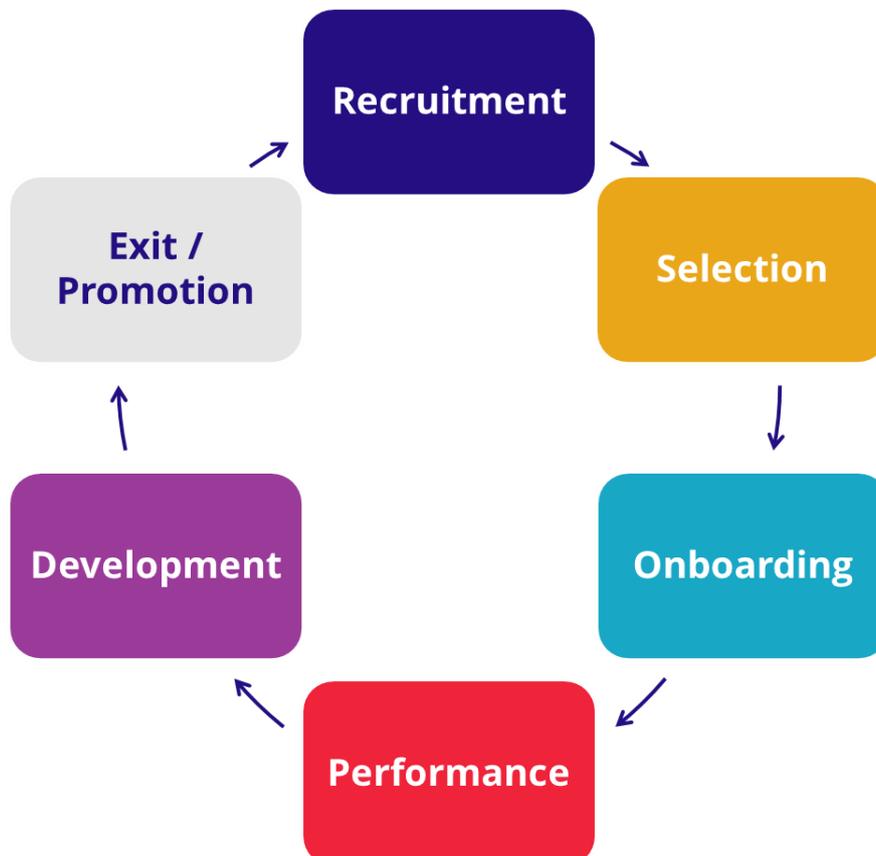
By knowing these stages, we can ensure the right Protections and Performance elements are in place for the right stage of our people's development with our business.

First thing to note is that the lifecycle is a closed loop as an employee will need to be supported similarly as they come into or move onto another role with your business.

Really you might say?

Well have you ever come across someone promoted (or recruited into a new role) and who is beyond their capability?

Who's fault is that really...?



KEY TIMES TO THINK HR

Certain points in your business or employee growth will be when you particularly want to think about your humans.

These are by no means exhaustive but will hopefully give you a mental trigger for when they happen. Remember to think how you will move on the decision (to meet your human needs) and what stage of the employee lifecycle is the decision being designed to meet?

- **Decision to employ staff** – Australian industrial relations is complicated and it's easy to make mistakes which can lead to big problems later
- **Business changing in size** – think through your job roles, think about organisational structures, ensure your business's policies are still fit for purpose and ensure you've got a system for getting the most from your team

- **Dismiss an employee** – in a way that maintains a positive culture with the rest of your team and *complies with workplace laws*
- **Paying a 'flat rate'** for convenience, and making sure it is done lawfully

HR is more than just meeting the laws of the land. It is about ensuring you are providing a meaningful way of doing business so that your people know what is expected and do so engaged with your vision.



FREQUENTLY ASKED QUESTIONS

... and myths

I have to give three written warnings to fire someone

This is an 'oldie but a goodie' and most often results in employers saying 'of course I have to!'

And if you are already saying this is true then we're afraid you're just a bit mistaken.

The number of times you have to warn an employee will be dictated to by the size of your organisation (small businesses can have different rules), the legislation, your contract of employment, your policies and also the seriousness of the issue.

Common to whichever way you go however is the notion of being fair in your decision. This will mean following the process you have for terminating an employee as a start!

If you got this FAQ wrong, call us for some free advice and direction before you terminate your next employee and we'll point you in the right direction.

You don't give or pay notice when on probation.

All **permanent** employees have minimum notice periods protected by law. In most cases, it will normally be one (1) week - subject to being more under a contract of employment or policy.

An employee must be allowed to work this notice or have it paid out to them.

This is also non negotiable **unless** for very serious misconduct. In that case, it's still best to seek further advice before terminating without notice.

Can I extend a probation period?

As a general rule, you can extend probation periods but only when the employee agrees or your contract of employment allows.

If this happens, it's a flag to reviewing performance anyway!





LINKS TO RESOURCES

We've pulled together some other FREE resources from across various Government, regulatory and advisory bodies in Australia to save you time.

Industrial Regulators

Fair Work Ombudsman

WA System (Wageline)

HR in Australia

Australian Human Resources Institute

