

BizNecessity

"Thinking BIG
for SMALL Business."



Seven Necessities to Improve Employee Performance



Mike Chuchmach, Biznecessity

No matter how hard we try as entrepreneurs, we are all subject to the age-old rule of the service industry, "You are only as good as the people you hire". This rule can make or break any business. What is it that some employers have that makes their business run so smoothly and seemingly effortlessly? The big businesses seem to flourish with experienced employees, genuine teamwork, knowledgeable sales people and a happy environment.

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Imagine how easy it would be to go on a stress-free vacation if you had employees that seemed to care!

Well it may be easier than you think. My business slogan is "Thinking big for small business". This doesn't mean that I am trying to turn every small business into a big box conglomerate. It simply means that I help small businesses implement some of the strategies that big businesses use. If you employ some of their strategies, you too may see a sudden change in the overall flow in your business. Who knows? You may even find yourself booking time off because you can count on your team of employees to get the job done.

"When in
Rome, do as
the Romans
do!"

Here are my **"Top 7 necessities to improve employee performance"** so you can relax!

1/ **Create a comprehensive training program.** Often in small business there is no real "program" to follow when training a new employee. Without a training program new employees often feel lost and unsure of what to do next. Sometimes an employee may have three months experience before you discover they don't know how to do some of the most basic tasks. This results in frustration for both parties and undermines your confidence in your staff.

2/ **Create a team leader position.** Your team leader is your eyes when you're not there. They should have some form of checklist to follow to ensure that all of their responsibilities are met. The team leader doesn't need to be one person. This is a position that can rotate so everyone has the chance to ensure the shift goes smoothly. By rotating the position between employees it also

reduces your reliance on one person. If it is just one person that is team leader, you become susceptible to crisis in the event of that one person quitting or calling in sick.

3/ **Improve the lines of communication.** This is the most integral part of any business that depends on employees. Improving communication in your workplace is not a one step process. Watch for my upcoming article that simplifies the communication process in small business.

4/ **Lead by example.** “When in Rome, do as the Romans do”. Your employees are hypothetically in Rome every shift! If they see you cutting corners, or cursing unsatisfied customers, they will do the same. Always be the model employee, even if you are the employer.

5/ **Acknowledge a job well done.** Commit yourself to giving praise to every employee at least once every shift. I once had a boss that said “Mike, if you don’t hear anything from me, you are doing a good job!” This creates a negative environment and a “fly below the radar” mentality.

“Give praise to every employee at least once every shift.”

6/ **Don’t reward bad behaviour.** It is really easy to pick up the slack of a team member who is slacking off. Or it is easy to have them sign out early because they are not pulling their weight. But this might be the reward they were looking for. Make sure you understand what motivates each staff member. If they are the type that likes to sign out early, keep them late if they are not doing their job. Or if they are the type who needs hours, have them sign out early if they are not pulling their weight.

7/ **Set high standards, and don’t compromise.** When you have the opportunity to work side by side with your employees, make sure you don’t accept sub-standard results. If it doesn’t meet the standard that you need to support the image of your brand, you are better off throwing it the garbage than showing your employees that they can compromise on quality.

So don’t despair! The old saying “you’re only as good as the employees you hire” can now be re-written to say “You’re only as good as you make your employees”.

For assistance in implementation of these and other [BizNecessity](#) strategies, simply call and make an appointment.

Biznecessity
519.362.0470
mike@biznecessity.com