



---

# CHARTERED ACCOUNTANTS

---

## How to Deal With a Key Employee Leaving Your Business

All organisations, whether it be a professional industry, retail, sports teams etc. all face this issue at some point over the life of the organisation. The question is, how you deal with it in a way that keeps the organisation ticking along?

To understand how to deal with key employees leaving, you should firstly understand why they are leaving. This might help you in the future at retaining staff. It has been said that how a person is being paid, is not the key reason as to why people leave. The key reason in fact is the training they receive and the way they are being managed. They may think they're not getting the chance to develop and learn or not being managed in the right way.

This leads on to how to deal with resignations. If you discover that it is in fact training and management reasons for their decision to leave, one of the first things you can do is increase communication with your staff. Communication doesn't have to be annual or quarterly meetings, it can be as simple as regular chats about ones goals and ambitions because a lot can go through a person's mind in a short space of time so the only way you're going to be able to be prepared, is if you know what people want. You also need to have a look at who does what. If person X leaves tomorrow, are there enough people with the knowledge and experience to complete the tasks that they do on a daily basis until a new role is filled or a restructure is taken place?

It also pays to remind employees of their contract for things such as confidentiality clauses or IP protections clauses particularly if they are off to a rival organisation.

Once you start thinking about making new plans to put in place, it is crucial to rally the troops. In a time like this, it can be unsettling for some. So you need to find a way of getting people together to help settle them and get the team working as one again.

## The Commandments of Staff and Recruitment

It's no secret that many small business owners struggle with employing staff, even to the point they remain a one man band to avoid having to do this. While this means less hassle, in the long run you are left without the opportunities to build wealth by selling your business to customers – which is one of the great things about going into business. So to help achieve your goals, rather than avoiding employing people, here are some tips to help it run more smoothly.

- *Recruit Carefully* – take time interviewing, speak verbally to referees, police checks – if applicable and thoroughly go over their CV.
- *Get the Paperwork Right* – without this step, you might find a bad employee walking all over you so have the documentation for everything from up to date employment agreements to documentation for any disciplinary action.
- *Do Unto Others* – you are the boss but they won't treat you or your customers with respect if they don't feel they are getting it back.
- *Set an Example* – work hard, be honest – it's simple. If you can't be bothered, why will they be bothered to help your business?
- *Allow Flexitime* – this is all about being accommodating because you of all people know how busy lives can get.
- *Encourage Training and Personal Development* – at the end of the day, your employees are more likely to stay with you if they feel they are getting ahead in their career. So don't give them a reason to leave.
- *Be Realistic Over Business Goals and Visions* – enthusiasm can only go so far so don't get carried away in what you expect from your employees in terms of your long term business goal. Realism is key.
- *Maintain Good Working Conditions* – just make sure your staff have everything they need and allow opportunities to get hold of resources if they don't.
- *Don't Put Up with Mediocrity* – there are a lot of great employees out there so don't put up with bad ones because recruiting seems too hard.



## What Makes a Bad Boss?

Nothing sparks more controversy than asking what makes a good boss. Everyone has their different opinions. An online poll has come up with the top six bad boss characteristics:

1. Loves brownnosers, narks and tends to favour them more. Don't have favourites.
2. Fails to communicate effectively in terms of expectation, timelines and goals. Perhaps it is because they change their mind so often which leaves employees feeling off balance – transparency tends to ease peoples minds.
3. Using disciplinary measures inappropriately when simple and positive communication would suffice. They tend to ignore employees until there is an issue and use that time to pounce – get you head out of the sand!
4. Allow bullying and intimidation and do not allow employees to respond to accusations and comments – there are two sides to every story.
5. Take credit for the success and quickly point finger and throw people under the bus when something goes wrong – its okay to accept you are in the wrong.
6. Fail to provide rewards or recognition for positive employee performance – let them know when they've done well!

To sum it up, communication is key for a boss. It determines if you are a good boss or a bad boss. When communication happens effectively, everyone knows their role, people feel empowered and a sense of achievement and business runs a whole lot smoother.



### What Can an Employer do when an Employee is too sick or injured to Work?

Sometimes things happen which leave employees unable to work for some period of time. This is obviously going to cause some changes on the day to day operations of the organisation therefore so its good to know what you can do if you face this situation.

It is well established that an employer is not bound to hold a job open indefinitely for an employee who is unable, due to injury or illness, to attend work. However if an employer decided to dismiss for incapacity, that can be challenged through personal grievance process set out in the Employment Relations Act 2000 in the same way as any other dismissal. Therefore you need to be able to justify a dismissal in a way that a fair and reasonable employer could come too.

One case McKean v the Board of Trustees of Wakaaranga School sets out a number of factors that need to be considered when making these decisions:

- *The terms of the employment agreement*
- *The nature of the illness or injury, its duration and prognosis*
- *Probability of long term employment but for the medical incapacity*
- *The nature of the employment*
- *Nature of the incapacity and the prospects of recover*
- *Length of employment to date*

As well as considering these factors, it is also suggested you make sure your employment agreements contain effective medical incapacity clauses. If you haven't done that and need to make a decision, it needs to be a fully justified decision. The only way you are going to be able to make an informed decision is

if you are proactive in ascertaining information about the employee's medical situation and work together with ACC to assist an employee in returning to work.

## 10 Ways to Create Humour at Work

1. **Bust a Move Together:** Better yet, have a 3pm dance party.
2. **Rock It Out:** Create a playlist of fast paced rock music or equivalent; listen to it while doing less than exciting work.
3. **Motivate:** Get a motivational poster.
4. **Fly Around:** Make paper airplanes with some of your cubicle mates; see whose can fly the farthest.
5. **Be a Storyteller:** Pick a story from your weekend to share with others.
6. **Give Back:** Use your next leadership team meeting to volunteer somewhere in your community.
7. **Get Hip to Facebook:** Create a Facebook group for people at your work. Use it to connect socially.
8. **Praise Others:** Send a co-worker anonymous praise.
9. **Give Back:** Use your next leadership team meeting to volunteer somewhere in your community.
10. **Unleash Your Inner Village Person:** Perform YMCA at your next community meeting.



## Business Retreat Of A Lifetime

Every so often an opportunity presents itself and most of us will find an excuse not to seize it. An opportunity which we are recommending that all business owners take advantage of is the “Nuture Change Business Retreat” being held in November in Fiji. If you are serious about being successful then you need to be there in November.

What is the “Nuture Change Business Retreat”? The corporate wellness event offers business owners and executives the chance to refresh, recharge, learn and network with some of the brightest business and sporting minds in the country. Imagine sharing a cocktail with Sir Graham Henry, Sir John Kirwan or Linda Jenkinson, NZ's most successful businesswoman to make her mark in the United States. At this retreat you may have the opportunity to do this.



Here you can step away from your day-to-day duties once in a while; to stop working IN the business and start working ON the business and on YOU. Places are strictly limited and filling fast. For more information check out <http://www.nurturerechange.com/>



*A huge Congratulations to Euro Gourmet Meats*



### Random Fact

Researcher aren't sure why, but those who are left handed seem to make up a disproportionately large part of those who are highly intelligent. Some think this genius stems from being forced to use both sides of the brain more often, allowing these individuals to more easily process a large amount of information.



Want to change how you receive these emails?

You can [unsubscribe from this list](#)

*MailChimp*

---