

THE TRADIE SHOW

How To Find, Hire
And Retain The Best
Possible Staff



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To often trade business owners are “under the pump” and leave it too late to hire staff. As a result they end up rushing the hiring process and a lot of the time end up hiring th the wrong person. Then, they are left having wasted a lot of time and money.

‘The Loyal Team Builder’ will teach you how to find, hire, train and retain staff.



Find

You want the best employee possible for your team. In order to do this you need to consider a couple of things:

Ready - Be prepared in advance

If you know when your busy time of year is then you need to start looking for someone a few months in advance. Forward forecasting is vital because it gives you a bigger picture of the year ahead for your business and you can plan and hire accordingly.

You need to understand exactly who you want before you start hiring e.g. apprentice, 2nd or 3rd year, or a licensed Tradie etc.

Reach – Where to look for the staff

- Internet

- Suppliers- put up a sign
- Tafe systems
- Ask your staff if there is someone who fits the mould of the business and provide rewards if they bring through the right person
- Newspaper
- Anywhere possible! You just need lots of resumes so you have a choice.

You can prepare job ads in advance so that you know that they are already ready whenever you need to advertise.

Hire

First impressions – They are also judging you.

The new candidate for your business is considering you as an employer. They will make an opinion of you from:

- The way you show up
- What you are wearing
- The way you speak to them
- If you have eye contact
- If you are confident
- If they have come into your office for the interview they are looking around the room at how organised you are. You may even have awards on your wall that will help them form an opinion.

People want to work somewhere that they feel is a right fit for them. You have to make them want to work with you and this will be determined by what you present to them and what you say about your business. People want to work for inspirational and driven people. They want to work in a place where they will have fun and learn a lot.

They are judging you as much as you are judging them!

Select based on attitude not skill

You can always train someone that has a good attitude to get the skills. But it is nearly impossible to change someone's attitude.

Hire fast and fire fast

Hire fast -

- If a good resume gets submitted you need to act fast otherwise someone else will contact them first. Get straight on the phone and call the candidate.
- If the candidate sounds good from the phone call set up a time to see them in person asap. Say: “We are looking to find the right person and we can not really figure that out unless we meet face to face so it would be great if we can do that sooner rather than later. Are you free this afternoon?” By doing this you can act quickly without sounding desperate.
- If you interview them and they’re good but they say they’re looking around at many places to then decide whom they want to work for then say:
“Are you not happy with what I have offered you? Just so you know we have got a lot of interest so I am willing to offer you the job now but if you want to wait we can’t guarantee that it will still be available then”.
- If you can, have at least two employees interviewing the candidate and use a ‘score card’. This is because it is likely that you will have a different opinion of the person being interviewed than your colleague and differing perceptions or understandings of something they have said.

Fire fast –

- Don’t be scared to fire the wrong person. If you can see at the beginning that your new employee is not right for the company or they’re not working hard enough then get rid of them quickly. Be very clear with them about this. If you wait six months to fire someone that isn’t right instead of one month, you have wasted time (and money) as you could have already hired the right person in that time.

Train

When you hire a new staff member it is most likely that their first day on the job will be when they’re most excited about working for you. That’s why you have to make sure you try and maintain this level of excitement for as long as possible. You can do this by giving them solid training using processes, systems and leveraging off the individual employees strengths.

Processes and systems

Have clarity and a systemised induction program.

- Introduce them to the team and the way you operate really well. This will help re-affirm that they have made the right decision in coming to you.
- Put the processes of your business into systems that educate staff on exactly the right way to do things.
- Flowcharts give clear direction of your business’s systems for both tradesmen and office staff. They depict exactly what is required on one page.
- The systems are for procedures e.g. using the iPad etc. not the actual work- you hire a licensed tradesman and should expect that they already know how to do the trade work itself.

- Having systems reassures you that the only time you will have problems in the business is when someone doesn't follow th

Leverage

Leverage off the new employees strengths and try to hire someone with different strengths and weaknesses to other team members.

Knowing that they add a unique value to the business will help motivate them.

In addition to this, try and hire someone who can duplicate the values of the company. If they have similar values to everyone in the company then they will understand the importance of the training process.

Retain

If you find the right tradesmen you want to keep them engaged in your business so that they stay as an employee for as long as possible. To encourage them to stay you must provide opportunity, motivate them and lead your team well.

Opportunity

Support staff's long-term visions

- If they eventually want to start their own business support that. You get the good tradesman when you have the right systems and support structure and they will want to learn from you.
- If you help up skill your staff they are going to be more loyal to you.
- If they want to do a course that will benefit your business as well, why not offer to pay for it. If it is expensive and you are worried that they will leave as soon as it is done, arrange a contract where by they are locked in for two years as part of the agreement because you put them through the course.

Let your staff know the vision for your business

- Make them aware of their role in realising the vision for your business
- Have an inclusive family feel in your team
- Take a vested interest in them and their personal life so they sense you care and that they are not just another number. Make them feel like they enjoy work and feel respected at work.

Motivate

- Find what motivates your employees e.g. family, money, freedom.
- If you know their family is important then get to know their family and connect with them on that level.

- Be careful about motivating with money because that doesn't promote teamwork - you will find your employees may step on each other's toes to get the extra money. Maybe make the reward as a staff KPI.
- Ask employees for feedback - what can you do to change so they feel they have a say in the way you run business?

Lead

Leadership is all about you as the team leader. When you have staff members that want to leave your business they're not leaving the business itself, they're leaving you as a business owner/team leader. This could be because they feel you have nothing else to give them so they are seeking someone new to give them something they think you can't provide them with.

Tips on being a good leader:

- If you're having a bad day don't ever let your team see that. They want to aspire to have a business and family like you so always have a positive outlook even in not ideal situations.
- No matter what happens in your day try and be consistent. Lead by example i.e. if you want your staff to do something you must do it as well.
- If have built your business up to the point where you are no longer on the tools then hopefully you have a leading hand that can lead the tradesmen when you aren't around.
- Explain to your staff what your systems are for. Make sure they understand the repercussion that can occur if they don't follow the systems. For example, if a tradesman didn't follow a particular system that could eventuate in an hour of an office staff members time to rectify this.

What's next?

You're the one wearing the heavy load of responsibility — and suffering major stress.

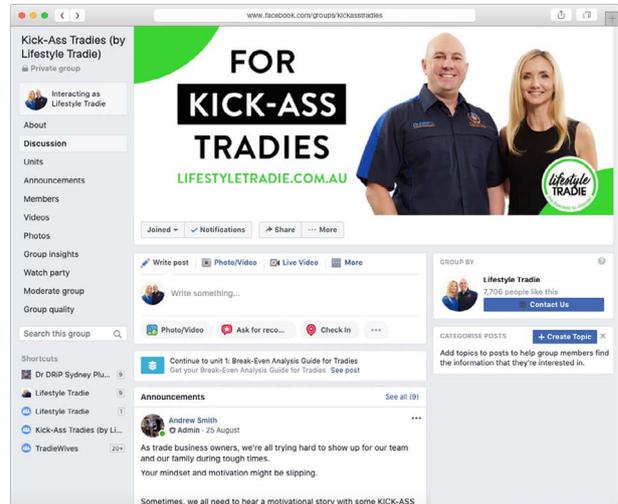
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