

Building the team around you

Recruit, Reward, Retain (Or remove)

Tim Phillips
National Manager – Housekeeping & Lifestyle
Regis Aged Care

Introduction & Agenda

Building the team around you

- ❑ Overview of my experiences
- ❑ Recruit – Attracting the right applicant, interviews, Decision making, on boarding
- ❑ Reward and Retain – tips and techniques including staff development and enabling staff to be the best versions of themselves
- ❑ Remove – Move on if required



Recruit – Attracting the right applicant

- ☐ *Are we replacing like for like, are there opportunities to expand an existing role?*
- ☐ *What are we looking for?*
- ☐ *What – what the ad says?*
- ☐ *Where – Seek, LinkedIn, company website, agency?*
- ☐ *Salary?*
- ☐ *Review applicants – Who completes this?*
- ☐ *Resumes / Application Letter?*
- ☐ *Phone screen?*
- ☐ *What about our internal applicants?*



Recruit – Interview

- ☐ *Ensure the applicant is comfortable*
- ☐ *Ensure there is a structure to follow*
- ☐ *Questions / Guides*
- ☐ *Challenge the applicant*
- ☐ *Offer real life examples*
- ☐ *SAR – Situation, Action, Result*
- ☐ *Identify attention to detail and ability to problem solve*
- ☐ *Do you have any questions for me*



Recruit – Decision Making

- ☐ *What do the referees say?*
- ☐ *Who is involved?*
- ☐ *Talent mapping of the applicants*
- ☐ *Positive attitude is a window for the future*
- ☐ *Solution focused*
- ☐ *Who makes the final decision?*
- ☐ *Skills vs Attitude*



Recruit – Decision Making

- ☐ Skills
- ☐ Experience
- ☐ Ability



Recruit – Onboarding

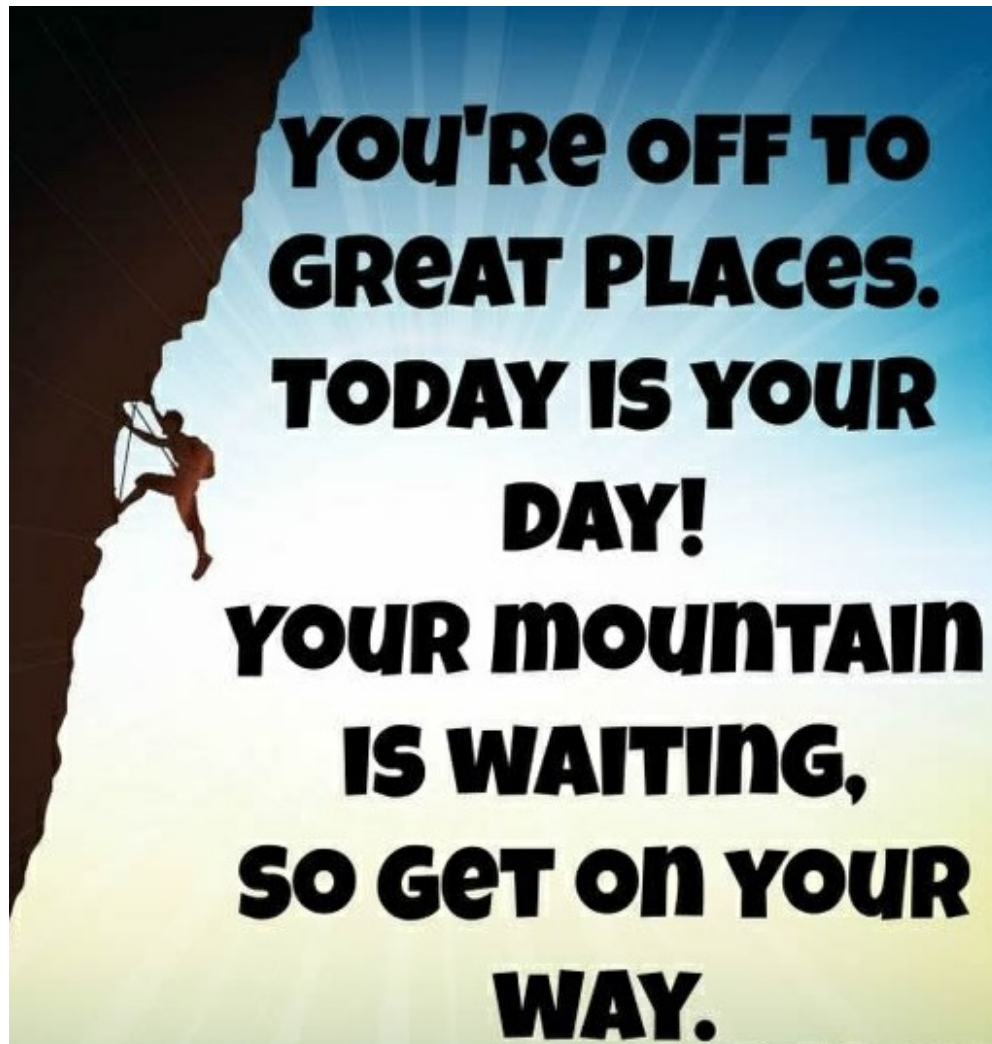


Recruit – Onboarding

- ☐ *Set your staff up for success*
 - ☐ *Introduction to key personal*
 - ☐ *Overview of processes*
 - ☐ *Buddy shifts*
 - ☐ *Regular catch ups and feedback*
- ☐ Utilise your time wisely to begin with which will save you significant time in the future
- ☐ Build trust, build rapport
- ☐ Who are you Vs 3 month daily breakdown



Who are You?



Detailed Induction Plan

Tim Phillips Induction



Induction Plan

Tim Phillips; National Lifestyle Manager

Thursday 21st March – Friday 17th May 2013

day/date	overview	Detail
MARCH		
Thursday 21 st & Friday 22 nd	Regis National Orientation	<ul style="list-style-type: none"> Head Office, Lvl 2 615 <u>Dandenong</u> Road Armadale. 8.30am start. This is a structured two day induction facilitated by Regis Human Resources and covers presentations by many support functions; finance, IT, HR, Regis Advice, Catering, Mosaic, Corporate Development

Week 1

day/date	overview	detail
MARCH		
Monday 25 th	Vic HO	<ul style="list-style-type: none"> 9:00am meet with Phil Mackney (State Manager Vic/WA/SA) 9:30am meet with Katrina Rigby (Project Manager – Corporate Development) 10:30am meet with Michelle Baker (National Hospitality Manager – Corporate Development) 11:30am meet with Sam Guest (Marketing & Public Relations Manager) 12:30pm LUNCH 1:30pm meet with Nusia Krolkowski (Project Officer) 2:00pm meet with Fiona De Vries (National Club Services Manager) 3:30pm meet with Procurement (Maria Callow & Jennifer Lam) 4:30pm meet with Nicole Dinkgreve (Regis Advice Manager)
Tuesday 26 th	Vic HO	<ul style="list-style-type: none"> 9:00am meet with Kirsty Nottle (General Manager – Corporate Development) 10:30am meet with Alyson <u>Sparkes</u> (National Manager Clinical & Care Services) 11:00am meet with Shiranthi Ratnayake (Financial Analyst) 12:30pm LUNCH Day to day business
Wednesday 27 th	Vic Tour	<ul style="list-style-type: none"> 9:00am meet with Melinda Beilby (Hospitality Support – Corporate Development) <u>Visit Regis McKinley House</u> 607-613 <u>Dandenong</u> Road Armadale ph 03 8563 7090 (FM: Sally Annesley; LC: Chris Grady) <u>Visit Regis Bayside Gardens</u> 161 Male Street Brighton ph 03 9592 0722 (FM: Alan <u>Bouchereau</u>; LC: TBC)

Detailed Induction Plan

Tim Phillips Induction



Week 3

day/date	overview	Detail
APRIL		
Monday 8 th	Vic HO	<ul style="list-style-type: none"> Day to day business 9:30am meet with Rachael Parker (Staffing Services Manager) 1:00pm meet with Cathy Harper (Operations Manager- Victoria)
Tuesday 9 th	<p>WA Tour</p> <p>Depart for Perth – AM (TBC)</p> <p>Hire car</p> <p>Accommodation in Perth Mon 8th - 9th checking out Wed 10th</p>	<ul style="list-style-type: none"> Flight details to be confirmed Transport details: Regis credit card Accommodation details: as per travel schedule (accommodation cost will be charged back to Regis) Arrival time – AM (TBC) <u>Visit Regis Cypress Gardens</u> 22 Coongan Ave Greenmount ph 08 9294 1944 (FM: Jill Campi; OT: Kylie Roberts) <u>Visit Regis Como House</u> 36 Talbot Avenue Como ph 08 9450 2751 (FM: Linda Peachley; LC: Sandy Barrell)
Wednesday 10 th	WA Tour	<ul style="list-style-type: none"> <u>Visit Hollywood</u> 118 Monash Ave Nedlands ph 08 9380 5211 (OC: Julie Roffrey; OT: Kylie Roberts) <u>Visit Hollywood DTC</u> 118 Monash Ave Nedlands ph 08 9380 5535 (DTC Manager: Louise Hancock) <u>Visit Regis Embleton</u> 46 Broun Avenue Embleton ph (FM: Linda Peachley (on leave so meet with Brett Shea- State Operations Manager; OT: Karen)
Thursday 11 th	<p>WA Tour</p> <p>Drive to Bunbury – 11am (TBC)</p> <p>Accommodation in Bunbury for one night</p>	<ul style="list-style-type: none"> <u>Visit Regis Hillcrest</u> 23 Harvest Road North Fremantle ph 08 9335 9955 (FM: Cyndi Johnson; LC: Lauren Farrell) Drive to Bunbury <u>Visit Regis Forrest Gardens</u> 926 Woodrow Street Bunbury ph 08 9721 3650 (FM: Fiona Piggott; LC: Jenny Harvey)
Friday 12 th	<p>WA Tour</p> <p>Drive to Perth – 8am (TBC)</p> <p>Depart for Melbourne – 12.50pm flight</p>	<ul style="list-style-type: none"> Return from Bunbury Return to Perth for Melbourne flight

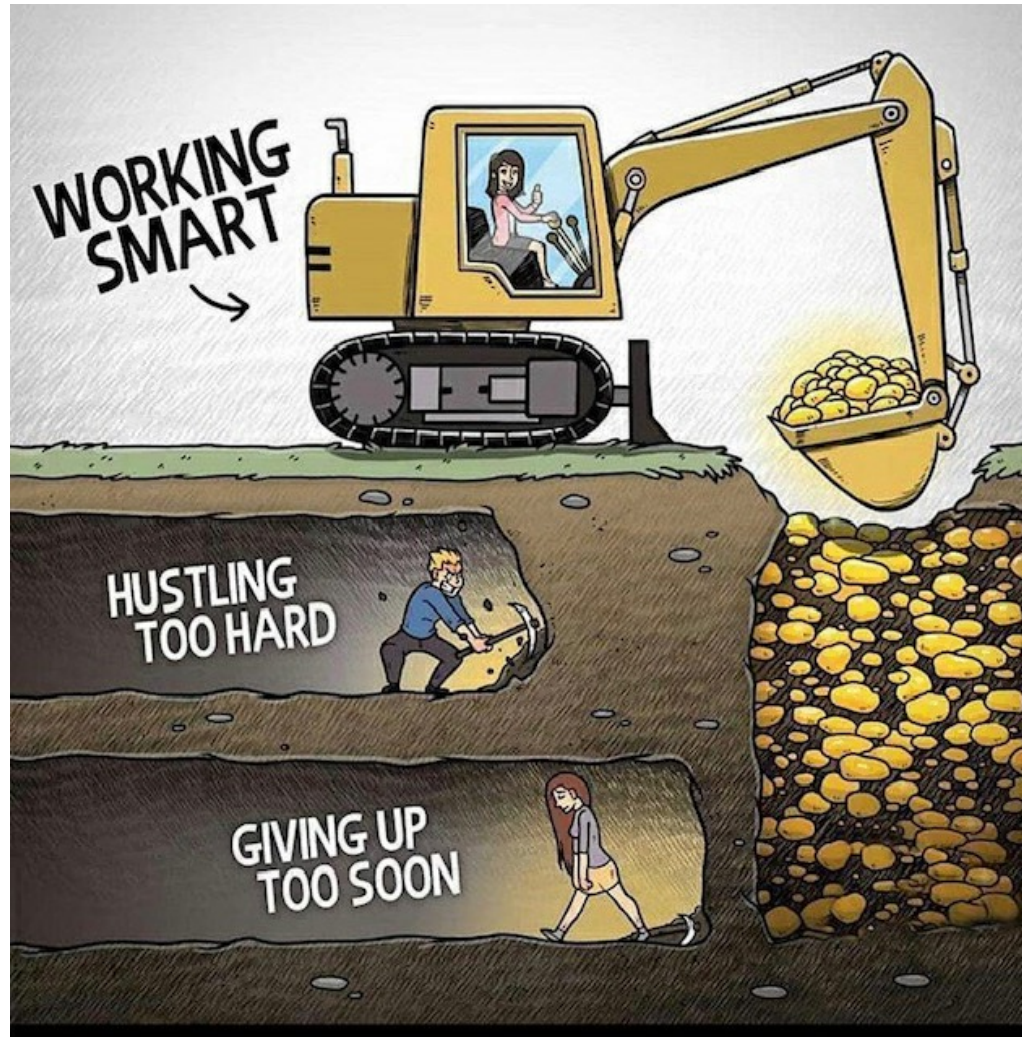
Reward

Rewards have to go beyond financial compensation

- ☐ *Work Life Balance*
- ☐ *Switching off*
- ☐ *Putting your phone away*
- ☐ *Career progression*
- ☐ *Acknowledgement*
- ☐ *Staff Culture*
- ☐ *Offer time*
- ☐ *Feature in a Newsletter*



Reward



Retain

- ☐ *Trust*
- ☐ *Goals are clearly articulated*
- ☐ *Challenge your staff and allow them to challenge you*
- ☐ *Understand your staff*
- ☐ *What are their goals?*
- ☐ *Focus on the strengths of your team*
- ☐ *Acknowledge and accept members of your team will be able to complete certain things better than you can*
- ☐ *Celebrate wins*



Retain

- ☐ Praise and acknowledge
- ☐ Pass on positive feedback
- ☐ Move on from mistakes
- ☐ Acknowledge areas for improvement and work with the individual
- ☐ Identify stresses
- ☐ Open communication



Warren Buffett
@itswarenbuffett

Surround yourself with people that push you to do better. No drama or negativity. Just higher goals and higher motivation. Good times and positive energy. No jealousy or hate. Simply bringing out the absolute best in each other.

Remove – We can get it Wrong

- ☐ We can get it wrong
- ☐ Warning signs
- ☐ Analyse the fit
- ☐ Does this person fit with our culture
- ☐ Do they fit with our existing teams
- ☐ Is it me?
- ☐ Probation – 3 or 6 months
- ☐ Regular catch up and feedback
- ☐ Feedback from others



Conclusion



Brigette Hyacinth • 2nd

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Author of *Leading the Workforce of the Future* ♦ Keynote Speaker ♦
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I don't care whether you come into the office at 8 am.
I don't care if you choose to work from home or not.
I don't care if you work from the garage while they fix your car.

I hired you for a job and I trust you to get it done. Just let me know what you need from me to be successful in your role. And I will show up for you.

Life happens!

You don't need to justify to me why you need a day off.

You don't need to explain how sick your child is to leave early.

You don't need to apologize for having a personal life. Yes, I care about results but I also care about you. We are all human and we are all adults. I lead people. I don't run an adult day care center.

- ☐ *Select the right people*
- ☐ *Agree on deliverables*
(be crystal clear)
- ☐ *Provide Proper tools and support*
- ☐ *Get out of their way*

The Cat, The Bird, The Cow



The Cat, The Bird, The Cow

Lesson:

Not everyone who drops crap on you is your enemy.

Not everyone who pulls you out of the craps is your friend.

And when you're warm and happy in your pile of shit, keep your mouth shut!

Questions?

