

## STEP 7

# Your business team

## Hire the right people

Hiring the wrong person can be catastrophic for your business. Your team can make or break your business. The right team can help elevate your business to the next level. But *one* rotten apple in your team can have your business spiralling the drain in no time at all, whether it's through not doing their job correctly, laziness, dishonesty, or having a negative impact on customers or other employees. It is easier to avoid hiring the rotten apples than trying to get rid of them. Here are some tips to help you:

### 1. Employees must bring added value to the business

Your business needs someone who is eager to drive the business forward. A great team of passionate individuals will give your business every chance of succeeding. The opposite is also true.

### 2. Look for ambitious self-starters

No matter what position you are trying to fill; you should be looking for ambitious self-starters. If you have to micro-manage an employee because they are not self-starters – you'd be better off doing the work yourself.

### 3. Never hire 'those' friends or family members

We're talking about the ones who have never been able to hold down a job for more than a couple of weeks and then blame their employers. It may be hard to say "no" but say it. Loud and clear.

### 4. Always check references

You do not want to hire someone who was fired from their last job for stealing or using drugs on the job, or is incredibly lazy, or has a rotten attitude.

### 5. Have a probation period

A probation period is a trial period for new employees and is an excellent idea. Probation periods can last for a month on up, after which the employee becomes permanent or leaves.

## Have a good employee contract

If you hire people on a verbal agreement, it can go very wrong. Many small business owners want their staff to trust them, and as such, they feel that a documented contract is unfriendly or too formal. What they don't realise is the mess that can result if the relationship turns sour. Always draw up an employee contract.

Here are the details the average contract includes:

1. The employee's full details
2. Job title
3. All the duties and responsibilities
4. Wages – the amount and when it is paid
5. Hours of work each day
6. Overtime (if applicable)
7. Sundays and public holidays work (if applicable)
8. Breaks during work (lunch, tea, etc.)
9. Annual leave, sick leave, and maternity leave
10. Termination of employment (the written notice to be given by either party).

*Have a good onboarding process. Regardless of the positions, have process in place that introduces new employees to your business, your values, your customer service policy, and the duties of their job so they become productive and contented members of the team.*

## What positions do you need to fill?

What employees do you need? Include market-related wages you will pay.

### Positions I need to fill

POSITION:

Job description:

Wages:

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POSITION:

Job description:

Wages:

POSITION:

Job description:

Wages:

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POSITION:

Job description:

Wages:

## Who else do you need on your team?

Your business team is more than you and your employees. Depending on your business and your personal circumstances, you may need these people on your business team:

- Accountant
- Lawyer
- Business coach/mentor
- Website designer/host/fixer of website problems
- A real estate agent if you are renting
- Experts related to your product/service, etc.

### Other people I need on my team

*One of the costliest mistakes that entrepreneurs make is in not letting go of underperforming employees as quickly as warnings signs begin to appear. Entrepreneurs generally possess good instincts, but they are often hesitant to follow it when it comes to firing someone. But the cost of not taking action is too high.*