

Cloning your best people

It's been said many times, "good employees are so hard to find". The conversation goes something like this:

"If only I had more people like Lisa. She was great, one in a million. You could give her any task and it would be completed just like that. Where can I find another like her?"

Wouldn't it be good to duplicate that consistency?

Capturing valuable 'know-how' held by key individuals is the solution. The knowledge of how things are done and why, often exists only in the heads of a few employees. Unfortunately, many business owners don't realise the value of this knowledge until a key employee has left. When someone leaves it can place a huge burden on the business and the rest of the staff.

Documenting operations

in a business prevents people from reinventing the wheel. The benefits are many:

- *Greater efficiencies and higher productivity:*

When staff are provided with a clear systems framework, understanding the procedures and the delegation of tasks is more effective, freeing up the business owner to focus on growing the business.

- *A growing customer base:* Retention of customers is achievable through providing consistent customer service, time after time.

- *Increased profits:* Streamlining processes and procedures provides a solid platform for growth, bringing increased profitability.

- *Reduced training costs:* Capturing operational knowledge reduces the time spent on bringing new employees up to speed.

Once the information is recorded, it is crucial to update it regularly as processes improve. Without this step, information can become out-of-date in a relatively short time.

Whilst the solution is not rocket science, it does take time and attention to detail to capture and document essential know-how. Cloning your best people is a little way off, but the solution is at hand.

Call us today for a free consultation.

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