



PRACTICAL  
**SOLUTIONS**  
TO EVERYDAY  
STAFFING ISSUES

## AT ESSENTIALS 4 BUSINESS OUR FOCUS IS ASSISTING YOU TO DEVELOP STRATEGIES FOR PRACTICAL AND EFFECTIVE SOLUTIONS TO YOUR HUMAN RESOURCE NEEDS.

Understanding your people, their drivers, motivators, expectations of company culture and career objectives, can provide you with the human framework for building a successful business. Our aim is to assist you to develop this framework, through jointly developed strategies that help you to create and maintain a productive, rewarding and winning workplace.

Whether your business size is small, medium or large, the role that human resource plays is evolving rapidly and has become a strategic and critical component of organisational success. We can work alongside your in-house HR Manager or directly with you, as your virtual team of HR specialists, to deliver the specialist guidance you require.

One of the keys to a successful employment relationship is identifying the necessary steps to achieve well structured human resource practices and then maintaining consistency in implementing them. Company policies, well planned recruitment and induction procedures, together with training and operating manuals, will help you to ensure that you recruit, induct and educate your employees about your company and its goals.

Once you have gained your valuable employees, regular monitoring of their performance against your objectives and their responsibilities, coupled with open communication and positive reinforcement will complement your newly developed systems and ensure the long term success of your team. We can assist you at every step in the process.

*Michalle Faulkner*



I often see business owners taking on recruiting themselves which usually leads to more frustrations, wasted time and no guarantee of the result. I unreservedly recommend Michalle and her team to my clients. I have used Michalle to recruit for me and her professionalism and thoroughness are unmatched.

*Wayne Hutchinson. Red Day Coaching*



## BENEFITS TO OUR CLIENTS

Just some of the benefits of having Essentials 4 Business as your human resource support team include:

- » A professional team, dedicated to providing the right solution for your business needs
- » Measurable work performance criteria for your team
- » An effective performance management system tailored for your organisation
- » Programs to increase productivity and improve employee morale
- » Established policies, systems and procedures
- » Human resource and business development reporting
- » Professional structures critical for tendering of major projects
- » Industrial relations risk minimisation strategies
- » Comprehensive training and procedural manuals
- » Organised systems to prepare your business for growth and future expansion
- » Excellent value compared to the operational costs of directly employing HR Managers
- » In-depth knowledge of current issues and practices to offer you the specific level of support and advice to best match your business requirements



# HUMAN RESOURCE AND PERFORMANCE MANAGEMENT

Many common workplace issues that arise can be managed easily by having well structured human resource practices within your business.



**Human resources management** is the strategic approach to the management of an organisation's most valued asset – its people. Your people are a direct link to your bottom line and as a business you can foster a culture that offers encouragement, motivation and productivity. Your people have varying needs for career advancement, support and development to understand and fulfil their roles. Ultimately your team's performance directly affects your business and its profitability.

Each of your organisation's policies, induction procedures, performance management programs and procedures, training and operational manuals, showcases your company's ability to educate, support and monitor your team's performance against your goals and their capability.

Clear and well defined systems, policies and procedures, including regular feedback and performance appraisals, are vital to enable your team to meet your expectations and their own.

"Over the past twelve months we have worked with Michalle Faulkner and established and implemented a performance review structure specifically to suit the nature of our business and the role requirements of our team members. Michalle handled the process tactfully but firmly, assisting both staff and management to understand and appreciate the need for and value of these new systems."

*Keith Neuendorf, Managing Director, Neuendorf Interiors*

"Essentials 4 Business have provided their professional service to our business for the past two years. Our business is growing very fast and we needed assistance in formalising all areas of human resources. Michalle worked closely with us for all our requirements and to be able to tap into Michalle's enormous knowledge of human resources was invaluable to us."

*Darren and Janelle Brown - Swimart*

"For Human Resource Management you need someone who has listening skills, an ability to negotiate fairly, an intimate knowledge of the law and above all someone who can pull it together. Michalle has all of these qualities. Michalle is a person I personally recommend to my clients to have on their team."

*Michelle Hamer, Director, Smart Advice*

**Performance management programs** are developed by Essentials 4 Business with you to facilitate your employee reviews, ensuring you have a consistent program that sees results. The benefit to you of having a qualified and experienced independent third party to call on can be extremely useful in identifying your team's motivators and issues. We offer mediation and support in dealing with break downs in communication, building strong interpersonal relationships, and assessing staff training needs. Partnering with Essentials 4 Business provides you with the ability to offer your team members the opportunity to share any feedback or concerns they have with an unbiased third party.

We often find that offering employees a forum to discuss their views of your business and suggestions for improvement creates an ideal opportunity for morale building, performance improvement and even financial savings for you.

The Essentials 4 Business team can facilitate these critical reviews to enable you to review your business, inside out.

We consider that Essentials 4 Business and Michalle Faulkner have made a significant and valuable contribution to the growth and performance of our architectural practice during the last 3 years. We have enjoyed a very good working relationship based upon excellent communication and understanding of the issues relating to employment and development of our staff.

*Ian and Sharyn Dimond, Dimond Architects*

Michalle has conducted performance management reviews with all of our staff and this has proven to be an excellent way to obtain feedback from the team about business and personal development.

*Lisa Holland, Coastal Business Insurance*

## RECRUITMENT SERVICES

Offering a unique and professional approach to the recruitment of your new team members, Essentials 4 Business will partner with you during the recruitment process. We can assist as little or as much as you require, with advertising, drafting, selection criteria preparation, interview questioning, recruitment selection and staff inductions. Our team specialise in identifying and securing the finest quality candidates and introducing them into your business and its culture.

At Essentials 4 Business we offer a range of value added services at no additional cost to you and our recruitment packages come with a difference! Our tiered, practical and in-depth selection processes ensure we help you to select the right candidate for your needs.

Our business has experienced high growth and recognising the stressful and time consuming process of recruiting, we contacted Michalle Faulkner to help us recruit staff. Michalle sourced candidates perfectly matched to our expectations. They understand the kind of people we want and deliver to a consistently high standard. Archers has now appointed Essentials 4 Business as our exclusive recruitment agency.  
*Sharon Withford, Director, Archers Body Corporate Management*

I employed Michalle from Essentials 4 Business to assist in finding a key Office Manager for my new business. Michalle found the perfect candidate from approximately 80 applications. Her communication skills are exemplary and her professionalism outstanding. - *Rod Russell, Savvy Business Sales*

## INDUSTRIAL RELATIONS

Essentials 4 Business partners with a team of professionals from the Industrial Relations field to make sure our clients are receiving the best possible and up to date advice, support and information about current legislation and changes, in real time. Our select business partnerships ensure that you are receiving superior service and advice on an ongoing basis.



“Michalle has assisted our company in providing a vital link between employer and employee. We would strongly recommend Michalle to everyone interested in running a successful business.”

*Nigel Dobell, Managing Director,  
dbsn group*

## OUR PROFESSIONAL SUPPORT FOR YOU

HUMAN RESOURCES	RECRUITMENT	INDUSTRIAL RELATIONS
Position Descriptions / Role & Responsibility Statements	Fee for Service Recruitment Packages (with Guarantees)	Employment Contracts
Employee Manuals & Handbooks	Unique three tiered selection process	Collective Agreements
Company Policies	Development of selection criteria's	Mediation and Dispute Resolution
Training Manuals	Advertising Drafting & Positioning	Letters of Appointment
Performance Management Programs	Recruitment Selection and Induction Programs	Rates of Pay and Staff Entitlements
Staff Induction Programs and Procedures	Value Added Services and Recruitment Packages with a Difference	Advice on Lawful Dismissals
QUALITY ASSURANCE	TRAINING	WORKPLACE HEALTH & SAFETY
Quality Assurance Manuals	Assessing Training needs	Workplace Health & Safety Support Services
Internal Auditing Services	Leadership Workshops including effective Management Strategies & Conflict Resolution	Internal Audits
		Hazard Identification & Risk Assessments
		Safety Manuals & Safe Operating Procedures

Plumbers Queensland has engaged Michalle's services for the last three years. The direction and structure she has established with staffing roles, internal policies and procedures has seen our company expand significantly and run more efficiently in that time. Her role is an important part of our company, now and in the future.

*Troy Leviston, Managing Director  
Plumbers Queensland*



## CONTACT US

For more information about Essentials 4 Business and how we can tailor a human resource and recruitment solution for your business, please contact one of our professional consultants now to discuss your business.

Our office is located on the Sunshine Coast, however we are a mobile human resources team and can flexibly arrange to meet you for consultations and follow up appointments to suit you. We currently service clients throughout Queensland – and we look forward to working with you too!

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**Essentials<sup>™</sup>  
Business**  
*Professional Service - Practical Solutions*