

I know I should delegate more – where do I start?



Often, the most value add task of your day as a manager is to delegate work. This will give you more time to focus on high-impact tasks and give your team a chance to work on more varied/ challenging projects. Sometimes delegation is just about fairer distribution of work and playing to people's talents and strengths.

You are also protecting yourself from 'burnout'.

Some key steps to delegating:

- 1) Identify the projects/ tasks that can be delegated
- 2) Accept that you will need to let go of those tasks
- 3) Clarify the priority and the challenge level
- 4) Understand the scope and ability of your team
- 5) Train/ guide/ provide support so the team can succeed
- 6) Give feedback throughout
- 7) Focus on results
- 8) Share 'what good looks like'
- 9) Say 'well done' / share the credit

If you would like to know more contact jenny@agilehrconsulting.com

Looking for Soft Skills in Recruitment

When you're recruiting candidates, it's essential to identify the right soft skills that align with the job's requirements and the organisation's culture.

Here are some soft skills to consider when evaluating candidates for your open vacancies:

- **Communication Skills:** Candidates are required to communicate effectively with employers, clients, and colleagues. Look for candidates who can articulate their thoughts clearly and actively listen to others.
- **Empathy:** A candidate who can understand and connect with stakeholders on a personal level is more likely to build trust and foster positive relationships.
- **Active Listening:** The ability to listen attentively and ask relevant follow-up questions is essential for candidates to develop and achieve their goals.
- **Time Management:** Candidates who are well-organised and can prioritise tasks effectively are valuable.
- **Problem-Solving:** Employees encounter various challenges within their roles. Seek individuals who can think critically and find creative solutions to problems.
- **Resilience:** Candidates who can bounce back from disappointments and maintain a positive attitude are likely to thrive.
- **Tech-Savviness:** Familiarity with relevant software and platforms can improve efficiency and effectiveness. Candidates who adapt well to technology changes in the industry are an asset.
- **Teamwork:** Teamwork is critical, the right candidates should be able to collaborate effectively with colleagues, share information, and contribute to team success.
- **Attention to Detail:** Candidates who are detail-oriented are likely to ensure professionalism and trust.
- **Adaptability:** Candidates who are open to new approaches and technologies and can adapt to evolving trends are valuable.

Whilst technical skills and industry knowledge are also a crucial part of recruitment, soft skills often make the difference in building strong relationships, closing deals, and being successful within the position.

If you would like more information please contact Chelsey@agilehrconsulting.com



Upskilling Your Workforce

For small businesses aiming to thrive and stay ahead of the curve, investing in the continuous development of your workforce is not just a smart move, it's a necessity. Upskilling, the process of teaching your employees new skills or enhancing existing ones, can be a game-changer for your business. Here's why and how you should consider upskilling your staff.



The Need for Upskilling

1. **Stay Competitive:** Industries evolve, and so should your team. Upskilling ensures that your business remains competitive by keeping up with the latest trends, technologies, and best practices.
2. **Boost Employee Morale:** Offering opportunities for growth and development can significantly boost employee morale. When your team feels invested in, they are more likely to be engaged and satisfied, leading to increased productivity.
3. **Adapt to Change:** Change is inevitable. Upskilling equips your team with the tools to adapt to new challenges, technologies, and market demands, fostering a more resilient and agile workforce.

How to Implement Upskilling in Your Small Business

1. **Identify Skill Gaps:** Conduct a thorough analysis to identify the skills your team currently lack. This can be done through surveys, performance reviews, or discussions with team leaders.

2. **Tailor Training Programs:** Once you've identified the skill gaps, tailor training programs that address those specific needs. Consider online courses, workshops, or even hiring external trainers to provide specialised knowledge.
3. **Encourage a Learning Culture:** Foster a culture of continuous learning within your organisation. Encourage employees to share new insights, attend conferences, and participate in relevant webinars. This not only benefits the individual but also contributes to the overall growth of your business.
4. **Provide Resources:** Invest in resources such as books, software, and online tools that support the learning process. Make sure your employees have access to the materials they need to succeed in their upskilling journey.
5. **Recognise and Reward Progress:** Acknowledge and reward employees who actively engage in upskilling. This not only motivates the individual but also sets a positive example for the rest of the team.

The Benefits for Your Business

1. **Increased Productivity:** A well-trained and upskilled workforce is a more productive workforce. Employees with updated skills can perform their tasks more efficiently, leading to improved overall productivity.
2. **Employee Retention:** Investing in your employees' professional development signals that you value their contributions. This can lead to higher employee retention rates, saving your business the costs associated with recruitment and onboarding.
3. **Innovation and Creativity:** Upskilling promotes a culture of innovation and creativity within your organisation. Employees armed with new skills are more likely to come up with fresh ideas and solutions to address challenges.
4. **Enhanced Customer Satisfaction:** A knowledgeable and skilled team can better meet the needs of your customers. Improved customer satisfaction can lead to increased loyalty and positive word-of-mouth, benefiting your business in the long run.

For further information on the above, please contact david@agilehrconsulting.com