



**WHAT IT IS
A SELF-ASSESSMENT TOOL TO UNDERSTAND WHERE YOU ARE AT**

EMPLOYEES

We want to describe where we are today compared to what our ideal outcome looks like. What is working in our business, but not yet at the standard we want it to be.

Using a score out of **10**, rank your assessment; **10** being the highest, and **0** the lowest. A score of more than **8** indicates it is going well but not yet perfect and below **5**, we have some work to do.

This checklist is designed to focus on "best practice" - a score of 10 out of 10! We want to avoid "what it is not" because this in itself does not set a benchmark that we aspire to achieve.

WHAT IT IS...ONBOARDING NEW EMPLOYEES

	Self Assess	Co-Worker	Manager / Owner	Goal
I have a clear vision and employees know what my business stands for				
I have a checklist of skills and attributes that employees need to have so as to be successful within my business				
I undertake employee reference checks prior to employment and don't employ staff on gut feel				
I have an overall plan for the employee's future career path				
I have staff training systems in place, both on job and at head office				
I provide objective and constructive feedback for work completed by new employees during their probation phase				
I educate my employees on what "delighted" customers appreciate				
I actively seek new employee input into their observations on better ways to do things				

WHAT IT IS...CRITICAL NUMBERS AND ACCOUNTABILITY

	Self Assess	Co-Worker	Manager / Owner	Goal
I have systems in place to provide me and my staff with timely and useful information on how my employees are performing				
My systems monitor and produce timely reports on productivity and key tasks				
I have team meetings where staff know what their key responsibilities are for completing tasks/projects				
I have a formal review process for staff with templated review forms				
I do not provide my staff with answers until they have attempted/suggested a solution first				
I have up to date job descriptions for each role and a set of accompanying Key Metrics for the job				
I share customer feedback with my staff, both good and bad, so we all learn from it				
My employees know when they have done a good job				

WHAT IT IS...EMPLOYEE RETENTION and LOYALTY

	Self Assess	Co-Worker	Manager / Owner	Goal
I have at least 15% of my staff who are considered to be great assets of my business - go beyond the call of duty				
I acknowledge and reward team goals as well as individual excellence				
I have a profit share % or employee share scheme for my employees				
My staff have the guidelines and authority to make decisions				
I provide timely feedback to my staff				
We take the time as a team to plan and discuss options prior to implementing any major changes				
I educate my employees on what "delighted" customers appreciate				
I actively seek new employee input into their observations on better ways to do things				