

**Free Report Reveals**  
**The Rules To Employ The Perfect Team & Then The 7**  
**Things To Do Before They Do Anything!**

**How To Employ The Perfect Team**

**Rule #1 - Keep It Professional**

I don't mean keep yourself at a constant arms distance but try and keep a wall between you and your staff.

Members of your staff are not your best friends and drinking partners. As the employer you set the height of the barrier that is between you and your staff. Wherever you set the line of relationship is usually where it stays.

You can only lower the bar you can never raise the barrier to higher without the consequence of pain.

So my warning to you is that if you become best mates with your staff and then it turns ugly you run the risk of a lose/lose. You lose your friend and the ability to return to a totally professional mode if you need to.

**Rule #2 - Fire If You Have To**

Firing staff is a reality of being an employer. Having a "bad" staff member is like a cancer, the sooner you make the cut the better. Once you have made your decision, take the steps to necessary to remove before they change the "fine tuning" of your business.

**Rule #3 - Make Your Staff Sign**

Make your staff sign non-disclosure forms. Already stated is just how valuable your business database is. Make it plain that your staff can't steal it or any other matter from your business. By putting this condition in black and white with a signature at the bottom of it.

When others see how well your business is going they will try and find out what you are doing. They will copy your advertising and the very business you're in.

#### **Rule #4 - Be Fair Always**

Treat your staff equally and don't favor one above the others. Make your staff aware that you won't talk about them behind their backs so nor will you allow them to gossip in regard to other staff or customers.

#### **Rule #5 - Check References**

When you employ you must check references. Not just one but check three or four of them. This is especially important if the position is a full time one. Remember when you employ someone it is so much harder to fire them than it is to hire!

#### **Rule #6 - Avoid Hiring Friends of Friends or Relatives**

I've already said about hiring friends but beware hiring friends of your current staff. The reason is if this goes belly up (and it will happen sometimes) you run the risk of not only losing the new employee you'll lose the other person.

The other point in regards to employing close friends or associates; it is easy to lose "the balance of power" in the workplace. Soon it can become a them and us situation. My advice - stick to the normal hiring methods and avoid the pain and bad will.

#### **Rule #7 - Never Talk Down**

This is a very important point. Never talk down your business, your products, service or team in front of anyone not your customers or your staff. Your staff are relying on you to be professional. If you talk down, staff often think less of you and think it allows them to do the same. This becomes ugly if your customers then hear such talk. Like bad staff, talking down is a heinous cancer in your business and you must remove at all cost.

#### **Rule #8 - Monitor Your Phone**

Your phone is usually the first contact customers will have with your business. Its level of importance cannot be understated. You need to have scripts and training so your staff get it right, especially in the up sell. Don't hire people who can't manage a phone. Phone skills are the most basic of building blocks – the rest is up from there.

#### **Rule #9 - Keep Your Business To Yourself**

No matter how well you are doing in business keep it to yourself. Always defuse comments made by others in regards to how well you are doing or your wealth. If they comment on your big house say that there is an even bigger mortgage.

Your team needs to see you as a hard worker who is working for the bigger picture, Make you sure your team is happy and how good it is to have a guaranteed

income with 4 weeks paid holidays. Seriously this small attitude shift by you will ensure a happier healthier team that work towards the accomplishment of your long-term goals.

## **7 Must Do's When First Employing Staff - Before They DO ANYTHING**

- 1.** Give your new employee a contract as this acts as a “map” and helps outline expectations for both parties. This should cover all legal and wage requirements as well as explaining much of the day-to-day.
- 2.** Sit with your new employee and talk through with them exactly what you expect from them now and in the long term.
- 3.** Set agreed goals and give a clear time line
- 4.** Welcome and introduce to other members of the team and include new person. You could even organise a type of “buddy system” using a well-suited team member.
- 5.** At the early stages of learning give them enough room and workspace to learn in. This time can be reviewed once skills are acquired.
- 6.** Always show and paint the big picture of your business as well as the day-to-day steps on how to get there.
- 7.** Set very clear time frames with realistic expectations. Book in formal dates and times for progress reviews. This should allow for both sides to be able to express their needs in a non-threatening manner.