

TASSIE TOURISM

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WEEK 8: Employees, your most valuable resource?

Presented by David Dilger – Edge Legal



Conversations are at the forefront of Performance Management Trends

Technology hasn't replaced the need and want for conversations

Continuous Feedback - Simple and streamlined

Tailoring for organisational and individual objectives

Formal performance plans and annual reviews are 'dying' or dead

Fair Work Commission trends

Understanding people is
understanding business

People management just got harder!



Current problem with
performance management?



Failure to deal with
poor performers

Managers don't want to or can't effectively manage their employees anymore

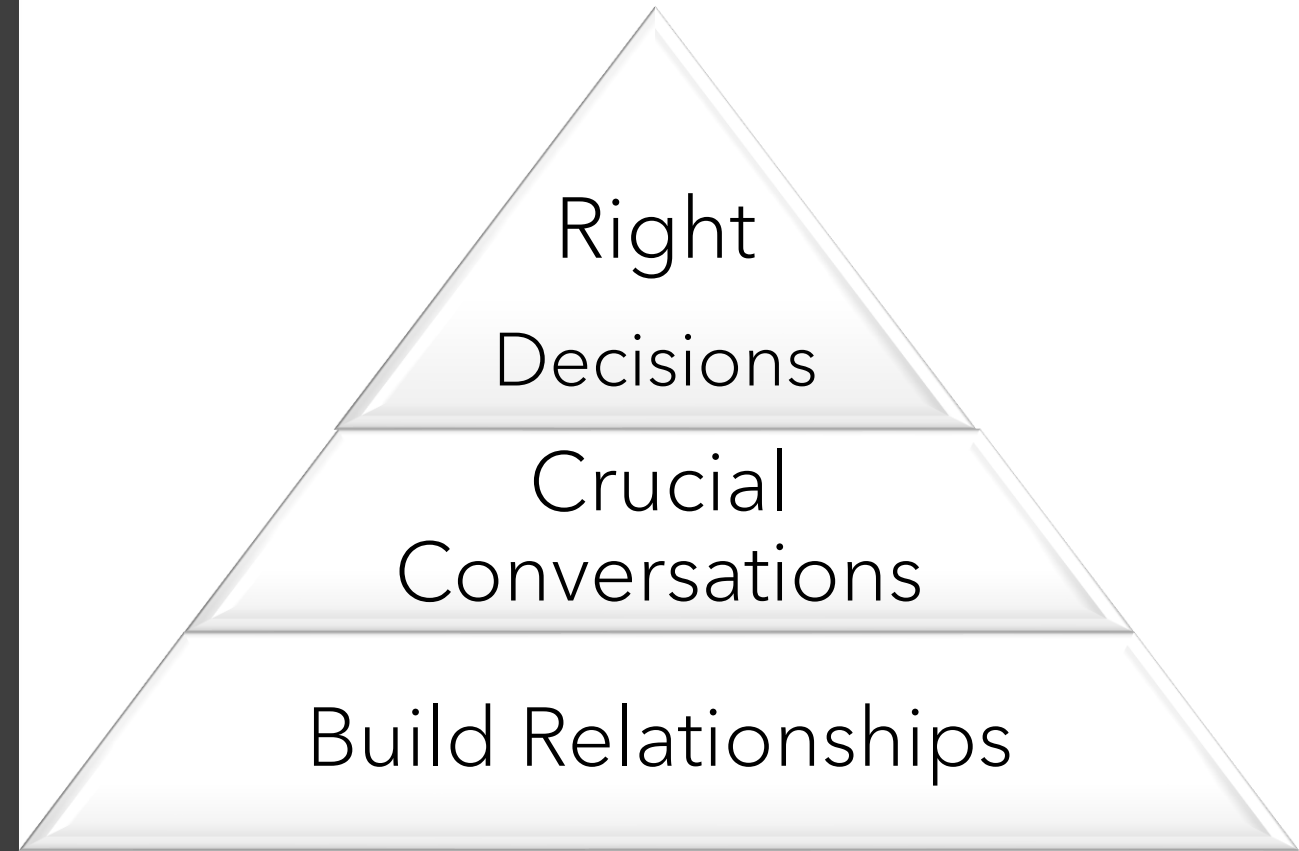




Wrong Intensity

...so what's the solution?

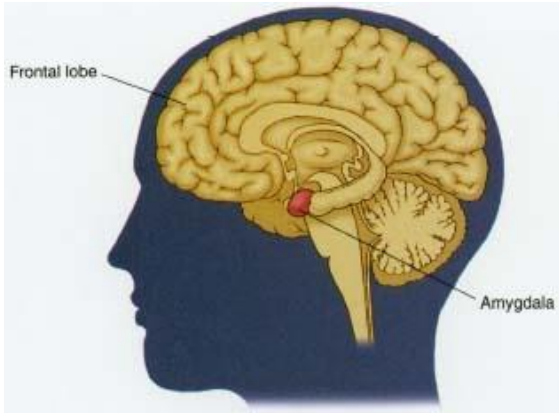
Steps for effectively managing performance



Why does this happen?



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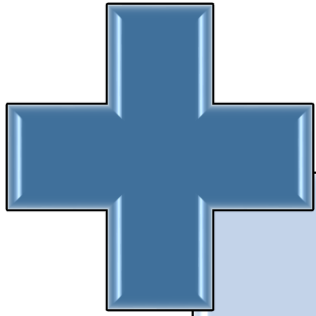
We can't escape our biology
Fight, Flight or Freeze

Which came first?
Your team must **trust** you before
they **respect** you and your
competence



**THE STANDARD
YOU WALK
PAST IS THE
STANDARD YOU
ACCEPT**

Clarity = Kindness



Clear

Unclear



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Outcomes of failing to effectively manage performance



Consistently consistent
—
not the fastest or hardest





COVID - 19
Practical Implementation

Fill out your
Work Safe Tasmania
plan

Create internal
training documents

Documents

Train your staff

Distribute (posters,
email, intranet etc).



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Assess risk of exposure to,
contracting or spreading
COVID-19

Determine frequency and
method for cleaning and
disinfecting

Cleaning

Schedule cleaning, and
disinfecting the office
(including furniture,
equipment and other items)

Distribute
(posters, email, intranet etc).

Take into account the level of risk of exposure to, contracting or spreading COVID-19

Schedule for hygiene procedures

Hygiene

Frequency and method for hygiene procedures

Distribute (posters, email, intranet etc).



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Policy

Approval

Working
From Home

Performance

Return? How much?



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Anyone who is required to isolate or quarantine

Anyone with symptoms of COVID-19 or similar (ie cold and flu symptoms)

Restrictions

Will we allow and are we permitted to have customers at the workplace and how will we do it safely?

How will we safely accept deliveries etc ??



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1.5 metre rule

1 person per 4 square
metre rule

Safety Metrics

Workplace/ office set out

Signage



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Public Health Directives

Regulator information

Keep
Updated

Updated briefings

Seek information/
confirmation if in doubt

Stay home

Get tested

Symptoms

Keep employer
updated

Comply with any Public
Health directives

Notify Public Health and
comply directives

Deep clean

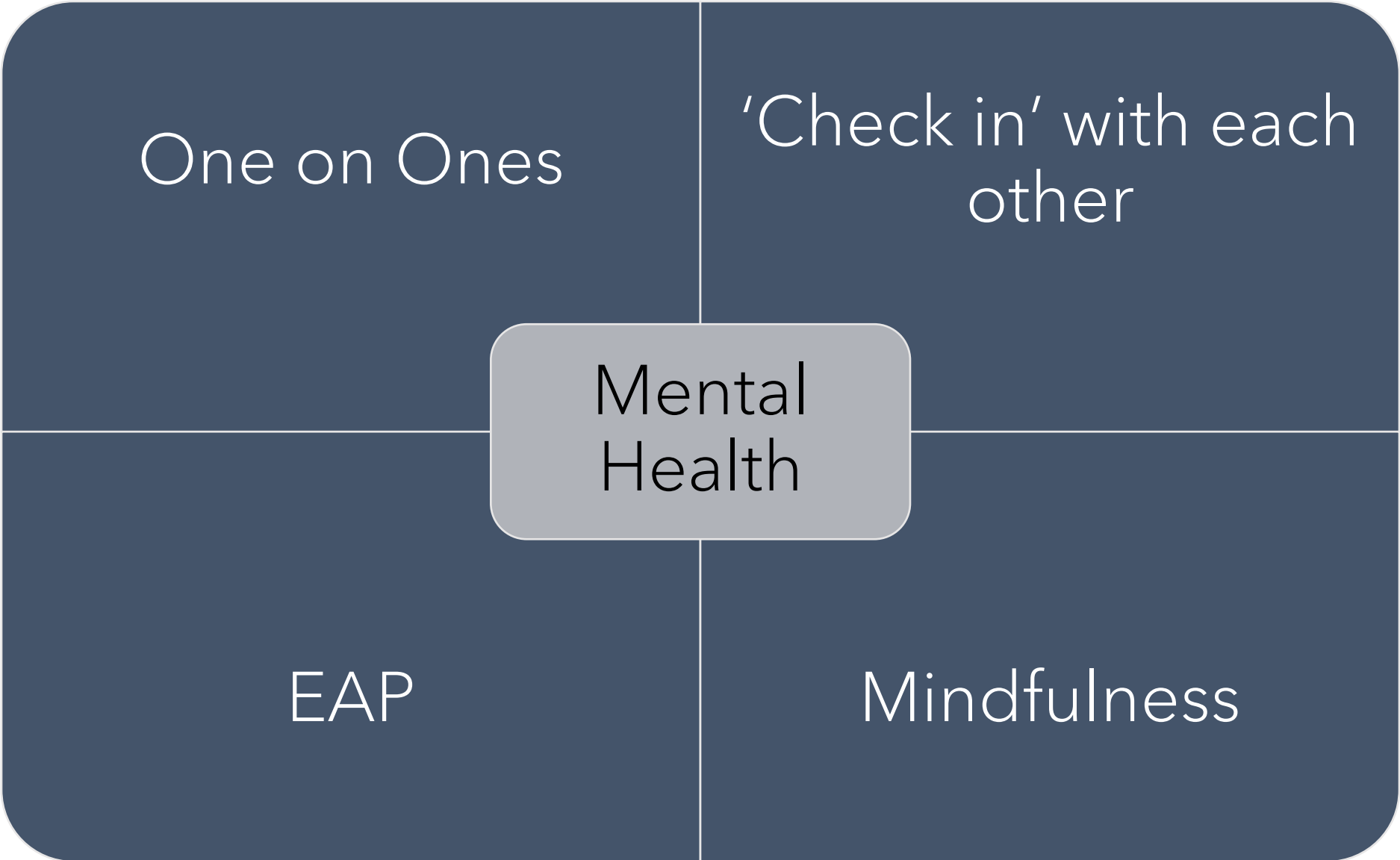
Incident Response

Return to working from
home arrangements

Notify others who share
the building/ workplace
etc



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Keep up the
communication

Routine

Looking
after yourself

Set appropriate work
boundaries

Self monitor

Monitor Public Health information as required

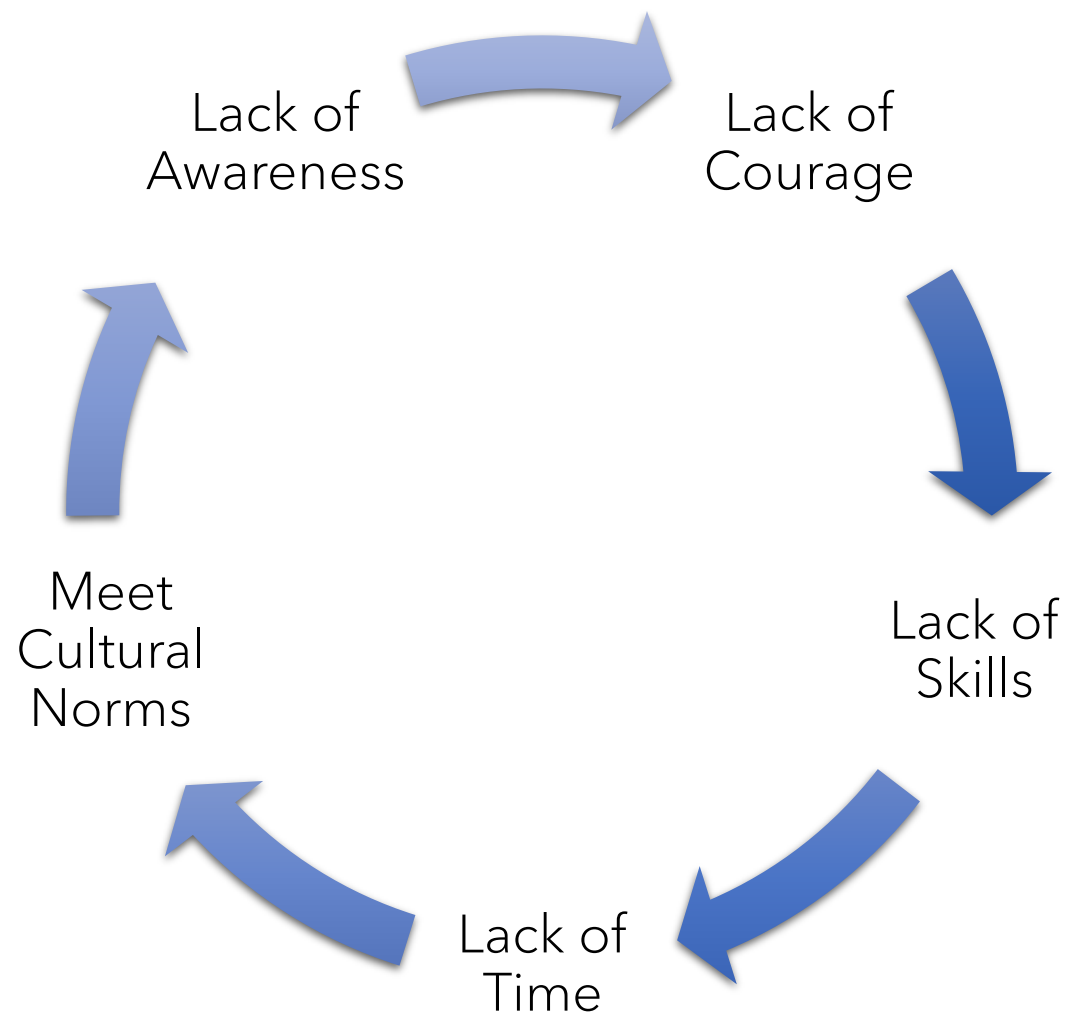
Monthly review of plan

Review Progress

Update as required with feedback

Everyone's job

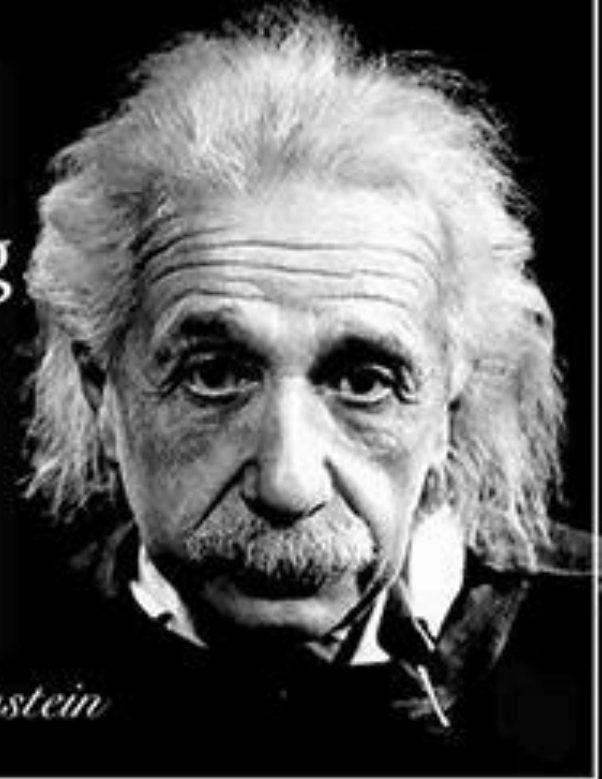
Excuses



By not acting you
are living your own
version of insanity

Insanity:
doing the same thing
over and over again
and expecting
different results.

- Albert Einstein



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THANK YOU



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Tourism Industry Council Tasmania