

RECOGNISE – RECRUIT – RETAIN

WEBINAR #1 RECOGNISE



We understand that a highly skilled and capable workforce is critical to business performance no matter how large or small you are.



1. Webinar Format

1. Please mute your microphones unless you are asking a question.
2. You will be able to view the presentation, have vision and audio of the presenter.
3. Interaction is encouraged through enabling your video function.
4. Raise hand function will be available.
5. Chat function will be available during video
6. Questions will be answered audibly
7. Any questions that need more information will be followed up after the Webinar
8. Call if you are having technical difficulties

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About us



- The BUSY Group (BUSY) is a QLD-based not-for-profit, community organisation delivering -
 - Australian Apprenticeship Support
 - Recruitment and employment services
 - Community programs
 - Soft skills training
 - School-based, indigenous and disability employment programs
- Largest provider of Apprenticeship Support Services in QLD, holding market-share majority
- Over 40 years experience, employing over 400 staff, across over 50 offices, nationwide
- Services delivered to 60,000 employers
- Around 400,000 apprentices have commenced with BUSY since 1998.

Our Services



Apprenticeship Services

Apprenticeships
Traineeships
School based programs



Recruitment Solutions

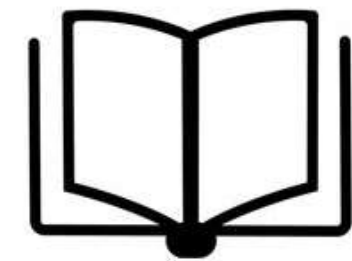


Employment Services

Jobactive
Transition to Work



Group Training and Labour Hire



Community Services

BUSY Schools
Annual giving campaigns

We want to help place the right people in the right roles. It's as simple as that.

Workshop 1 - Recognise



Aim of session – help overcome the difficulties of attracting the right staff and how looking beyond the job role will lead you to attracting the right people.

1. Your current situation (feedback from attendees)
2. What works and what doesn't work
3. It's about more than the job
4. Where will future workers come from
5. Where to now

Your current situation

Let's talk about your business and the types of jobs you are currently looking to fill. (casual/permanent)

Where are these jobs located?



Your current situation - ongoing

What type of skills, abilities, and experience do they need to have?



2. Your processes – **what works, what doesn't?**

1. Recruitment methods are you currently using to attract the right candidates? Example - Seek or social media
2. What doesn't work?
3. Recruitment and selection – who looks after this?
4. Interview/screening and reference checking process – do you review this?
5. Induction/onboarding – formal/informal?

3. It's about more than the job

1. Skills profiling – is this an option?
2. Why work for your business? What makes your company great to work for? Example - great culture, competitive salary, feeling valued?
3. Why do your staff stay with you?
4. What other attributes to consider in a person when recruiting?

4. Where will future workers come from?

1. What is the biggest age group of people displaced due to COVID?
2. What sectors and/or roles were they in?
3. Do you think they have the skills and/or abilities that you are looking for?
4. How to attract them to your job ads?

This is what your colleagues said

1 Your current situation

- Your business and the types of jobs you are currently looking to fill
- Skills, abilities and experience?
- What type of employment do you offer? (casual/permanent)

Audience responses

- Trades, Operators, Managers
- Industry specific experience and qualifications
- Full time and part time



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This is what your colleagues said

2 Your processes

- Recruitment methods you are currently using to attract the right candidates?(Seek/social media)
- What does work?
- Recruitment and selection – who looks after this?
- Induction/Onboarding – formal/informal

Audience responses

- Online via Gumtree, Seek, Facebook, LinkedIn, refer a friend, word of mouth
- Personal engagement at interviews (getting to know them personally)
- Owner drivers, exec managers, divisional managers and HR
- Appointing a workplace buddy, combination of both informal and formal process



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This is what your colleagues said

3 It's about more than the job

- Skills profiling – is this an option
- Why work for your business? What makes your company great to work for? (culture, competitive salary, feeling valued?)



Audience responses

- Currently use psychometric testing if needed
- Open to trying Cognisess?
- Quarterly surveys sent out to all staff
- Job swapping for the day to gain an understanding of each teams role to close the divide between area and field staff



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This is what your colleagues said

Where will future workers come

- Do you think they have the skills and abilities that you are looking for?
- How to attract them to your job ads?



Audience responses

- Displaced sectors such as tourism, hospitality and the arts to utilise transferrable skills such as customer service, attention to detail and working under pressure. Then train/teach them the industry specific skills
- Create job ads selecting words that appeal to those looking for a career change due to COVID
 - *“Do you have customer service skills, the ability to work under pressure and are looking for a new career pathway?”*



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5. Where to now

QTA will send you:

- the full feedback survey from Workshop #1
- Link to the Cognisess profiling tool for you to undertake before the next webinar



The BUSY Group
where opportunities begin

QTA
QUEENSLAND TRUCKING ASSOCIATION
Trusted to Deliver. Driven by Service.

Queensland Trucking Association Workshop 1

The Queensland trucking industry presents many employment and career opportunities for those looking to be a part of this thriving industry, yet has particular challenges to fill skills shortages and attract the right people. At a recent QTA member workshop, we asked for feedback on current processes and challenges for human resourcing. Below is the compiled feedback responses from QTA members.

1. Your current situation	Audience responses
<ul style="list-style-type: none">• Your business and the types of jobs you are currently looking to fill• Where are these jobs located?• Skills, abilities and experience?• What type of employment do you offer? (casual/permanent)	<ul style="list-style-type: none">• Trades (fabricators)• Operators• Managers• Industry specific experience is preferable• Qualifications• Full time and part time opportunities
<h4>2. Your processes - what works, what doesn't?</h4> <ul style="list-style-type: none">• Recruitment methods you are currently using to attract the right candidates? (Seek/social media)• What does/doesn't work?• Recruitment and selection - who looks after this?• Interview/screening and reference checking process - do you review this?• Induction/Onboarding - formal/informal	<ul style="list-style-type: none">• Succession planning• Social media is not always effective• Personal engagement - getting to know the applicants on a more personal level at the interviews• Reward program for introduction of talent• Utilising existing staff to upskill new staff• Individual managers review applicants and conduct initial interview• Each manager and line manager conduct second interview• Owner drivers and managers - buddy systems• HR department• Operation manager/division managers• Phone screening prior to face to face interviews• Psychometric testing if required• Look for candidates with a good culture and willingness to learn over less experience• Formal process involving face to face and online interviews• Implementing a buddy system prior to the induction process• Online: Gumtree, Seek, Facebook, Linked-In• Driver jobs• Bus wrap• Owner/driver website• Word of mouth• Internal expressions of interest• Refer a friend method• Big rigs/newspapers