

# WE HELP YOU TO ACHIEVE EVEN BETTER OUTCOMES FOR YOUR BUSINESS

BY WORKING WITH YOU TO ACHIEVE THE VERY BEST PERFORMANCE FROM YOUR PEOPLE



**Ensuring you have the right people** in your team and setting them up for success: from the beginning- but also as you grow and change. Both new and existing employees need the right tools, support and knowledge to deliver results. At the same time, Managers need to be willing and able take the lead in the way they do their job AND the way they work with and encourage their teams. If someone is not delivering, being or a potential problem, we work with you to act quickly and constructively to address the issue.

As the average workplace now employs people across a span of five generations - all with different values, approaches and needs - understanding your people is important than ever. All have something to offer - it's how we recognise, extract and encourage this that leads to great workplace performance.



**Getting the foundations right.** This is essential from a legal and risk management perspective, but also in terms of its capacity to drive business performance. It means having best practice-based policies and procedures that show people how and why things are done a certain way. These provide a solid framework for articulating your business vision, addressing challenges, and promoting an open and honest workplace culture where information is readily shared and available.

Solid foundations help you respond to and move with changing times and market challenges and ensure that your internal structures can grow and change accordingly.



**Recognising and rewarding** great performance whilst removing or reducing barriers or obstacles that get in the way: whether that's communication, conflict, lack of resources, process issues, or team culture/fit. Money is NOT the only reward that employees value. There are many and better ways to motivate them, and the most effective are the ones that resonate with their values and passions.

People who are genuinely engaged in their work, and in a rewarding and stimulating way, will be inspired to give their best. We guarantee it.



**Creating a performance-driven culture** where people take pride in what they do and are motivated to go over and above the minimum. To this, they need to be comfortable asking questions, seeking help, and/or admitting to genuine mistakes. It's about "catching people doing things right" as opposed to managing through fear of failure. Key to this is supporting, coaching and training your managers, so that they are not only technical experts, but also expert leaders, coaches, problem solvers and motivators.

The highest performing people are invested in the company and its goals- and supported and encouraged to understand the role they play in its success- as professionals and company representatives.



**Making work an enjoyable place to be.** This isn't idealism, it's pragmatism. Research (and common sense) tell us that happy, engaged staff who enjoy what they do, do more, and to a higher standard. It's all about building a culture where people look forward to coming to work and take pride in achieving great results.

Effective welfare and engagement strategies aren't just "feel good" exercises: they create purpose driven good-will that motivate and encourage employees to perform at their best.



**Encouraging curiosity and continuous improvement.** Investing in professional development returns dividends in terms of staff retention, skill improvement, which in turn contributes to the health of your business bottom line.

Creating competitive advantage through your people is all about investing in professional development in a strategic way; that is consistent with your business vision, including your commercial goals, and market challenges.



**Being strong and decisive.** If you are worried or uncomfortable about something, going on in your workplace that you feel is inappropriate or risky, don't ignore it - seek our advice. We're "on call" as your expert and objective sounding board, to support and advise you every step of the way. The more promptly you act, the easier to either prevent or contain an issue, and to protect your business from any risk of fall-out.

Theft, fraud, bullying, misconduct, poor performance, staff conflict, health and safety, and/or compliance gaps are all issues that can expose your business to great risk and MUST be handled deftly. When you need us, we'll be there to help.



**Having all the backup expertise you need.** It is a false economy to try and do everything yourself- especially if it's not your area of expertise, or distracts you from your responsibilities within the business.. We have a specialist "back up" team to support you - from legal to financial to occupational health and safety matters. They will integrate seamlessly to provide their expertise at the right time and price, to help achieve the outcomes that your business needs.

You can trust us to be consistent in quality, value and delivery of service. Similarly, anyone experts we work with or refer to you will operate with the same professionalism, energy, commitment and integrity that we do.

**CANOPY**  
HR CONSULTING

[www.canopyhr.com.au](http://www.canopyhr.com.au)