



# WORKING *together*

## SORTED!

### TIPS AND TOOLS – Brief people properly

Common sense.

It's a funny concept.

In the good old days, we could blame someone else for not having common sense even when, in the back of our minds, we knew we weren't explaining the concept properly.

Now we understand that common sense is cultural. It's learnt. The dominant culture defines it. Each industry, each aspect of life has its own nuanced version of 'common sense'. Everyone else has to think quickly, trawling through examples of similar experiences, to keep up.

An example.

A painter chides her apprentice for trying to wash oil-based brushes in water, saying, in harried exasperation, because the job's running behind as usual, 'Everybody knows this paint needs turps!'



No. Not everybody knows.

We all need to learn this, and a whole host of other titbits that make up 'common sense'. The assumptions around common sense get even worse when the person instructing the apprentice doesn't remember actually learning it. They assume it's common knowledge.

To get the best out of others, we need to brief them properly from the outset, and the instructions, support and review need to continue until we're absolutely sure the message/s have been understood. A few conscientious checks, without being overly fastidious, save time and anxiety in the long run. Employers can gauge the employee's skill development. Employees can ask questions as they go to check that they're getting it right. This is good for everyone's confidence, which is good for everyone's work.

To ensure your brief is heard and interpreted and put in place to your satisfaction, now you have to review the worker's efforts regularly.



### A WORD FROM MARTIN

#### *A volunteer beats a conscript every time*

Many potential employers don't know that the majority of NOVA job seekers voluntarily sign themselves up to look for work. This is in stark contrast to many people receiving the Newstart Allowance, who are often competing for the same roles.

That most of our candidates are volunteers, not conscripts, makes every bit of difference to their:

- Interest in finding the right workplace and role
- Motivation around seeking employment and doing right by the employer
- Enthusiasm for learning and participation
- Willingness to be a part of the team, and
- Gratitude for their position.

Add these together and you have a very useful worker, who's keen to work for the long term.

Sound too good to be true? It doesn't have to be! We pride ourselves on matching candidates to jobs and then supporting the workplace to support the worker to do their best work.

**Martin Wren,**  
CEO NOVA Employment

## SORTED!

### *TIPS AND TOOLS – Review worker’s performance regularly*

You’ve refined and defined what you need in your next worker. You know how to interview to find the person you want. You’ve briefed them properly. Now it’s time to review their performance regularly without cramping their style or taking up too much of their supervisor’s time.

Success comes through striking a balance between managing the minutiae and looking after overall progress. Particularly early on, there can be elements of the task that are hard to pick up for the new worker, but this should not diminish their opportunity to succeed. One thing is guaranteed with workers disability: support early on is rewarded by efficiency, confidence and loyalty.

Identified early, the harder-to-pick-up elements of the task become familiar for the worker and can lead to strengths.

NOVA dedicates job coaches to each worker to enable their skills development in a safe and timely manner. Job coaches praise the good work while zeroing in on the parts of the role that need improvement. They do this via task analysis, which is the breaking down of each of the worker’s tasks into clear, doable parts.

Good employers do task analysis instinctively or by experience. But if you recruit through NOVA, this is done for you by people who know the person and are trained in task analysis. Job coaches work on the improvements and report how the worker is going.

With the time and money saved, a good job coach is worth their weight in gold.

Next month: more about task analysis with an example to follow.



*‘The game has it’s ups and downs but you can never lose focus on your individual goals and you can’t let yourself be beat because of lack of effort.’*

– Michael Jordan