

Hiring An Employee

In this video we will be going over hiring an employee, which can be a monumental step for many businesses. Hiring an employee can be done for many reasons. However, most of the time people only look at offloading the duties that they don't like doing or to simply offload less valued tasks. Instead, I think that employee would ideally be hired as an asset to your team. Remember, hiring a body, is much different than hiring a teammate.

Value of The Team

I can truly say that we don't look at our employees, as simply, employees. Our employees are valued members of our team from whom we value their opinion and incorporate those opinions into our business. This cannot possibly be done if you are simply filling seats. You are looking for an employee who cares about your business, and is invested in its success. We try to let our employees know constantly how they are doing, as well as let them make as many decisions as possible. We don't punish mistakes – we use those as opportunities to grow stronger and explore what the problem was.

Learn the strengths of your employees and try to focus their work around that. You will get the most out of them, as well as leave them with the most rewarding experience possible. Listen to them, and test their theories. This will be invaluable in having them contribute to your successes. Let them be a part of your strategy and goals sessions. Maybe they can provide insight that you don't see.

Employees are the lifeblood of any company. If you construct your company correctly, it will be capable of running independently of you. If you hire someone that you have to micromanage constantly, you hired incorrectly – and should look at someone new to fill that position.

Think of your team as a daily mastermind and treat them as such.

Don't Fall Into the Trap

This trap is an easy one to fall into, but it can be a major problem for your business. Don't hire friends, don't hire family. That's our first instinct as new business owners, but it can be catastrophic. Friends get by all of your initial radars of hiring people who will enhance your business. I promise you this is, more often than not, a huge mistake. It always starts out perfectly smoothly, and you always assume that you will be able to easily let them go if it doesn't work out. This never works the way you think it will. Instead, you end up carrying an employee far longer than you should. You will often find yourself resenting their errors, but struggling to work through them with your friend or family member.

Hiring a friend or family member will not help you grow as a boss, and instead could have the opposite effect. Instead, take the hard step and start interviewing people beyond your comfort zone. I realize, even if you won't admit it, this will be rather uncomfortable. However, you will be a better business owner after you go through it. You will learn a lot, and you will end up with a better perspective and prospect than if you simply took the easy way out and defaulted to hiring someone you already know.

Another Trap

If the goal of hiring the employee is to help your business grow, then that means all the time they are now successfully buying you should be put to good use. Hiring an employee to process products so that you have more time to relax is not growing your business. You have to remember that the purpose of new employees is to free up your time to be spent on the most valuable tasks for your business.

Hiring Questions & Resumes

This is probably the most important part of process. In terms of resumes – make sure that you ALWAYS, ALWAYS, ALWAYS. Collect them. Then, follow up with their former employers. Ask how they performed, why they left, if they were on time, if they ever suspected them of stealing anything and anything else you think might be relevant. Contact their references. Their references will let them know that you contacted them, which will show that YOU care about them and the job that they will do for you. In terms of their references ask them things like:

How long have you known them?
Are they a reliable person?
What can you tell me about them?
Have you worked with them?

In terms of while your prospective team member is with you. Look over their resume, and ask them questions about it. If you see gaps in employment, ask them why. If you see a misspelling, ask them if they used a spelling or grammar check (this will show you their attentiveness to detail), and also how they react to tough situations. It is also important to note if their resume is riddled with errors, then that could be indicative of their performance.

Ask them questions about their skills. If they put them on their resume, ask them about them. For example, if they put they had experience with computer work, ask what softwares they have used, and how familiar they are with them. You can also test them – with a typing test, or something small and short. Don't be overbearing, but see if their claims check out.

Below this video is a PDF with important questions you should never forget to ask, as well as some sample questions we ask during interviews. Make sure and check out that.

What Do You Need for them to Start?

Do NOT pay your employees under the table. There are tax breaks for you in paying legitimately, as well as, it simply does not work building a business on a faulty foundation. If you aren't familiar with taxes and worker's comp insurance – look into utilizing a professional service to outsource these things to. We utilize a payroll service called (AAP Payroll). They take care of paying our employment taxes, handling

employee withdraws, paying workers comp insurance and issuing checks/automated payroll. It makes our lives easier, and makes sure that these things are done correctly.

If you are utilizing, or plan to utilize one of these services – get a list of what they need for you to get your employee started.

In addition to that, you should keep copies of the following:

Employee Information Sheet: Name, Address, Phone, Email, Person to Contact in Case of Emergency, Their Phone, Social Security Number, Starting Pay, Planned Review Times (copy of their drivers license and insurance). As well as the signed copy answering the questions posed in the previous slide (criminal record, etc).

Developing Your Company Culture

This may sound weird, but we LOVE to go above and beyond for our employees. We want our employees to WANT to come to work, and committed to making our company better. That starts with you. Always be cheerful with your employees. Don't take your frustrations out on them, and let them always see the best you. Don't fight with people in front of them.

We provide: Free Snacks (Health Bars) & Drinks, A comfortable work environment (we spare no expense on equipment), things to do during their break times, we actively encourage break times, we give them unannounced bonuses, ask their opinions and include them in decisions. If we can tell they are frustrated we encourage them to take an extra break and walk around or do something not work related. We always try to show them that we TRULY care about them, and constantly give praise.

When our employees make mistakes – we focus on learning from them. We NEVER chastise our employees for doing something that took initiative. We are focused always on what is in front of us, instead of what is behind us. If they make a costly error, and they had their best intentions behind it, we eat that as a company expense and simply work to develop a system that won't let it become a common problem. Remember, the fault lies on you as much as it does them. Whether it be training or something else. Fault does lie on you.

Closing Thoughts

In closing, adding a valued team members will not only be a valuable experience for you as an entrepreneur – it will help your company grow and become independent. Take the time, and take the care in making sure that you hire the right people for the job. Also, focus heavily on retaining your super stars. Go above and beyond their expectations, and make them WANT to help your company grow.