

Business Coach Handbook



workplus
development + training

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Introduction

At Work Plus Development & Training we are obsessive about creating success for every business and individual that we come into contact with.

The *Business Coach Program* is aimed at providing support and assistance to you, the owner or manager of a small business. The ultimate outcome is for you to be able to say “yes”, when asked if your objectives from the last year were reached.

The program is aimed at identifying issues which are currently preventing the achievement of your objectives and facilitating a process of guidance and self help, enabling a feeling of being in control of aspects of your enterprise that you are currently dissatisfied with.

We believe that our values driven approach to achieving our mission is second to none, and that the relationships we form with our business clients and individuals will see us achieving where others cannot.

Work Plus Development & Training provide a multitude of services to assist in improving the productivity, employee retention and future growth of your business.

These services include:

- **Business Development**
- **Training & Assessment**
- **Human Resource Services**

“Through a real commitment to values, provide services and products that will contribute to the success of both business and individuals as well as the ongoing success of Work Plus! and those within it”

The aim of all of our services is to improve your business... and we take this very seriously.

Business Coach Program

The **Work Plus Business Coach Program** is a program that puts you, the business owner or manager in the driver's seat. The specific design of your program is ultimately up to you; you get to choose which components are included and which are not, depending on your specific needs.

The components are:

- **One-on-One visits from the Coach**
- **Industry expert consultations, including:**
 - **Hospitality**
 - **Retail**
 - **Administration**
 - **Warehousing and Distribution**
- **Business tools development**
- **Attending workshop style sessions (Leadership Program)**

Owners and managers of a small business generally have significant skills within their industry, but inevitably spend most of their time 'working in' rather than 'working on' their business. The objectives and reasons for initially going into business become clouded and the ability to focus on the primary objective wanes.

The Business Coach Program re-establishes that focus by using practical systems and processes, specifically designed for owners/ managers who have decided to look to the future and adopt a 'steer more paddle less' approach to their business.

One on One Visits from the “Coach”

The Work Plus Business Coach visits you in your workplace, assisting you in identifying areas of opportunity, tweaking your current systems and developing new systems to achieve your goals.

This is a service tailored to the owners and managers of small business and focuses on providing direction, support, motivation and assistance.

The one on one visits will follow the Business Development Model outlined below, and will form a framework for all other activities within the program.

evaluate

Evaluating the total objectives and needs of the business, including legislative or governing body requirements, industry standards and continuous improvement practices required to grow the business.

create

Creating the systems that will enable the objectives and needs of the business to be met and exceeded. This will include creating processes, manuals, forms and checklists to be used by the employees within the business.

implement

The most crucial step is the implementation of the ‘systems’. This would involve training all those involved in the effective use and maintenance of the systems and may take the form of ‘traineeships’ in some instances.

follow-up

The final step is following up to ensure the systems are continuing to be used and used effectively. This could involve systematic auditing and may involve making adjustments to some of the resources where necessary.

Industry Expert Consultations

Similar to the one-on-one visits from your coach, the consultations involve an expert in your specific industry visiting your workplace and helping out with specific industry needs. An example might be constructing a merchandising plan for your retail outlet or a food safety plan for your hospitality outlet.



Business Tools Development

The team at Work Plus Development & Training have had extensive experience in developing the tools that small to medium businesses need. Tools that can be used to obtain and maintain a greater productivity, adhere to

various industry specific requirements (eg: food safety practices), maintain higher rates of staff retention and take control of finances.



The business tools development component of the Business Coach Program enables you to access the expertise of the Work Plus team in developing tools that

you need in order to make your management of the business easier, these may include:

- Budgets & financial reports
- Recruitment and selection forms
- Food safety checklists
- Daily cash balancing sheets
- Rosters
- *etcetera*

Workshop Style Sessions

The Work Plus Development & Training Leadership program consists of ten three hour workshops delivered over a calendar year. Participants can attend any or all of the sessions, and can start at any point in the year, as the sessions simply continue on one after the other.

One of the big advantages of attending the Leadership Program Sessions is the opportunity to interact with other people in the same situation as you and share wisdom and expertise. As managers, leaders and team members, we can get very internal over a period of time and forget that many other people in the same or similar situation as ourselves are probably experiencing the same problems that we are; Hearing how someone else handles a situation differently is insightful... what a wonderful learning experience!



Work Plus Leadership Program – Session Descriptors

1 Leadership	<p>Develop the skills and principles associated with being an effective leader of people.</p> <p>In the modern business world, having dynamic and effective individuals and teams within your business is not nice to have, it is essential!</p>
2 Workplace Relationships	<p>Understand the principles of maintaining relationships with all people involved in your business... colleagues, employees, suppliers and customers.</p> <p>Understand conflict and how to deal with it.</p> <p>Develop networking skills to take your business into the future!</p>
3 Operational Planning and Budgeting	<p>Develop the skills associated with planning for the future of your business... from rostering staff for next week, to planning the next quarter's budget and planning next year's resource acquisitions.</p>
4 Financial Management	<p>Learn how to manage the major internal financial functions of a business. Monitor and ensure stock levels are adequate, understand the data required to produce accurate financial statements and interpret financial statements from your accountant!</p>
5 Develop the team	<p>Understand and develop the skills necessary to coach your team to success, evaluate performance and access appropriate learning opportunities for individuals and teams alike.</p>
6 Health, safety, and Security	<p>The most expansive session in the program, covering the knowledge and skills associated with operating an effective OH&S program in a workplace (incl. duty of care, legislation, committees etc etc); the necessity of ensuring the security of people, product and premises.</p>
7 Sales & Service	<p>Develop the knowledge and skills to implement and monitor an effective customer service strategy in your business. Everything from attracting new customers and keeping them to dealing with complaints and obscure requests.</p> <p>Customer service is often the thing that differentiates us from our competitors.</p>
8 Innovation, Change & Continuous Improvement	<p>Encourage your team to be innovative... make them understand that change can be a positive and rewarding experience for all involved. Continuous improvement is the backbone to the success of any organisation... If you're not moving forward, you're moving backward!</p>
9 Self Management	<p>Learn how to manage your own time, to prioritise your work load and make your day a lot more productive. Achieve your goals, your business goals and strive to have those achievements recognised.</p>
10 Recruitment, selection, Induction and performance management	<p>Develop the skills needed to recruit and select the right person for the right job. When you get the right person, ensure that you are giving them the knowledge and direction they need to achieve the required results, and then deliver frequent and specific feedback...</p> <p>Performance management, from day one to the day before they retire is paramount to productivity in individuals...</p>

Pricing & Detail

The Work Plus Business Coach program is a cost effective way of accessing a range of services as outlined in this handbook.

There are three programs available, all of which can be further tailored to meet your needs.

Program ²⁴

This is the introductory program and enables the user to an initial program planning visit plus access to **twenty four hours** of one-on-one support, workshop attendance, expert consultations or business tool development. This program is for twelve months and is charged at \$160 per month.

Program ³⁶

This is the introductory program and enables the user to an initial program planning visit plus access to **thirty six hours** of one-on-one support, workshop attendance, expert consultations or business tool development. This program is for twelve months and is charged at \$225 per month.

Program ⁴⁸

This is the introductory program and enables the user to an initial program planning visit plus access to **forty eight hours** of one-on-one support, workshop attendance, expert consultations or business tool development. This program is for twelve months and is charged at \$280 per month.

Business Coach Program – Enrolment Form

Personal Details

Surname: _____ Mr / Mrs / Ms / Miss

Given Names: _____ Sex: Male Female

Street Address: _____
Postcode: _____
This should be your normal place of residence

Postal Address: _____
Postcode: _____

Home Phone Number: _____

Mobile Phone Number: _____

Email Address: _____

Date of Birth: _____ Country of Birth: _____

Business Details

Legal Name of business: _____

Trading Name of Business: _____

Business Address: _____
Post Code: _____

Business Phone Number: _____ Business Fax Number: _____

Website Address: _____

Name of Business Owner or Senior Manager: _____

Principal Activity of Business: _____

Total Number of Employees in Business: _____

Work Plus Contact Details

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